



Jacqui Sinnott-Lacey
Chief Operating Officer

52 Derby Street
Ormskirk
West Lancashire
L39 2DF

3 March 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 by **SKYPE** on **THURSDAY, 11 MARCH 2021** at **7.00 PM** at which your attendance is requested.

Yours faithfully

A handwritten signature in black ink, appearing to be "JS", written over a horizontal line.

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** 181 - 182
- 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** 183 - 190
- To receive as a correct record the Minutes of the meeting held on 10 December 2020.
- 7. PUBLIC SPEAKING** 191 - 194
- 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 March 2021. A copy of the public speaking protocol and form to be completed is attached.
- 8. ITEMS FROM THE MEMBERS' UPDATE INCLUDED ON THE AGENDA AT THE REQUEST OF A MEMBER**
(There are no items under this heading)
- 9. MEMBERS ITEMS / CCFA (COUNCILLOR CALL FOR ACTION)**
(There are no items under this heading)
- 10. CRIME AND DISORDER SCRUTINY**
- To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP).
- 11. OVERVIEW AND SCRUTINY FUNCTION REVIEW** 195 - 236
- To consider the report of the Corporate Director of Transformation & Resources.
- 12. REVIEW OF A TRIAL OF COMPACTION LITTER BINS** 237 - 254
- To consider the report of the Corporate Director of Place & Community.
- 13. QUARTERLY PERFORMANCE INDICATORS (Q3 2020/21)** 255 - 270
- To consider the report of the Corporate Director of Transformation and Resources.

14.	ACTION ON CLIMATE EMERGENCY REVIEW	271 - 294
	To receive a Presentation and to consider the next steps of the Review.	
14a	PROJECT PLAN - Action on Climate Emergency To agree and review the Project Plan for the review.	295 - 300
15.	WORK PROGRAMME OF THE COMMITTEE	301 - 302
	To consider the 2021/22 Work Programme of the Committee.	

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

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



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

‘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

Prescribed description

Employment, office,
trade, profession or
vocation

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

Sponsorship

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, 10 December 2020

Start: 7.00 pm

Finish: 9.00 pm

PRESENT:

Councillor: C Coughlan (Chairman)

Councillors:	C Dereli (Vice-Chairman)	A Blundell
	Mrs M Blake	J Finch
	N Furey	J Gordon
	S Gregson	K Mitchell
	P O'Neill	

Officers:

Chris Twomey, Corporate Director of Transformation & Resources
Jane Maguire, Income and Financial Inclusion Manager
Carl Wallace, Financial Inclusion Team Leader
Alison Grimes, Partnership Performance Officer
Adam Spicer, Assistant Solicitor
Jennifer Lunn, Assistant Solicitor
Jacky Denning, Democratic Services Manager
Julia Brown, Member Services Officer

100 **APOLOGIES**

There were no apologies for absence received.

101 **MEMBERSHIP OF THE COMMITTEE**

There were no changes to Membership of the Committee.

102 **URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN**

There were no items of urgent business.

103 **DECLARATIONS OF INTEREST**

Councillor C Coughlan declared a non-pecuniary interest in relation to Agenda Item 8 – Financial Inclusion Strategy - Review in respect of his employment in the Children and Family Wellbeing Service, Lancashire County Council.

104 **DECLARATIONS OF A PARTY WHIP**

There were no declarations of Party Whip.

105 **MINUTES**

RESOLVED: That the Minutes of the meeting held on 17 September 2020 be approved as a correct record and signed by the Chairman.

106 PUBLIC SPEAKING

There were no items under this heading.

107 FINANCIAL INCLUSION STRATEGY - REVIEW

Consideration was given to the following 3 items in relation to the review undertaken by the Committee entitled 'Financial Inclusion Strategy Review'.

108 NOTES FROM THE FINANCIAL INCLUSION WORKSHOP HELD 25 NOVEMBER 2020

The notes of the Financial Inclusion Workshop held 25 November 2020 were presented for consideration.

The Income and Financial Inclusion Manager explained that all comments and feedback raised by Members were given due consideration to reflect into the Draft Financial Inclusion Strategy going forward.

Note: (The Chairman thanked Councillor Dereli for standing in as Chairman of the above meeting).

RESOLVED: That the notes of the Financial Inclusion Workshop held 25 November 2020 be noted.

109 DRAFT FINAL FINANCIAL INCLUSION STRATEGY

Consideration was given to the report of the Corporate Director of Transformation and Resources (Lead Officer) and the Corporate Director of Place and Community as contained on pages 139 to 180 of the Book of Reports, which was to consider the Committee's draft report, attached at Appendix A, together with the Financial Inclusion Strategy 2021-2024 attached at Appendix 1.

The Income and Financial Inclusion Manager outlined the background, key objectives, work streams and delivery of the Financial Inclusion Strategy 2021-2024.

A question was raised in respect of how the Strategy will be made available to the Public, Partners (including DWP) and Stakeholders. The Income and Financial Inclusion Manager explained that this would be sent electronically and will also be detailed on the Council Website. She further explained that a link will be sent to all Partners and Stakeholders with a final version of the Strategy.

A comment was also raised in respect of the importance for Partners and Stakeholders to provide their feedback on how the Strategy is working in the future. The Income and Financial Inclusion Manager explained that regular partnership meetings take place with DWP to enable the opportunity for feedback and information sharing.

