



Jacqui Sinnott-Lacey  
Chief Operating Officer

52 Derby Street  
Ormskirk  
West Lancashire  
L39 2DF

---

Wednesday 9 September 2020

**TO: COUNCILLORS C COUGHLAN, C DERELI, A BLUNDELL, MRS M BLAKE, S CURRIE, J FINCH, N FUREY, J GORDON, S GREGSON, K MITCHELL AND P O'NEILL**

Dear Councillor,

A meeting of the **CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE** will be held **VIRTUALLY** on **THURSDAY, 17 SEPTEMBER 2020** at **7.00 PM** at which your attendance is requested.

Yours faithfully

A handwritten signature in black ink, appearing to be 'JS', enclosed in a rectangular box.

Jacqui Sinnott-Lacey  
Chief Operating Officer

**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 Legal and Democratic Services Manager 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 11 June 2020.
- 7. PUBLIC SPEAKING** 9 - 14  
 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 11 September 2020. A copy of the public speaking protocol and form to be completed is attached.
- 8. WEST LANCASHIRE LEISURE ANNUAL REPORT**  
 To consider a Presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO). *(To follow)*
- 9. LITTER BIN POLICY - PROGRESS ON RECOMMENDATIONS**  
 To consider the report of the Corporate Director of Transformation and Resources. *(To follow)*
- 10. QUARTERLY PERFORMANCE INDICATORS (Q1 2020/21)** 15 - 34  
 To consider the report of the Corporate Director of Transformation and Resources.
- 11. FINANCIAL INCLUSION STRATEGY - REVIEW**  
 To consider the following items in relation to the 'Financial Inclusion Strategy' be undertaken by the Committee:
- 12a Financial Inclusion Strategy - Update  
 To receive an update from the Financial Inclusion Team.
- 12b Project Plan - Financial Inclusion Strategy 35 - 40  
 To agree and review the Project Plan for the Review.

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

There are no items under this heading.

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

There are no items under this heading.

**15. WORK PROGRAMME OF THE COMMITTEE**

41 - 50

To consider the report of the Corporate Director of Transformation and Resources.

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

**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)



## **REMOTE MEETINGS – GUIDANCE**

**This guidance is designed to assist members when attending remote meetings.**

**The guidance should be read in conjunction with the Council's Remote Meetings Protocol and Procedures Rules**

### **General**

1. If members wish to speak on a particular item it will assist the smooth running of the remote meeting if they indicate to the Chairman their wish to speak in advance of the meeting.
2. Please join the meeting no later than 15 minutes before the start of the meeting to ensure that the technology is working correctly.
3. It is a requirement of the remote meetings regulations that any member participating in a remote meeting must be able to be heard (and if practicable also be seen) by all other members, officers and public speakers participating in the meeting and, in turn, be able to hear (and if practicable see) those persons.
4. It is also a requirement that the meeting be live broadcast and so any camera (video-feed) should show a non-descript background and members should take care to ensure that no exempt or confidential papers can be seen in the video-feed.
5. At the start of the meeting please ensure that your microphone is muted and your video feed (if available on your device) is paused. Please remember to unmute your microphone (and unpauses your video feed if available) when invited to speak by the Chairman!
6. At the start of the meeting the Member Services Officer will read out which Members and Officers are present. The attendance of members will be recorded.
7. Please remember to mute your mic/pause your video feed when you're not talking.

8. Only speak when invited to by the Chair.
9. Please state your name before you make an address.
10. If you're referring to a specific page or slide mention the page or slide number.
11. In the event of failure of the live broadcast then the Chairman will immediately adjourn the meeting until such time as the live broadcast is restored.
12. In the event that a member's individual remote connection should fail, the Chairman will call a short adjournment to determine whether the connection can be re-established (either by video technology or telephone connection). If connection cannot be restored after a reasonable period of time then the presumption is that the meeting should continue, providing the meeting remains quorate.
13. If connection to a member is lost during discussion of an item of business at a regulatory meeting (planning and licensing committees) that member will not be able to vote on that item (unless that part of the discussion during which connection was lost is, in the view of the Chairman, capable of being repeated for the benefit of the member concerned).

### **Public speaking**

14. Any member of the public participating in a meeting remotely in exercise of their right to speak must be able to be heard (and if practicable also be seen) by members, officers and public speakers participating in the same item of business and, in turn, be able to hear (and if practicable see) those persons.
15. The Member Services Officer will mute the member of the public once they have spoken and remove them from the remote meeting on the instruction of the Chairman once the relevant item of business has been dealt with. Note: members of the public will be able to view/listen to the remainder of the meeting via the live broadcast.

### **Voting**

16. Unless a recorded vote is called by a member, the method of voting will be, at the discretion of the Chairman, by:

- General assent by the meeting (where there is no dissent); or
  - By the Member Services Officer calling out the name of each member present with members stating "for", "against" or "abstain" to indicate their vote when their name is called. The Member Services Officer will then clearly state the result of the vote (to be confirmed by the Chairman)
17. Details of how members voted will not be minuted, unless a recorded vote is called for prior to the vote taking place.

### **Declarations of Interest**

18. Any member participating in a remote meeting who declares a disclosable pecuniary interest, or pecuniary interest that would normally require them to leave the room in which the meeting is taking place must leave the remote meeting. Their departure will be confirmed by the Member Services Officer who will invite the relevant member to re-join the meeting at the appropriate time.

### **Exclusion of the Press and Public**

19. There are times when council meetings are not open to the public when confidential, or "exempt" items (as defined in Schedule 12A of the Local Government Act 1972) are under consideration. The Member Services Officer will ensure that there are no members of the public in remote attendance and the live broadcast is ended, once the exclusion has been agreed by the meeting for that item(s).
20. Every Member in remote attendance must ensure there are no other persons present in their remote location who are able to hear, see or record the proceedings (unless those such persons are also entitled to be so present). Members must declare to the meeting, if at any point during discussion of the item, this requirement is not met.

# 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>          <i>You may speak and vote</i>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 20/09/16 – 19/09/20)	<input type="checkbox"/>	<i>See the terms of the dispensation</i>
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	<input type="checkbox"/>	<i>You may speak but must leave the room once you have finished and cannot vote</i>

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

### **Interest**

Employment, office, trade, profession or vocation

Sponsorship

### **Prescribed description**

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

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

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

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

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

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

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

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

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

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

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

**'a connected person'** means

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

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

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

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

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



# Agenda Item 6

## CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 11 June 2020

Start: 7.00 pm

Finish: 9.05 pm

### PRESENT:

Councillor: V Cummins (Chair)

Councillors:	J Finch (Vice-Chair)	Mrs M Blake
	T Blane	C Coughlan
	S Currie	G Dowling
	J Gordon	G Hodson
	K Mitchell	J Monaghan
	P O'Neill	A Sutton

In attendance: Mark Orford – BTLS Director of ICT Services (Agenda Item 14)  
Claire Hall – BTLS Director of Revenue and Benefits Service  
(Agenda Item 14)

Officers: Chris Twomey, Corporate Director of Transformation & Resources  
Peter Lightbown, Head of Corporate & Customer Services (From  
Agenda Item 9)  
Alison Grimes, Partnership & Performance Officer  
Tom Dickinson, Principal Solicitor  
Jane Maguire, Income and Financial Inclusion Manager  
Carl Wallace, Financial Inclusion Team Leader  
Jacky Denning, Democratic Services Manager  
Julia Brown, Member Services / Civic Officer

### 68 APOLOGIES

There were no apologies for absence received.

### 69 MEMBERSHIP OF THE COMMITTEE

There were no changes to Membership of the Committee.

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

There were no items of urgent business.

### 71 DECLARATIONS OF INTEREST

Councillor C Coughlin declared a non-pecuniary interest in relation to Agenda Item 9a & 9b - Financial Inclusion Strategy Review in respect of his employment in the Children and Family Wellbeing Service, Lancashire County Council.

### 72 DECLARATIONS OF A PARTY WHIP

There were no declarations of Party Whip.

**73 MINUTES**

RESOLVED: That the Minutes of the meeting held on 5 March 2020 be approved as a correct record and signed by the Chairman.

(A Member expressed that it be noted, that at the meeting held on 5 March 2020 the Corporate Director of Transformation and Resources provided a Briefing, in respect of the work that Officers had carried out during the outbreak of Covid-19 and wished to thank them on behalf of the Committee for their work in respect of this).

**74 PUBLIC SPEAKING**

There were no items under this heading.

**75 QUARTERLY PERFORMANCE INDICATORS (Q4 2019/20)**

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 291 to 310 of the Book of Reports, which presented performance monitoring data for the quarter ended 31 March 2020.

The Partnership and Performance Officer provided an update on the latest key performance indicators and explained that detailed Performance Action Plans are now in place where performance falls short of target by 5% 'red category' (Appendix B). She went on to explain that data contained within the report had reflected some of the impact from the early stages of Covid-19.

Questions and comments were raised in respect of the following indicators;

BV8 % Invoices paid on time

A new electronic process was introduced at the end of March 2020.

WL90 % of Contact Centre calls answered

WL108 Average answered waiting time for callers to the Contact Centre

A sustained improvement over the year and remains on target.

NI157a – Processing of Major Planning Applications – Annual Target 75%

Exceeds the National performance target of 60%. It was explained that a low number of applications can have a significant impact on outturn due to possible delays.

ES18 No. of fly tip incidents reported

All fly tips reported are removed if they are on Council land.

Environmental Enforcement Officers will engage with the landowner of Private Land to report removal.

NI192 Percentage of kerbside household waste sent for reuse, recycling and composting

Details of actions contained within Performance Plan (Appendix B5)

A new dedicated post of Waste and Recycling Promotions Officer will be in place

July 2020, focusing on identifying areas of low recycling.

ES14, 15, 16, 17 Average of missed bins per fortnight

Concerns raised in respect of target not met.

Details of actions contained within Performance Plan (Appendix B4)

HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)

It was explained that access to properties may be due to the position relating to restrictions during the current position with Covid-19 Government Guidance. The Partnership and Performance Officer made an undertaking to inform Members of specific data for the current target of 100% not being reached.

She explained that information relating to Revenue and Benefits would be presented in detail at Agenda Item 14 by the BTLS Service Director - Revenue and Benefits.

In discussion a Member commented that at the previous meeting held 5 March 2020, a suggestion was raised that the Performance Indicators that were performing well could potentially be reset accordingly to reflect this. The Corporate Director of Transformation and Resources informed the Committee that Officers are currently looking at the Performance Indicators for this financial year.

RESOLVED: That the Council's performance against the indicator set for the quarter ended 31 March 2020 be noted.

**76 FINANCIAL INCLUSION STRATEGY - REVIEW**

Consideration was given to the following 2 items in relation to the review undertaken by the Committee entitled ' Financial Inclusion Strategy Review'.

**77 FINANCIAL INCLUSION STRATEGY - UPDATE**

The Financial Inclusion Team Leader provided the Committee with a Presentation as contained on pages 339 to 348 of the Book of Reports, outlining the Financial Impacts on West Lancashire Residents during the Covid-19 Pandemic.

In discussion, comments and questions were raised in respect of the details included within the Presentation:

- Money Advice Team - Review of Money Advice Team / Income Team
- Future Resources / Funding to support Team
- Lockdown March 2020 – Financial Impact on the residents of West Lancashire
- Financial Inclusion Assistant Team set up – 222 referrals received
- Promotion / Support available to meet the needs of Residents
- Future medium term impact - difficult to predict future demand
- Government Financial Support
- Community Support Fund – Promotion through CVS/Partnership approach

- Support moving forward – Budgeting & Money Advice for tenants and residents
- Demographics of residents seeking support
- WLBC extended support to all Citizens from 24 March 2020 in conjunction with Strategic Partners including; CA, Digital Inclusion West Lancashire Debt Service, ICAN, LCC, Money Advice Service, More Positive Together and Birchwood centre
- Mental Health Support – Signposting via Social Media
- Importance of collaboration with third sector partners
- Types of support available for funeral costs
- Free school meals – possibility of Government to extend during Summer Holidays

The Chairman thanked the Financial Inclusion and Money Advice Teams for the Presentation and work involved during the Covid-19 pandemic.