The Chairman thanked the Financial Inclusion Team, Partners, Stakeholders, and all involved for their sterling effort to continue to deliver services during the Covid Pandemic and their work undertaken on the Financial Inclusion Review. He also suggested that the work undertaken on the Financial Inclusion Review be promoted as a beacon of good practice to other Councils.

RESOLVED: That the final report of the Committee on the review undertaken of the Financial Inclusion Strategy and the recommendations contained therein, attached as Appendix A to the report, together with the Financial Inclusion Strategy 2021-2024, attached as Appendix 1, be approved for submission to Cabinet on 12 January 2021.

110 PROJECT PLAN - FINANCIAL INCLUSION STRATEGY

The Project Plan as circulated on pages 99 to 104 of the Book of Reports was considered by the Committee.

RESOLVED: That the Project Plan be noted.

111 WORK PROGRAMME OF THE COMMITTEE

Consideration was given to the report of the Corporate Director Transformation and Resources as contained on pages 105 to 115 of the Book of Reports, the purpose of which was for the Committee to select one topic for review in 2021/22 following the outcome of the Topic Scoring Exercise that gave details of the outcome in relation to topics submitted by the deadline and set down the proposed Work Programme for the Committee for 2021/22.

The Chairman outlined the details of the scoring exercise process undertaken as contained at Appendix A. He explained that in respect of 'rejected' topics, the relevant Portfolio Holder and Head of Service are made aware of the issues raised in order to respond and address matters raised.

In discussion, Members felt that both the 'priority' scored topics, 'Action on Climate Emergency' and 'Create/designate Hedgehog and wildlife areas in public parks/gardens across the Borough' would work complimentary together and suggested combining both topics for selection on to the Committee's 2021/22 Work Programme.

RESOLVED:

- A That the results of the scoring exercise (Appendix A) be noted and the recommendations therein be actioned and endorsed.
- B. That the topic selected for review in the 2021/22 Work Programme of the Committee be 'Action on Climate Emergency' combined with 'Create/Designate Hedgehog and Wildlife areas in public parks/gardens across the Borough'.

- C. That a presentation on the selected topic be provided and a draft Project Plan for the review be prepared for the next meeting.
- D. That the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee as set out below, subject to any amendments agreed by the Committee, be confirmed and included on the Council's web site.

'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 Member Development Commission will continue its work during 2021/22 reporting to Executive Overview and Scrutiny Committee.

- E. That a press release be prepared and issued to inform local residents of the chosen review topic to be included in the Committee's Work Programme 2021/22.
- F. That the Work Programme 2021/22 attached at Appendix B be noted and updated to include 'one-hit' items 'Review of Public Conveniences' and 'to consider increasing provision of parking spaces across the Borough on Council owned or LCC land'.
- G. That the topic 'Review of Public Conveniences' be selected as a 'one-hit' Item on a future agenda of the Committee.
- H. That the topic 'to consider increasing provision of parking spaces across the Borough on Council owned or LCC land' be selected as a 'one-hit' Item on a future agenda of the Committee.

112

QUARTERLY PERFORMANCE INDICATORS (Q2 2020/21)

Consideration was given to the report of the Corporate Director Transformation and Resources as contained on pages 115 to 130 of the Book of Reports, which presented performance monitoring data for the quarter ended 30 September 2020.

The Partnership and Performance Officer provided an update on the latest key performance indicators. She explained that 26 indicators met or exceeded target.

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

TS1a – Rent collected from current and former tenants as a % of rent owed (excluding arrears b/f)

This was below target due to the impact of Covid-19, a full explanation was presented at Appendix A.

ES18 – Fly tip incidents reported

A significant increase was noted, up by 57% this quarter.

A comment was raised in respect of the closure of the tips managed by LCC during Covid -19.

It was also questioned if a breakdown of data is available of the 541 fly-tip incidents reported, in respect of identifying culprits and sanctions posed.

The Partnership and Performance Officer made an undertaking to present the data to Members by e-mail.

NI157a, b, c - Processing of Planning Applications

The Planning Service Review is now underway by Red Quadrant.

The Corporate Director Transformation and Resources gave a brief outline, explaining that the process will involve the customer experience / journey and that the Service will have more digital arrangements in place.

It was suggested by the Chairman that as part of Member Development, it would be beneficial for all Members to be offered a briefing of the Planning Service Review process.

HW01 – No. attending health, wellbeing and sport activities and courses

Discussion took place on the effect of the impact on youth unable to attend clubs and activities due to Covid-19 restrictions and regulations in place.

B1 – Time taken to process Housing Benefit/Council Tax Support new claims and change events (days)

Impact due to increased workload as a result of Covid-19, as detailed at Appendix B1.

ES14,15,16,17 (Average missed bins per fortnight)

Due to restrictive ways of working during Covid, there is no change to the current target of 50 missed bins per fortnight per waste stream. This target is to be reviewed in 2021/22.

The Chairman proposed that an e-mail be sent on behalf of the Members of Corporate and Environmental Overview and Scrutiny Committee to all Employees of the Council to give thanks and recognition of the hard work and dedication given during this year.

RESOLVED:

- A. That the Council's performance against the indicator set for the quarter ended 30 September 2020 be noted.

- B. That an e-mail be sent on behalf of Members of Corporate & Environmental Overview and Scrutiny Committee to all Employees of the Council to give thanks and recognition for their hard work and dedication during this year.

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

The Member Update Procedure was circulated to Members for review and discussion as contained on pages 131 to 134 of the Book of Reports.

The Democratic Services Manager outlined the procedure of Constitution 9.2 Members' Update Procedure Rules – Information Items and explained that the Member Development Commission had undertaken a review of the Overview and Scrutiny function, which recommended that Information Items included on the 'Corporate & Environmental Overview and Scrutiny Member Update' be routinely included on the agendas of the Committee meetings without the requirement for Members to request items.

It was further explained that this recommendation will be included, together with a number of other recommendations from the review of the Member Development Commission, in a future report to the Committee.

In discussion comments and questions were raised in respect of the following:-

- Size of Agenda
- Adding items to Agenda e.g. minutes of groups
- Examples of items on a Member Update
- Health Scrutiny Minutes LCC – WLBC Representative feedback
- New Member training - Include detail on Member Update procedures

(Note: There were no items under this heading).

RESOLVED: That the Members' Update process be noted and that recommendations from the Scrutiny Review of the Member Development Commission, be presented in a future report to the Committee.

114 MEMBERS ITEMS / CCfA (COUNCILLOR CALL FOR ACTION)

The Members Items / CCfA (Councillor Call for Action) Protocol – Constitution 18.3 was circulated to Members for review and discussion as contained on pages 135 to 138 of the Book of Reports.

The Democratic Services Manager outlined the CCfA procedure and explained that this was introduced as a legal requirement, which is used as a last resort action.

She also explained that the Member Development Commission had undertaken a review of the Overview and Scrutiny function, It was further explained recommendations from the review of the Member Development Commission, will be presented in a future report to the Committee.

In discussion comments and questions were raised in respect of the following:-

- New Member training to incorporate CCfA
- CCfA infrequent use - showing a Strong working relationship
- Mechanisms in place; e.g. Patch Problems to resolve issues
- Suggestions detailed on form of how to pursue /address issues

In discussion, Members raised the issue of future virtual meetings, especially the planning of February Budget Council. The Corporate Director Transformation and Resources responded, explaining the current legal requirements and also ensured that the technicalities of the future Council meeting will be addressed.

It was also suggested that a media strategy be compiled to ensure the responsible disposal of Christmas trees, would be helpful information for residents of the Borough.

Members gave thanks to the staff that had given them their support with the new way of working virtually.

(Note: There were no items under this heading).

RESOLVED: That the CCfA process be noted and that recommendations from the Scrutiny Review of the Member Development Commission, be presented in a future report to the Committee.

.....
Chairman

PUBLIC SPEAKING – PROTOCOL

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

1.0 Public Speaking

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

2.0 Deadline for submission

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

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

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

3.0 Scope

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

4.0 Number of items

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

5.0 At the Meeting

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

(Please see attached form.)



REQUEST FOR PUBLIC SPEAKING AT MEETINGS

MEETING & DATE

NAME

ADDRESS

.....

Post Code

PHONE

Email

Please indicate if you will be in attendance at the meeting

YES/NO*

*delete as applicable

Note: This page will not be published.

(P.T.O.)

PLEASE PROVIDE DETAILS OF THE MATTER YOU WISH TO RAISE

Agenda Item Number

Title

Details

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Name Dated

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

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

Email: member.services@westlancs.gov.uk

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

Note: This page will be published.



EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE:

28 January 2021

CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE: 11 March 2021

COUNCIL: 14 April 2021

Report of: Corporate Director of Transformation & Resources

Relevant Portfolio Holder: Councillor I Moran

Contact for further information: Jacky Denning (Extn.5384)
(E-mail: jacky.denning@westlancs.gov.uk)

SUBJECT: OVERVIEW AND SCRUTINY FUNCTION REVIEW

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To consider the recommendations of the Member Development Commission following a review of the Overview & Scrutiny function at West Lancashire.

2.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

- 2.1 That an in-house 'Overview & Scrutiny at West Lancashire' training session be held each year following a local election with a further session on 'Best Practice Scrutiny' being arranged with an external trainer in the year that there are no local elections, as detailed in paragraph 6 below.
- 2.2 That Council be recommended to amend the timetable of meetings for 2021/22 to allow for Executive Overview & Scrutiny Committee to be held prior to Cabinet, to accommodate pre-scrutiny, with a Special 'Call In' Meeting of Executive Overview & Scrutiny Committee being scheduled following Cabinet, to meet as and when required, as detailed in paragraph 7 below.
- 2.3 That Members of Overview & Scrutiny Committees be asked to submit questions in advance of meetings.
- 2.4 That Council be recommended to amend 'The Overview & Scrutiny Procedure Rules at Constitution 14' to read:

"Attendance by others

- (a) *The leaders of the political groups on the Council shall be allowed to attend each Overview and Scrutiny Committee and to speak but not vote on any issue under consideration."*

- 2.5 That consideration be given to Constitution 9.2: Members' Update Procedure Rules - Information Items and the form for submitting Members Update Items, attached at Appendix 2 to the report, together with the recommendation of the Member Development Commission, that Information Items, usually included on the Corporate & Environmental Overview & Scrutiny Members Update, should be routinely included on the agenda for Committee, without the requirement for Members to request these items to be included, as detailed in paragraph 12 below.
- 2.6 That consideration be given to extend the terms of reference of the Member Development Commission to consider Overview & Scrutiny structures of other similar Local Authorities, with a view to increasing the number of Overview & Scrutiny Committees to three (or four, if required) in May 2022 (rather than May 2021), taking into account the comments in paragraph 13.2 in relation to timescales and additional staff resources.