- RESOLVED: A. That the presentation be noted.
- B. That a 'virtual' Scrutiny event be arranged with Members of the Committee, Key Stakeholders/Organisations and Service users in order to develop and refine the 'Financial Inclusion Strategy' Review.
- C. That the 'Signposting' of Mental Health Support available be provided to Members, in order to share with Tenants and Residents of the Borough.

**78 PROJECT PLAN - FINANCIAL INCLUSION STRATEGY**

The Project Plan as circulated on pages 311 to 316 of the Book of Reports was considered by the Committee.

RESOLVED: That the Project Plan be updated to include the arrangement of a 'virtual' Scrutiny Stakeholder event.

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

There were no items under this heading.

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

There were no items under this heading.

**81 WORK PROGRAMME OF THE COMMITTEE**

RESOLVED: That the 2020/21 Work Programme of the Committee be noted.

**82 EXCLUSION OF PRESS AND PUBLIC**

RESOLVED: That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of that Act and as, in all the circumstances of the case, the public interest in maintaining the exemption under Schedule 12A outweighs the public interest in disclosing the information.

**83 BTLS ANNUAL REPORT 2019/20**

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 319 to 338 of the Book of Reports, which was to consider the BT Lancashire Services Annual Review 2019/20 of services provided to West Lancashire Borough Council as part of the partnership agreement with Lancashire County Council.

The Chairman welcomed the representatives from BT Lancashire Services (BTLS).

The meeting was attended by Mr Mark Orford (Director of ICT Services) and Ms Claire Hall (Director of Revenue and Benefit Services) who provided an overview of the work that had been undertaken over the previous 12 months under the partnership agreement.

Comments and questions were raised in respect of the following;

- Mental health and wellbeing
- Council Tax debt recovery
- Debt recovery process – collaboration across teams
- Support for residents and businesses throughout Covid-19

The Corporate Director of Resources and Transformation explained that 200 Staff had been equipped and mobilised in order to work from home in respect of the Covid-19 Pandemic.

The Chairman thanked representatives from BTLS for their Presentation.

RESOLVED: That the BT Lancashire Services Annual Review 2019/20, attached at Appendix A be noted.

.....  
**Chairman**



## **PUBLIC SPEAKING – PROTOCOL**

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

### **1.0 Public Speaking**

- 1.1 Residents of West Lancashire may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.
- 1.2 A Parish Council Representative 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.
- 1.3 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 speaker (and representative) 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 Legal & Democratic Services Manager 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 Legal & Democratic Services Manager 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.

No amendments will be made to the list of speakers once it has been compiled (regardless of withdrawal of a request to speak).

- 4.3 All submissions received will be published on the Council's website and circulated to Members of the relevant body and officers for consideration.

#### **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 the speakers to make their representations. Speakers 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/s have said, along with any other information/representations submitted under this protocol, when all 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, including a Parish or Borough Councillor representative. They can also bring an interpreter if they need one. They should be aware there may be others speaking as well.

(Note: If a Resident wishes to have their Borough Councillor speak on their behalf, the Borough Councillor is not a member of the body considering the item.)



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

Please indicate if someone will be speaking on your behalf at the meeting

**YES/NO\***

\*delete as applicable

If someone is speaking on your behalf please provide their contact details:

**NAME** .....

**PHONE** .....

**Email** .....

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 circulated to Members of the Committee and published.



**CABINET: 8 SEPTEMBER 2020**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY COMMITTEE:  
17 SEPTEMBER 2020**

---

**Report of: Corporate Director of Transformation and Resources**

**Relevant Portfolio Holder: Councillor I Moran**

**Contact for further information: Ms A Grimes (Extn. 3211)  
(E-mail: [alison.grimes@westlancs.gov.uk](mailto:alison.grimes@westlancs.gov.uk))**

---

**SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q1 2020/21)**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To present performance monitoring data for the quarter ended 30 June 2020.

## **2.0 RECOMMENDATIONS TO CABINET**

2.1 That the Council's performance against the indicator set for the quarter ended 30 June 2020 be noted.

2.2 That the revised targets outlined in s.4.6 and Appendix A are approved.

2.3 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 17 September 2020.

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

3.1 That the Council's performance against the indicator set for the quarter ended 30 June 2020 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 The suite of indicators for 2020/21 includes the quarterly indicators provided in Appendix A.
- 4.3 There are 47 items within the quarterly suite. Due to temporary suspension of some SLAs relating to the Revenues and Benefits Service this increases the number of data only items to 11. Other than Emergency Repairs, Housing Repairs PI(s) through the contractor Wates Living Space cannot yet be reported due to the impact of COVID-19. Of the 36 PIs with targets reported:
- 27 indicators met or exceeded target
  - 3 indicators narrowly missed target
  - 6 were 5% or more off target.

A direct comparison with the same quarter of the previous year is not possible due to changes in indicators and targets, however performance in Q1 2019/20 gave 24 (from 42) performance indicators on or above target at that time.

- 4.4 Performance plans are prepared by service managers for those indicators where performance falls short of the target by 5% or more for this quarter. These plans provide the narrative behind the outturn. Progress on actions from previous Performance Plans where indicators are no longer red are provided in Appendix C.
- 4.5 The quarterly suite of indicators was agreed to be continued from the 2019/20 suite until at least October 2020 pending new KPIs to reflect the development of a new Council Plan.
- 4.6 Following comments from Members, there has been a review of some targets where performance has been consistently strong. These are given below and highlighted in Appendix A. Cabinet is asked to approve these targets.
- ES04 % locations inspected falling into categories A/B - Litter : 85% changed to 90%
  - ES06 % locations inspected falling into categories A/B - Dog Fouling : 85% to 90%
  - ES11 % locations inspected falling into categories C/D - Detritus : 15% to 10%

## **6.0 SUSTAINABILITY IMPACTS**

- 6.1 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.