3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

- 3.1 That an in-house 'Overview & Scrutiny at West Lancashire' training session be held each year following a local election with a further session on 'Best Practice Scrutiny' being arranged with an external trainer in the year that there are no local elections, as detailed in paragraph 6 below.
- 3.2 That it be recommended that Members of Overview & Scrutiny Committees be asked to submit questions in advance of meetings.
- 3.3 That scoring of topics should be scored by a Panel consisting of the Chairman, Vice-Chairman and Opposition Spokespersons.
- 3.4 That consideration be given to Constitution 9.2: Members' Update Procedure Rules - Information Items and the form for submitting Members Update Items, attached at Appendix 2 to the report, together with the recommendation of the Member Development Commission, that Information Items, usually included on the Corporate & Environmental Overview & Scrutiny Members Update, should be routinely included on the agenda for Committee, without the requirement for Members to request these items to be included, as detailed in paragraph 12 below, taking into account the decision and recommendation of the Executive Overview & Scrutiny Committee held on 28 January 2021, attached at Appendix 3.

4.0 RECOMMENDATIONS TO COUNCIL

- 4.1 That the timetable of meetings for 2021/22 be prepared to allow for Executive Overview & Scrutiny Committee to be held prior to Cabinet, to accommodate pre-

scrutiny, with a Special 'Call In' Meeting of Executive Overview & Scrutiny Committee being scheduled following Cabinet, as detailed in paragraph 7 below.

- 4.2 That 'The Overview & Scrutiny Procedure Rules at Constitution 14' be amended to read:

"Attendance by others

- (a) *The leaders of the political groups on the Council* shall be allowed to attend each Overview and Scrutiny Committee and to speak but not vote on any issue under consideration."
- 4.3 That the Legal & Democratic Services Manager be given delegated authority to amend 'Constitution 9.2: Members' Update Procedure Rules - Information Items' and the form for submitting Members Update Items, attached at Appendix 2 to the report, if required, to take into account the comments of the Executive Overview & Scrutiny Committee and the Corporate & Environmental Overview & Scrutiny Committee.
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5.0 BACKGROUND

- 5.1 Overview and scrutiny committees were introduced in 2000 as part of new executive governance arrangements to ensure that members of an authority who were not part of the executive could hold the executive to account for the decisions and actions that affect their communities. Overview and scrutiny committees have statutory powers to scrutinise decisions the executive is planning to take, those it plans to implement, and those that have already been taken/implemented. Recommendations following scrutiny enable improvements to be made to policies and how they are implemented.
- 5.2 Overview and scrutiny committees can also play a valuable role in developing policy. Effective overview and scrutiny should:
- Provide constructive 'critical friend' challenge;
 - Amplify the voices and concerns of the public;
 - Be led by independent people who take responsibility for their role; and
 - Drive improvement in public services.
- 5.3 Current overview and scrutiny legislation recognises that authorities are democratically-elected bodies who are best-placed to determine which overview and scrutiny arrangements best suit their own individual needs, which provides a degree of flexibility to decide which arrangements to adopt. The organisational culture, behaviours and attitudes of an authority will largely determine whether its scrutiny function succeeds or fails. While everyone in an authority can play a role in creating an environment conducive to effective scrutiny, it is important that this is led and owned by members, given their role in setting and maintaining the culture of an authority.
- 5.4 Under the Sustainable Organisation Review (SORP), the terms of reference of the Member Development Commission were extended to include: "In order to give effect to the augmented Member role proposed within the Sustainable Organisation Review, to examine how cross-party scrutiny and development of

strategy could be strengthened via either existing or new committee arrangements, reporting to Executive Overview and Scrutiny and (then) to Council by April 2020. Such activity to include the option of engaging external specialist advice with relevant expenditure being contained within the budget provided." One aspect of this task, although delayed, was to look at current scrutiny arrangements and how it can be more strategic in its role.

- 5.5 In order to obtain the views of all Members the Member Development Commission agreed a number of questions, which were then circulated to Members in the form of an on-line questionnaire. The results of the questionnaire are attached at Appendix A. 29 responses were received from Members. The Member Development Commission considered the outcome of the Overview & Scrutiny Questionnaire at its meeting held on 30 September 2020 and agreed a number of issues/actions to review, which were then considered by the Commission on 17 November 2020. The outcome of those considerations are detailed below:

6.0 TRAINING REQUIREMENTS

- 6.1 A common theme that came out of responses across the whole of the Questionnaire was the lack of understanding of Scrutiny processes at West Lancashire and requirements for training. This year training sessions on 'Best Practice Scrutiny' (Committee Work /Annual Report) and 'Best Practice Scrutiny' (Effective Review Groups) were held 22 January 2020 by an external trainer. A further session to review Scrutiny at West Lancashire was due to be held on 24 March 2020, however due to Covid-19 this session was postponed.
- 6.2 Given the high number of responses it is proposed that future West Lancashire Overview & Scrutiny Training is provided each year when there are local elections (not by-elections) to give an overview of the procedures at West Lancashire and provide details on how Members can get strategically involved in decision making. It is also proposed that a further session on 'Best Practice Scrutiny' be organised with an external trainer in the year when there are no local elections, in order to provide an independent perspective.