## **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **8.0 RISK ASSESSMENT**

8.1 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.

## **9.0 HEALTH AND WELLBEING IMPLICATIONS**

9.1 There are no health and wellbeing implications arising from 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.

### **Appendices**

Appendix A: Quarterly Performance Indicators for Q1 April-June 2020/21

Appendix B: Performance Plans

Appendix C: Actions from Previous Performance Plans

## APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key					
PI Status			Performance against same quarter previous year		
	OK (within 0.01%) or exceeded	27		Improved	16
	Warning (within 5%)	3		Worse	17
	Alert (by 5% or more)	6		No change	10
	PIs awaiting data	0	/	Comparison not available	4
	Data only	11		Awaiting data for comparison	0
	'Data only' awaiting data	0		Total number of indicators/data items	47

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

Page 18 Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Bench mark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
ICT1 Severe Business Disruption (Priority 1)	100%	100%	100%	100%	100%	100%	100%	100%	99%		/		
ICT2 Minor Business Disruption (P3)	99%	99%	99%	100%	99%	100%	99%	100%	97%		/		
ICT3 Major Business Disruption (P2)	100%	100%	100%	100%	100%	100%	100%	100%	98%		/		
ICT4 Minor Disruption (P4)	99%	99%	99%	100%	100%	100%	100%	100%	98%		/		
R1 % of Council Tax collected	56.10%	83.81%	96.46%	28.96%	56.04%	83.52%	96.29%	27.55%		Decisions taken by the council in support of residents and businesses with regards to COVID have severely impacted revenue collection activity. Targets on all recovery SLAs are therefore temporarily suspended and contractual discussions are ongoing.	<sup>L</sup> 19/20 Lower Quartile		



PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Bench mark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
R2 % council tax previous years arrears collected	17.14%	21.85%	25.88%	8.1%	13.74%	20.02%	23.68%	4.66%		As above	/		
R3 % of Business Rates Collected (NNDR)	55.08%	81.05%	98.22%	29.65%	56.14%	80.98%	98.02%	24.16%		As above	<sup>L</sup> 19/20 Second Quartile		
R4 Sundry Debtors % of revenue collected against debt raised	83.96%	87.41%	96.95%	51.95%	75.49%	89.93%	94.36%	29.26%		As above	/		
B1 Time taken to process Housing Benefit/Council Tax Support new claims and change events	6.05	6.41	6.16	6.11	7.37	7.79	7.73	17.63	12.00	Performance Plan attached at Appendix B1.	<sup>L</sup> Q1 19/20 Second Quartile		
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£178,006	£270,313	£370,939	£104,163	£186,937	£282,724	£377,501	£52,607	£44,147		/		

## Corporate & Customer Services
















PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Bench mark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
BV8 % invoices paid on time	98.14%	97.85%	98.59%	98.99%	98.49%	97.73%	98.21%	96.70%	98.75%	Relates to payment of over 5,000 invoices. The main reason for the reduction in numbers is due to the impact of COVID-19	/		
WL85a Website: no. visits	143,749 <sup>3</sup>	152,659	167,748	202,891	115,041	144,440	186,128	174,099		55% accessed the website using a mobile phone	/		
WL85b Website: no. online forms submitted	4,150	3,429	2,190	10,996	7,195	4,239	4,150	28,451		Just short of 27,000 online forms were submitted through Service Now the majority being for Garden Waste. This has been a major step forward for digital transformation with one week alone seeing over 9,000 new accounts created by residents.	/		
WL85c Website: No. of payments processed	14,393	12,943	13,065	21,067	17,820	14,092	12,011	33,173		Q1 peak due to garden waste subscriptions	/		

PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
online												↑	
WL90 % of Contact Centre calls answered	89.3%	87.7%	61.6%	76.1%	84.6%	92.2%	93.4%	95.6%	88.0%		/	↑	✓
WL108 Average answered waiting time for callers to the contact centre (seconds)	100	117	326	185	141	82	74	37	145		/	↑	✓
WL130 No. Service Now Customer Accounts	N/A - PI not developed at this time			10,085	20,794	22,861	24,734	32,072			/	↑	
WL131 No. Social Media Followers (WLBC FB, Twitter)	N/A - PI not developed at this time			7,167	7,660	8,115	9,567	10,865	10,045	Twitter remains our strongest channel with 6,060 followers. Facebook has 3,872 and Homefinder Facebook is increasing steadily to 933.	/	↑	✓
WL132 FTE working days lost due to sickness absence per average FTE	N/A - PI not developed at this time			2.38	2.95	2.55	2.59	1.94	2.02	Performance Plan progress attached at Appendix C.	/	↑	✓
WL143 % of external calls back office answered	N/A - PI not developed at this time			85%	85%	84%	82%	74%		Relates to over 37.5K attempted calls into back office	/	↓	

Page 20

**Environmental Services**

PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
ES01 No. grass cuts undertaken on the highway between April-October	N/A - PI not developed at this time			3	6	7	7	4	3		/	↑	✓
ES02 No. grass cuts undertaken in Sheltered Accommodation between April-October	N/A - PI not developed at this time			3	7	9	9	4	4		/	↑	✓