7.0 PRE-DECISION SCRUTINY

- 7.1 Feedback provided from the questionnaire was the perceived lack of pre-decision scrutiny. The Commission at the previous meeting recognised the role of Cabinet Working Groups in pre-decision scrutiny. It was considered that more use of the Forward Plan and timetable changes for meetings of Executive Overview & Scrutiny Committee could better facilitate pre-decision scrutiny of Cabinet decisions and develop further non-cabinet Members strategic role in decision making.
- 7.2 It is therefore proposed that as the Forward Plan is published 4 weeks prior to decisions taken by Cabinet a process be put in place to allow Members to request items from the Forward Plan to be included on the agenda for Executive Overview & Scrutiny. In order to accommodate this process, it is proposed that meetings of Executive Overview & Scrutiny be held prior to Cabinet, which would also facilitate officers submitting reports to that Committee prior to consideration by Cabinet.

- 7.3 Currently meetings of Executive Overview & Scrutiny Committee are held 2 weeks after meetings of Cabinet to accommodate any Call In requests. However Call In requests are very limited and it is therefore proposed that a Special meeting of the Committee is scheduled into the diary for Call In requests. These meetings would only be held if a Call-In request is received.

8.0 QUESTIONS FROM MEMBERS IN ADVANCE OF THE MEETING

- 8.1 Feedback identified from the questionnaire and also in the training members received that it was good practice for Members to provide questions prior to meetings so that a more structured approach to the meeting could be facilitated. This practice had been adopted for recent meetings of Overview & Scrutiny Committees and it is proposed that this practice should continue.

9.0 PORTFOLIO HOLDER ATTENDANCE AT MEETINGS

- 9.1 The Overview & Scrutiny Procedure Rules at Constitution 14 currently read:

Attendance by others

- "(a) The leaders of the two main political groups on the Council shall be allowed to attend each Overview and Scrutiny Committee and to speak but not vote on any issue under consideration.
- (b) The members of the Cabinet with responsibility for an area of Council activity (i.e. the relevant Portfolio Holders) shall be allowed to attend the relevant Overview and Scrutiny Committee and with the consent of the Chairman to answer questions only but not vote on any issue under consideration affecting that member's area of responsibility save that with the express consent of the Chairman the relevant Portfolio Holder may be invited to address the Committee."
- 9.2 Consideration was given as to whether Portfolio Holders should routinely be invited to attend meetings of Overview & Scrutiny Committees, rather than ad hoc under current practice. The Commission noted that Overview and Scrutiny Meetings are open to attendance by Portfolio Holders at any time and that the Chairman could invite a specific Portfolio Holder to attend where item(s) include reference to their portfolio areas and / or relevant Officer and agreed that no change was required to paragraph (b) above.
- 9.3 The Commission considered that as there were 3 political groups on the Council, that paragraph (a) above 'The Overview & Scrutiny Procedure Rules at Constitution 14' be amended to read:

"Attendance by others

- (a) *The leaders of the political groups on the Council* shall be allowed to attend each Overview and Scrutiny Committee and to speak but not vote on any issue under consideration."

10.0 SCORING OF TOPICS - CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE IN-DEPTH REVIEWS

- 10.1 The Corporate and Environmental Overview & Scrutiny Committee conducts in depth reviews/policy development as set out in its work programme and establishes its own Work Programme annually, informed by:
- Inviting all Members, Parish Councils and CMT to submit topics.
 - 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.
- 10.2 All potential topics received are then published on the Council website. These are then scored by a Panel consisting of the Chairman, Vice-Chairman and Conservative and Our West Lancashire Spokespersons.
- 10.3 The results of the scoring exercise are then considered by the main Committee to select one topic for review. Consideration at that meeting is also given to how the other items submitted will be dealt with, eg. Referred to the relevant Head of Service and/or Portfolio Holder, referred to another authority, a report included on a future agenda (one-hit item).
- 10.4 The Commission reviewed the Topic Submission Form and the Topic Selection Assessment Form and agreed that comments / feedback be sought from Corporate & Environmental Overview and Scrutiny Committee and previous Municipal Year's Chairman. The Corporate & Environmental Overview Committee are asked to consider the process. The Chairman of the Corporate & Environmental Overview & Scrutiny Committee 2019/20, Councillor Vickie Cummins, are as follows:

"I only have positive feedback for the Topic Scoring Exercise, as I found it a very fair and thorough process to choose the Work Programme whilst I was Chair of C & E Scrutiny.

I found the criteria for selection and rejection of suggested topics to be straightforward, detailed enough and a realistic guide for the Council's vision and priorities. To my mind, this helped to ensure the chosen topic would very much add to the work already being undertaken by the Council and would therefore only strengthen and improve services offered to residents.

At every stage I was briefed on the exercise, its importance and each individual step of the process by yourself, which was very much appreciated! This knowledge ensured I could confidently take part in the process and fairly reflect on each suggestion as it was presented.

Finally, I was truly heartened to see the efforts made by yourself to contact each resident, group etc. who had taken the time to suggest topics for the Work Programme but who on this occasion were not successful. Your detailed replies not only acknowledged their ideas with thanks, but also offered an encouraging response which explained how the Council would still try to help, what they were already doing or would take their ideas on-board for future services."

- 10.5 The Commission in reviewing the process for scoring of topics recommended that all future potential topics received should be scored by a Panel consisting of the Chairman, Vice-Chairman and Opposition Spokespersons.

11.0 MEMBERS ITEMS/COUNCILLOR CALL FOR ACTION (CCfA)

- 11.1 The Commission considered and reviewed Constitution 18.3: Protocol on Members Items & Councillor Call for Action, together with the form Members use for submitting items. The Commission did not recommend any changes.

12.0 MEMBER UPDATE ITEMS

- 12.1 The Commission considered and reviewed Constitution 9.2: Members' Update Procedure Rules - Information Items, together with the form Members use for submitting items. The Commission recommended that Information Items, usually included on the Corporate & Environmental Overview & Scrutiny Members Update, should be routinely included on the agenda for Committee, without the requirement for Members to request these items to be included.
- 12.2 This matter was considered informally by the Corporate & Environmental Overview & Scrutiny Committee at its meeting in December, when issues were raised in respect of the current heavy workload of the Committee and the number of items already included on the Agendas for those meetings. Reference was also made to the 'Strategic Scrutiny' training and the emphasis on outcomes and the value these items would add.
- 12.3 Members views are sought on this issue. If Members are mindful to agree this change, given the size of the Corporate & Environment Overview & Scrutiny Committee agendas, it is recommended that such items should be included on the Executive Overview & Scrutiny agendas.

13.0 ADDITIONAL OVERVIEW & SCRUTINY COMMITTEES

- 13.1 In considering the above matters, the Member Development Commission recommended that:

*"That the Member Development Commission recommend consideration of Council to develop a Scrutiny system consisting of three (or four, if required) Scrutiny Committees, with appropriately assigned areas of Overview & Scrutiny. Officers to present back the Overview and Scrutiny structures from other similar Local Authorities with a view to adoption in time for the new municipal year. The hosting of a further scrutiny committee may require additional staff resource. It is recommended that additional staff resource be allocated for this ongoing work. Purely for demonstrative purposes, some options could be:
Executive, Corporate, Environmental*

Members views are sought on this issue.

- 13.2 If Members are mindful to agree this course of action, further work could be undertaken with the Member Development Commission by extending its terms of reference. In order to provide an opportunity for Members to monitor the changes arising from this report, it is recommended that a target date of May 2022 (rather than May 2021) to introduce any proposed new structures be agreed, particularly at the current time, and would allow for the work to be undertaken within existing resources. Members should also note that any increase in the number of Overview & Scrutiny Committees would require an additional staff resource.

14.0 SUSTAINABILITY IMPLICATIONS

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

15.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 15.1 There are some financial/ resource implications arising from this report in respect of additional meetings sourcing information from other authorities and additional training sessions, however these will be met using existing resources. Any additional resources in respect of an increase in the number of Committees would be subject to a further report.

16.0 RISK ASSESSMENT

- 16.1 Effective overview and scrutiny arrangements are important in holding the executive to account, policy development and meeting statutory requirements.

17.0 HEALTH AND WELLBEING IMPLICATIONS

- 17.1 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

1. Overview & Scrutiny Questionnaire and responses from Members.
2. 'Constitution 9.2: Members' Update Procedure Rules - Information Items' and the form for submitting Members Update Items
3. Minute of the Executive Overview & Scrutiny Committee – 28 January 2021 (Corp & Env O&S Cttee and Council only)
4. Minute of the Corporate & Environmental Overview & Scrutiny Committee – 11 March 2021 (Council only)



Scrutiny Questionnaire for Members

Responses to this survey: **29**

1: In your opinion, does Overview & Scrutiny work at West Lancashire?

Option	Total	Percent
No	14	48.28%
Yes	13	44.83%
Don't know	2	6.90%
Not Answered	0	0.00%

The 13 Members that replied 'yes', provided the following reasons:

1. The process for scrutiny is sound, so it works well when items are called in / put forward for scrutiny. However, more items should be scrutinised to ensure that decisions are being made with full transparency, and also to raise awareness and understanding of the decisions made.
2. Specific decisions can and are reviewed in formal meetings with evidence given by the decision maker and anyone calling in the decision
3. Cross party opinions meaning no whipped decisions
4. Able to challenge the Executive and explore in depth decision making
5. If needed items can be called in and scrutinized properly. I know it's not a perfect system but it works and west lancs should keep the system
6. It gives members a chance to voice their ideas and opinions and ask questions about things that effect their wards. It also gives insight into the workings of the officers dealing with a variety of things
7. Scrutiny gives great opportunity for cross party working, close working and collaboration with Officers and outside agencies and the chance to look closely at Council decisions and workings.
8. The reason the scrutiny works is because those involved in the process are invested in it, they are driven to ensure that things are delivered well and strive for continuous improvement, the agenda is able to be influenced by the membership of the committee and is open to the public and public speaking is welcomed, therefore making it accessible
9. It gives cross party's the chance to look at ways of trying to improve or to ask the question why !
10. Overview and scrutiny is fundamental to the accountability of the Council, there seems to an integrated approach with the sharing of information between members and officers of the council and heads of services. Having reviewed previous annual reports of the Overview and Scrutiny Committees this appears to be working well.
11. It allows things to be looked at a more in depth
12. Allows non cabinet members and back benchers to ask questions