ES04 % locations inspected falling into categories A/B - Litter (cumulative)	N/A - PI not developed at this time	98.31%	98.74%	98.99%	99.15%	99.81%	90.00%	Period reported is April/May' Following the first year the target has been revised to 90%. Data for this work is limited at the moment for more significant change.	<sup>A</sup> Q1 20/21 Top quartile		
ES06 % locations inspected falling into categories A/B - Dog Fouling (cumulative)	N/A - PI not developed at this time	100.00%	100.00%	100.00%	100.00%	100.00%	90.00%	As above	<sup>A</sup> Q1 20/21 Top quartile		
ES07 % locations inspected falling into categories C/D - Overflowing Litter Bins (cumulative)	N/A - PI not developed at this time	08.70%	12.50%	12.12%	10.53%	00.00%	10.00%	Period reported is April/May' Performance Plan progress attached at Appendix C.	<sup>A</sup> Q1 20/21 Top quartile		
ES08 % locations inspected falling into categories A/B - grounds maintenance (includes grass and shrubbery) (cumulative)	N/A - PI not developed at this time				92.53%	100.00%	85.00%	Period reported is April/May. Target unchanged due to limited data.	<sup>A</sup> Q1 20/21 Top quartile	/	
ES11 % locations inspected falling into categories C/D - Detritus (cumulative)	N/A - PI not developed at this time	04.41%	05.30%	04.94%	04.16%	0.39%	10.00%	Period reported is April/May' Following the first year the target has been revised to 10%. Data for this work is limited at the moment for more significant change.	<sup>A</sup> Q1 20/21 Top quartile		
ES14 Average of missed bins per fortnight (recycling / green)	N/A - PI not developed at this time	131 <sup>6</sup>	53	104	102	61	50	There is an overall positive direction of travel in recent quarters. Performance Plan attached at Appendix B2.	/	/	
ES15 Average of missed bins per fortnight (recycling / blue)	N/A - PI not developed at this time	131 <sup>6</sup>	49	123	122	76	50	As above	/	/	
ES16 Average of missed bins per fortnight (garden waste / brown)	N/A - PI not developed at this time	41	55	75	67	68	50	As above	/		
ES17 Average of missed bins per fortnight (refuse / grey)	N/A - PI not developed at this time	66	58	136	172	73	50	As above	/		

ES18 Flytip incidents reported	N/A - PI not developed at this time			338	345	263	337	343			/		
NI191 Kerbside residual household waste per household (Kg) <sup>5</sup>	118.11	120.55	122.11	118.91	136.35	144.36	144.26	85.13	125		<sup>L</sup> 2018/19 Third quartile		
NI192 Percentage of kerbside household waste sent for reuse, recycling and composting <sup>5</sup>	44.84%	43.00%	40.21%	49.31%	43.37%	37.42%	35.07%	52.50%	50.00%	Performance Plan progress attached at Appendix C.	<sup>L</sup> 2018/19 Second quartile		
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	98.72%	100%	100%	100%	100%				








### Growth & Development Services





PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
NI 157a Processing of planning applications: Major applications	100.00%	88.89%	100.00%	100.00%	92.86%	100.00%	85.71%	100.00%	75.00%	The Planning Service will undergo a Service Review due to start in the autumn. As part of this processes and PIs including targets will be reviewed.	<sup>L</sup> 2018/19 Top quartile		
NI 157b Processing of planning applications: Minor applications	92.31%	90.16%	86.79%	84.48%	93.55%	86.27%	84.91%	85.96%	80.00%		<sup>L</sup> 2018/19 Second quartile		
NI 157c Processing of planning applications: Other applications	93.84%	95.27%	90.68%	93.62%	90.78%	87.97%	92.50%	91.38%	85.00%		<sup>L</sup> 2018/19 Second quartile		

### Housing & Regulatory Services




PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
HS27 % of properties with a valid Landlord Gas Safety Record (homes and buildings)	100.0% <sup>4</sup>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%	100.0%	The high access refusal rate across the social housing sector due to COVID is now beginning to improve. The contractor has a full risk assessed method of	/		

PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
										<p>working within tenants homes.</p> <p>The annual gas appliance servicing letters are being posted in sufficient time for the anniversary date to be met.</p> <p>Where access is not provided and the anniversary date is not met there is a full audit trail of no access letters and notices seeking possession served along with engineers' abortive visits. Warning flags on the properties within the housing management system alert staff of the need for access.</p> <p>In addition all properties without a valid LGSR are 'cold called' outside of 'normal office hours' [evening and weekends] to see if access can be gained this way.</p> <p>Dependent on the court services being fully operational and there being no further lockdowns performance criteria may be achieved by Q3 for properties with no related CV19 issues.</p>			
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	93.4% <sup>4</sup>	96.0%	98.8%	95.1%	95.4%	97.2%	97.6%	97.5%	100.0%	<p>Wates Property Services began delivering the EICR programme from April 2020. The high access refusal rate across the social housing sector due to COVID is now beginning to improve. The contractor has a full risk assessed method of working within tenants homes.</p> <p>Where access is not provided and the anniversary date is not</p>	/	↑	▲

PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status	
	Value	Value	Value	Value	Value	Value	Value	Value						
										met there is a full audit trail of no access letters and notices seeking possession served along with engineers' abortive visits. Warning flags on the properties within the housing management system alert staff of the need to gain access.  Providing there are no further lockdowns it is anticipated that performance criteria may be achieved by Q3.				
HS29 % non-domestic that require an asbestos management survey/re-inspection	92.4% <sup>4</sup>	99.7%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%		/			
HS30 % of non-domestic properties with fire risk assessment in place	100.0% <sup>4</sup>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		/			
HS31 % of properties covered by water hygiene risk assessment (homes and buildings)	100.0% <sup>4</sup>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		/			
HS32 % Emergency Repairs completed within target	N/A - PI not developed at this time								100%	100%	Wates Living Space began delivering the responsive maintenance service from April 2020. In common with other authorities routine day-to-day repairs were suspended due to COVID with only emergency repairs undertaken from the 23 March until the 13 July.  Routine responsive repairs are being re-introduced over 3 phases which will see the return of a full responsive repairs service by the end of August (subject to no further lockdowns). Further data	/	/	

PI Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
										relating to repairs performance will be reported from September onwards. Performance is monitored and managed through the WLBC/Wates contractual meetings.			
TS1a Rent collected from current and former tenants as a % of rent owed (excluding arrears b/f).	N/A - PI not developed at this time			104.53	100.55	102.53	101.74	101.12	100.04		<sup>H</sup> 19/20 Top quartile		
TS11 % of rent loss through dwellings being vacant	1.1%	1.01%	0.94%	0.7%	0.72%	0.79%	0.87%	1.36%	0.99%	Performance Plan attached at Appendix B3.	<sup>H</sup> 19/20 Second quartile		

**Wellbeing & Leisure Services**

Code & Short Name	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Current Target	Comments	Benchmark <sup>2</sup>	Q1 20/21 vs Q1 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
HW01 No. attending health, wellbeing and sport activities & courses	N/A - PI not developed at this time			3,712	3,238	2,292	1,892	0		All activities, courses etc ceased during this period due to Covid 19	/		

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.

<sup>2</sup> Benchmarking information is provided as an indication of the Councils performance compared with other Councils. Most PIs are locally developed and therefore do not have comparison data. Where the Council is a member of a benchmarking group (<sup>a</sup> APSE 'Whole service', <sup>H</sup> Housemark Peer Group) that source is used otherwise information is taken from published sources in <sup>L</sup> LGA Inform against All English District Local Authorities. Data periods available for comparison due to collection and verification mechanisms and comparator groups are therefore dependent on the information source.

<sup>3</sup> WL85a Website: no. visits Q2 19/20 - Due to a change in data collection technology data collected between 21 August to 10 October is not complete. The issue has been resolved.

<sup>4</sup> Compliance data. New 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> ES14 & 15: Q1 19/20 reflected outturn for both blue and green bins. The data is split for Q2 19/20 onwards.



<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	B1 Time taken to process Housing Benefit/Council Tax Support new claims and change events
<b>Reason(s) for not meeting target</b>	
Impact from increased benefits workload as a result of COVID 19	
<b>Additional commentary / background</b>	
<p>The significant increase in Universal Credit claims received via the DWP continues to impact on performance.</p> <p>Q1 has seen more than double the volume of new CTS claims within the working age caseload compared with the same period last year (487 to 977). This unprecedented increase impacts on the time taken to process new claims and changes to existing claims.</p> <p>Although as explained above performance in this area has been impacted significantly due to the increase in CTS new claims and changes in circumstances received via DWP on a positive note performance in respect of processing Housing Benefit new claims and change in circumstances has remained within the overall 12 day target.</p> <p><b>Proposed actions</b> Managing resource to help improve performance includes staff working overtime and at weekends.</p>	
<b>Resource implications</b>	
As outlined above	
<b>Priority</b>	
Resources are being prioritised to mitigate impact.	
<b>Future targets</b> Target is contractual. No change currently planned.	
<b>Action plan</b>	
<b>Tasks to be undertaken</b>	<b>Completion due date</b>
Managing resource to help improve performance includes staff working overtime and at weekends.	Action is currently being implemented.

<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	ES14: Average of missed bins per fortnight (recycling/green) ES15: Average of missed bins per fortnight (recycling/blue) ES16: Average of missed bins per fortnight (garden waste/brown) ES17: Average of missed bins per fortnight (refuse/grey)
<b>Reason(s) for not meeting target</b>	
<p>The target has not been achieved for Q1 2020/21. The Q4 219/20 performance plan committed to improvements by Q3.</p> <p>During Q1, additional vehicles have been introduced to the deployment arrangements for waste collection services to comply with social distancing. The introduction of the vehicles and the separation of staff from one another on site has slowed down daily operations.</p>	
<b>Additional Commentary and proposed actions</b>	
<p>Q1 has been entirely delivered during the COVID-19 period with differing deployment arrangements in place which did not enable the PI monitoring to be measured.</p> <p>However, there has been a marked reduction in missed bins and therefore the direction of travel is encouraging and will be built upon further.</p> <p>Improvements should start to be realised in Q3 2020/21</p>	
<b>Resource Implications</b> – None, resources exist within budget	
<b>Priority</b> – Medium	
<b>Future Targets</b> - No change to current target of 50 missed bins per fortnight per waste stream	
<b>Action Plan</b>	
<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Intensively monitor performance	Weekly
Establish and implement a process to ensure individual team performance is reviewed to establish root causes – originally planned for JULY 2020	Delayed due to COVID-19, revised timescale Sept 2020
Establish performance management dashboard in conjunction with business analyst colleagues – originally planned for JULY 2020	Delayed due to COVID-19, business analyst colleagues committed to Corporate COVID response work stream.
	Revised timescale Sept 2020

<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	TS11 - % rent loss through dwellings being vacant
<b>Reason(s) for not meeting target</b>	
Change over from previous response maintenance and void contractor to new provider compounded by COVID19 pandemic and introduction of national lockdown in March 2020.	
<b>Additional commentary / background</b>	
<p>From the 1<sup>st</sup> April 2020 response and void maintenance switched from DLP Services Ltd to Wates Property Services Ltd [WPSL]. Due to the government response to the COVID19 pandemic all void work was suspended in March which meant that WPSL inherited a back log of void properties which could not be worked on until movement restrictions were eased and safe methods of working developed to ensure social distancing measures were adhered to for both the council's surveying staff, WPSL staff and operatives and potential tenants viewing properties.</p> <p>Included in the development of safe method of working is a quarantine period which includes provision of deep cleaning prior to and after works start / complete – this has extended the period void properties remain empty.</p>	
<b>Proposed actions</b>	
<ul style="list-style-type: none"> <li>• Quarantine period has been revised downwards to 5 working days and the contract KPI's amended so that all void properties received from the 1<sup>st</sup> July are to be delivered within the contract performance criteria [subject to no further national or local lockdowns being introduced]</li> <li>• For the backlog of properties inherited by WPSL there is an action plan in place with each property assigned a date for its return back to the Council. Performance is monitored on a weekly basis and reported to the Head of Housing and Regulatory Services at the end of each week.</li> </ul>	
<b>Improvement expected:</b>	
Backlog properties scheduled to be completed by the 31 <sup>st</sup> August 2020 – performance for void properties received from the 1 <sup>st</sup> July will continue to be monitored through the monthly contract operational meetings which are subsequently reported up to the Director of Place and Community and Head of Housing and Regulatory Services.	
<b>Resource implications</b>	
No impact on staff resources however additional costs are being incurred regarding the requirement to undertake deep cleans to void properties – this is being managed within the central COVID19 budget.	