13. Because it is important that members have the ability to call things up in front of the committee and that they are properly scrutinised. To not have them would lead to decisions not being subjected to checks and balances.

The 2 Members that responded 'don't know' provided reasons:

1. Not on scrutiny committee.
2. do not feel opposition members have sufficient information or knowledge of background of item discussed. Need to be more involved.

The 14 Members that responded 'No' provided suggestions for improvements:

1. Initially a lack of training and explanation for members, this was solved into the second year of office.
2. The committees do not fulfil the intended purpose.
3. There is an increasing tendency to hold Cabinet meetings immediately before Council meetings. It is impossible to scrutinise decisions taken at such meetings
4. There is hardly any use of pre-decision scrutiny. This has been neglected in recent years. Items discussed following decisions see division along party lines. Call-in at 5 councilors of the O&S committee is unduly restrictive. Projects at Corporate Overview and Scrutiny are much too led by officers. The chairman and vice-chairman should be taking a lead. Overview and scrutiny chairmanships should NOT be with the ruling group.
5. Ruling group have overall control so can out vote other parties. Vice chair should be from opposing party, to make it fairer.
6. The ability of a Scrutiny committee to consider items seems to be limited by a scoring system that in practice has shown itself not fit for purpose I feel.
7. There's a failure to consult.
Rules stop some members.
8. Better up to date information it should be led and Owned by members. Understanding what scrutiny is. Relevant investigation and reviews
9. Firstly, I feel that the chairman of O & S committees should be a member of the opposition parties and NOT of the overall ruling party. I believe that this would result in a more fair and constructive committee having an open and honest discussion. I also feel that all reports produced by officers to be scrutinised should be written in a more 'reader friendly' format and avoid using complicated terminology (This suggestion was agreed by the training specialist, David McGrath, who has hosted previous O & S workshops)
10. When the chair and majority of members of a scrutiny committee are whipped outside of the meeting, they will never have the scrutiny at heart. Regardless of having no whip in the meeting. I know full well how pointless it was for me to fill in this form because nothing will change but in order to it to, the chair and majority of members have to be from opposition.
11. More input from non Cabinet members and more decision making is required. Perhaps with some work aspects passed to committee prior to decision making by Cabinet and full council.

Much of what we have now is a tick box exercise. With Cabinet members receiving much more knowledge having been continually briefed by Council officers.

12. The governance of Scrutiny committees is dominated by the ruling party. This means that anything referred to overview and scrutiny will still be approved by the majority whip. The lack of items referred to scrutiny demonstrates the apathy inherent in a system that fails to uphold genuine scrutiny
13. There are differing understandings of what overview and scrutiny means, there needs to be clear guidance of what it means so all members and officers are working from the same point. Also, the politics needs to be taken out of it, otherwise good ideas don't come forward for fear of being rubbished politically early on, and can lead to party in power railroading through their ideas rather than having sound discussion
14.
 1. Papers and documents are not being read by committee members
 2. Lack of understanding of the function of the scrutiny Committee - At one meeting I suggested a Paper should be returned to Cabinet. This resulted in one member saying that was not our role. But another member asserted that this was exactly what the scrutiny committee should be doing.
 3. It's unclear what scrutiny can do with Cabinet resolutions., especially when it is stated that no 'call in' is allowed because this item is to be heard by Scrutiny.

2: Executive O & S Committee is responsible for post hoc scrutiny, which is undertaken by considering the minutes of the Cabinet meeting, after the meeting has taken place, in your opinion does this work well?

Option	Total	Percent
No	11	37.93%
Yes	10	34.48%
Don't know	8	27.59%
Not Answered	0	0.00%

Of the 10 Members that responded 'yes', 9 provide reasons:

1. Again, the process is sound for Exec O&S but more items should be scrutinised to increase transparency and to strengthen the decisions taken by having gone through the scrutiny process.
2. it meets the objectives set out by scrutiny
3. Extra layer of scrutiny over that of the cabinet, the controlling group and relevant officers. Allows transparency
4. Acts as a mirror for Cabinet, challenges rationale for decisions
5. The agenda for cabinet is published and cllrs can observe cabinet, the political groups allow for debate of the topics prior to cabinet, all of this helps to provide pre scrutiny, post scrutiny add to helping people evaluate the decisions and to be able to raise questions of any decisions, therefore I feel it meets its requirements
6. It gives the chance to understand and why if things need to be changed
7. It allows cross party to look at it
8. Always worked well
9. Because to not have it could lead to things being missed.