**Priority High**

**Future targets**

Void performance for properties received from the 1<sup>st</sup> July 2020 will be monitored and managed through the contract KPI's which are reported on a monthly basis – however these may change if national or local lockdowns are introduced to manage further outbreaks of COVID19.

**Action plan**

**Tasks to be undertaken**

Proposed actions as outlined above.  
Backlog properties scheduled

**Completion due date**

Completion of backlog properties [i.e. those received / void prior to the 1<sup>st</sup> July 2020 – will be the 31<sup>st</sup> August 2020.

Plan prepared by; Frank Lee Property Services Manager

**ACTIONS FROM PREVIOUS PERFORMANCE PLANS**

**APPENDIX C**

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
NI192: Percentage of kerbside household waste sent for reuse, recycling and composting  Page 31	Q4 19/20	Continue to monitor performance	Monthly	A dedicated post of Waste & Recycling Promotions Officer took up post on 1 July 2020. Improvements were anticipated from Q4 2020/21.	Outturn for Q1 is 52.5% (Green)
		Contact high performing LA's to discuss best practice	July 2020	New employee has been fully committed to promoting the Garden Waste Collection Service; the contacting of other LA's will commence in August 2020.	
		Identify areas of low recycling participation	September 2020	On target	
		Develop & deliver promotional campaigns	October 2020 onwards	On target	
ES07 % of locations inspected falling into categories C/D – Overflowing Litter Bins	Q4 19/20	Continue to monitor performance	Monthly	An update on the Policy for the Provision of Litter Bins will be provided to the September Corporate and Environmental Overview and Scrutiny Committee	Outturn for Q1 is 0% (Green)
		Place order for 53 litter bins to replace those identified as category C or D in condition survey (timescale could be impacted by COVID restrictions for production)	June 2020	Litter bin manufacturers were impacted by COVID-19, manufacturing was delayed or stopped in some cases. Order for bins will now be placed in August 2020.	
		Agree locations with provider for trial of compaction bins (timescale	July 2020	Following discussion with Portfolio Holder, this trial will be postponed	

		could be impacted by COVID restrictions for installation)		until Spring 2021 as some of the bins will be in areas of high footfall and the data gathered may not be fully reflective given that footfall remains lower than normal at present. It would be questionable data being gathered and not provide a true representation. A RoD will be produced to reflect this. Locations will still be agreed with provider by Sept/Oct 2020 dependent upon their availability but actual trial will be delayed.	
		Commence anti-littering campaigns / educational and promotional activities utilising support materials from partner agencies such as Keep Britain Tidy and Hubbub	August 2020	The first Clean Up campaign takes place in September and is the Keep Britain Tidy Great British September Clean.  Other campaigns will follow accordingly.	
WL132 FTE working days lost due to sickness absence per average FTE	Q4 19/20	Deliver HR actions from the Workforce Health and Wellbeing (HWB) Action Plan	July 2020	The Employee Assistance Programme offered through Able Futures is now being accessed; Menopause training is about to be launched; Mental Health First Aiders Training had to be postponed due to COVID, but is due to run in Sept & Oct 2020.  A number of actions in addition to the HWB action plan have been undertaken in the last 3 months to support staff through the initial	Outturn for Q1 is 1.94 (Green)

			stages of the COVID Pandemic including: launch of home working guidance and DSE guidance; mental health support guidance; telephone support increased from HR PB's to Line Mangers in the transitional arrangements; 17 eLearning courses issued to address specific home working and COVID related issues including stress and isolation; HR assisted with comms plans to keep staff updated; introduced the concept of a COVID buddy system to support staff; promoted Men's health week in June. Videos of Desk Exercises are currently being developed.
		Produce an Action Plan to address findings around staff wellbeing from the joint ICT and Staff wellbeing survey.	3 months from issue of survey Survey issued 26 June closing 15 July (19 July Env Services staff). Plan will be developed once the findings have been reviewed.

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





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

Title: **FINANCIAL INCLUSION STRATEGY**

**MEMBERSHIP:**

Chairman: Councillor C Coughlan Vice-Chairman: Councillor C Dereli

Councillors: A Blundell, M Blake, S Currie, J Finch, N Furey, J Gordon, S Gregson, K Mitchell, P O' Neill,

**TERMS OF REFERENCE**

1. To undertake a review entitled 'Financial Inclusion Strategy'.
2. To review and update the 'Council Tenants Financial Inclusion Strategy 2015-2018' and consider extending the Strategy to all Residents of the Borough.
3. To present a report of the Committee's findings together with a Draft 'Financial Inclusion Strategy' to Cabinet and Council, as appropriate.

**OBJECTIVES**

**The present –**

To understand the existing arrangements in place and the current 'Council Tenants Financial Inclusion Strategy 2015-2018'.

**The future –**

To create an inclusive 'Financial Inclusion Strategy'

- A. To Compliment and Strengthen the Council Tenants Financial Inclusion Strategy
- B. To provide mechanisms for the early Identification of Vulnerable Tenants through provision of Council Tax Support Pack/ Literature / Signposting
- C. To signpost and provide Information for Residents and Tenants on Mental Health Support available
- D. To explore the Citizens Advice Bureau's - Appointment waiting time
- E. Future Resources for maintaining / safeguarding of the Money Advisory Post/s
- F. Provision of Supportive Debt Recovery

**Comparison**  
**LA – CT**  
**Lancaster (Financial Inclusion)**  
**Wigan (One stop shops Hubs)**

**Resources -**

- The Council’s Corporate Director of Transformation & Resources will provide technical support and guidance, together with Officers from across the Authority, including Legal Services, Income and Inclusion, to be consulted as appropriate.
- External contribution, as appropriate.
- Any funding requirements will be included in the final recommendations of the Committee.

**INFORMATION**

(Web addresses are useful here)  
<https://www.able-futures.co.uk/>  
 Literature Support Packs  
 Strategies  
 CAB Statistics/Data  
 MA Post details

**Witnesses**

<b>Who?</b>	<b>Why?</b>	<b>How?</b>
Representative/s from Income and Inclusion	To gain an insight into their experience of delivering a Financial Inclusion Strategy.	<u>Attendance at a meeting and presentation of information.</u>
Others stakeholders that may be identified during the course of the review.	To provide further information to assist in developing the Financial Inclusion Strategy	<u>Attendance at a meeting, if appropriate or presentation of information.</u>

**Site Visits**

<b>Where?</b>	<b>Why?</b>
N/A	

**ESTABLISH WAYS OF WORKING**

**Officer Support**

**Lead Officer** - Chris Twomey, Corporate Director of Transformation & Resources  
**Scrutiny Support Officer** – Julia Brown, Member Services Officer  
**Legal Officer** – Adam Spicer, Assistant Solicitor

**Income and Inclusion** – Jane Maguire, Income and Financial Inclusion Manager  
Carl Wallace, Financial Inclusion Team Leader  
Caroline Robinson, Health Strategy Manager

**Reporting Arrangements**

The Corporate and Environmental Overview and Scrutiny Committee to submit its final report and recommendations to Cabinet and Council January/February 2021.

DRAFT

## TIME SCALES

### Meeting 1 – 5 December 2019

- Introduction of the topic from the Corporate Director of Transformation & Resources
- To consider a presentation, on behalf of the Corporate Director of Place and Community to present the current position.
- Review confirmed to commence.
- To agree the Project Plan

### Meeting 2 – 5 March 2020

- To agree and review the Project Plan
- (Information /data requested at previous meeting to be presented – Carl Wallace to present key priorities-possible actions to support the review)

### Meeting 3 – 11 June 2020

- Presentation – Financial Inclusion Team

### Stakeholder Workshops- August 2020/September 2020

### Meeting 4 – 17 September 2020

- To receive feedback from Stakeholder Workshops

### Meeting 5 – 10 December 2020

- To consider any final aspects of the review and the updated Draft 'Financial Inclusion Strategy'.
- To agree the draft final review report together with the revised ' Financial Inclusion Review Strategy' and recommendations for submission to Cabinet and Council, if applicable in January/February 2021.

### Cabinet – 12 January 2021

- Submission of final report.

### Council – 24 February 2021

- To receive the final report (if required).

## INFORMATION GATHERED

5 December 2019	Presentation of the 'Council Tenants Financial Inclusion Strategy 2015-2018' – Carl Wallace – Financial Inclusion Team Leader
5 March 2020	Presentation of the ' Key Priorities / Actions' - Carl Wallace – Financial Inclusion Team Leader
11 June 2020	Presentation of the 'Financial Impact on Residents through Covid19' – Jane Maguire / Carl Wallace – Financial Inclusion Team

August 2020	Virtual Stakeholder Sessions
9 September 2020	Financial Inclusion Strategy - Feedback Session of the Citizen and Stakeholder Meetings
<b>OTHER</b>	
<b>RECOMMENDATIONS</b>	
<b>REVIEW DATE –</b> If completed in the timescales indicated, March / June 2021.	

DRAFT





## CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

17 September 2020

---

**Report of:** Corporate Director of Transformation & Resources

**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 2021/22

---

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 2021/22.

### **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 2021/22 be agreed.

2.2 That arrangements be put in place to request items for the Work Programme 2021/22 from Members, Corporate Management Team (CMT) and Parish Councils 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, Conservative and Our West Lancashire 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 2021/22 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 which is referred to on the Council's web site can be summarised as:

#### **'Corporate and Environmental Overview and Scrutiny Committee'**

The Committee conducts in depth reviews/policy development as set out in its work programme.

The Committee considers, as part of its routine work:

- Items referred from "Members Update" at the request of a Member
- Members items/Councillor Call for Action (CCfA)
- Performance Management
- Acts as the Council's Crime and Disorder Committee
- Recommendations from previously conducted reviews

The topic selected for review in the 2020/21 Work Programme is "Financial Inclusion Review".

- 3.2 The Corporate and Environmental Overview & Scrutiny Committee establishes its own Work Programme annually. In relation to that Work Programme it was previously agreed that future work programmes would be 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.

- 3.3 An in-depth review is usually undertaken by the Committee, however it may also be carried out by informal cross party member working groups called "Commissions" to contribute to and inform the Overview and Scrutiny process.



#### **4.0 CURRENT POSITION**

- 4.1 An update on the in-depth review 'Financial Inclusion Strategy' will be considered at this meeting, with a view to a Draft Final report to be presented at the December meeting of the Committee.

#### **5.0 TOPIC FOR 2021/22**

- 5.1 The suggested timetable to establish the Work Programme of the Committee for 2021/22, including actions related 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.

#### **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 establishing Corporate and Environmental Overview and Scrutiny Committee Work Programme 2021/22
- B Scrutiny Topic Assessment – Selection Criteria

**TIMETABLE FOR ESTABLISHING CORPORATE AND ENVIRONMENTAL  
OVERVIEW AND SCRUTINY COMMITTEE  
WORK PROGRAMME 2021/22**

<b>ACTION</b>	<b>DATE</b>
Request for topics from Members and CMT	25 September 2020
Invite members of the public to submit topics via an article on Council web-site and Press Release	25 September 2020
Deadline for topics	19 October 2020
Publish potential topics on the Council's website and encourage comments from Members of the Public	19 October 2020
Scoring of topics – Lead Officer (Corporate Director Transformation and Resources) in consultation with Chairman, Vice-Chairman, Conservative Group Spokesperson and Our West Lancashire Spokesperson	3 November 2020
Review of Topics and Work Programme 2021/22 - report to Corporate and Environmental Overview and Scrutiny Committee for Members to agree.	<b>10 December 2020</b>



## 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.
- Community/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"/> Community Strategy/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