Of the 8 Members who replied 'don't know', 3 Members provided reasons:

1. Too much red tape.
2. Being a new member, I would welcome some in-house training on the roles, functions and protocols regarding raising concerns on items under consideration. Or mentoring maybe by a more experienced member would be beneficial. Rather than having to search for this information within the constitution etc with very little guidance. With regard to the timings of the meeting it would seem to me this would be more effective if the committee met to discuss any issues arising from the set agenda then cabinet would be aware of concerns to discuss prior to decisions being made.
3. I am not part of the Exec. so have no background information. Need to be more involved by attending or at least by virtual participation.

The 11 Members that replied 'no', provided suggestions for improvement:

1. Stop Cabinet meetings immediately prior to Council
2. The relevant officers should attend O&S. I asked three questions at two successive meetings early in the 2019/20 municipal year. There were NO officers present who could answer the questions.
The chairman should go through minutes page by page - this does not consistently happen.
3. Less councillors should be needed to ask for item to go to overview and scrutiny
4. Draft should be circulated.
5. Minutes need to be more detailed. Better guidance training members better review of policy. A greater voice within council. Involving the public views
6. Improvement suggestions as previously mentioned.
Basically, all cabinet discussions and decisions are 'pushed through' by the ruling party regardless of O & S observations, particularly those made by opposition party members on the committee.
7. Last year I asked for further companies to show us their compactable bins. This was agreed by the members and roundly ignored as it passed through with the original- and sole- presenter. I have asked for it to happen again and I am not holding my breathe. I fully assume that saving the council money is not top of the agenda.
8. This is just a tick box exercise with little or no options to deal with aspects of concern.
9. The Cabinet system fails to engender effective debate before decisions are made. Items tabled at the public Cabinet meeting have already been decided by the ruling party. The lack of interest from the public is testament to the lack of consideration given to public input.
Greater effort needs to be made to engage in debate with Members and Public before items are brought to Cabinet.
10. It is a bit late looking at a decision after it has been taken, as it is too late to influence said decision. Surely the decision making should go the other way, ie put forward by Cabinet, considered by Scrutiny, then decided on by Cabinet with consideration of Scrutiny's views
11. understanding of what Scrutiny can do is not clear.
Does Scrutiny merely 'note' the minutes?

3: Executive O & S Committee is responsible for pre-decision scrutiny in your opinion does this work well?

Option	Total	Percent
No	12	41.38%
Yes	11	37.93%
Don't know	6	20.69%
Not Answered	0	0.00%

Of the 11 Members that replied 'yes', 9 provided reasons:

1. Again, I don't think there are any issues with the process of scrutiny but it could be strengthened in regard to the number of items scrutinised and the level of detail covered. The process is sound but further training for members (and officers) would help to increase its efficacy.
2. Because of its key mechanism under Executive decision making
3. Can explore a decision and provide clarification and suggestions
4. An extra opportunity is given to examine forthcoming decisions.
5. It enables people to consider the reports and make recommendations, and enables cllrs to have informed argument a that they can lobby to cabinet to consider if they so wish
6. It allows non cabinet member s to also ask questions and how things work
7. As it allows the chance for more decisions
8. Because it works very well
9. Because it is important to have as many things checked as possible to uphold the confidence that the public have in the council

Of the 6 Members who replied 'don't know', 2 provided reasons:

1. Again I refer to my previous answer with regard to training of roles, responsibilities and processes / protocols of committee members. Reviewing the Annual reports of the Overview and Scrutiny Committees the processes in place do appear to work well and the Members updates are informative and timely therefore a good source of information sharing.
2. Do not have sufficient information to make a valid comment would appear to work well

The 12 Members that responded 'no', provided suggestions for improvement:

1. Not enough explanation of the background of issues, not enough opportunity to question.
2. There is no evidence Cabinet take any notice of comments. Perhaps Cabinet members had to come to the committee to answer questions that would enable genuine scrutiny to take place
3. Few if any matters are referred to O&S before decision. This is a major failing.
4. Ruling party out votes others .
5. If the council had a work plan going forward perhaps cabinet members would have the option to ask Scrutiny to collect relevant information or test out options etc?
6. The whole system requires review and revising.

7. Pre decision should provide councillors information for them to make comments and proposals and decisions it should be a selective approach through identifying items from cabinet.
8. As previous answers.
9. Decisions or a direction of travel has already been decided by Cabinet
10. Very few items are referred to Executive O&S. I believe it requires 5 Members to call in an item for consideration. This number should be lower to encourage greater scrutiny of decisions and the evidence that supports them
11. I have rarely seen pre-decision scrutiny, ever
12. It's not clear what Scrutiny can do on any items on the agenda apart from note the report or recommendations

4: Executive O & S Committee is responsible for 'Call In', which is undertaken when 5 members of that Committee submit a request for a different decision to be taken from the decision made at Cabinet.

In your opinion does this work well?

Option	Total	Percent
No	3	10.34%
Yes	24	82.76%
Don't know	2	6.90%
Not Answered	0	0.00%

The 24 Members that answered 'yes' provided the following reasons:

1. I have only experienced it on one occasion while on the committee, which had to be explained.
2. No. It means small groups on the Council will not have sufficient members on the committee to call in.
3. The need to describe an alternative decision is a good one.
The requirement for 5 councillors to call-in is a high bar. I would favour it being reduced to two councillors. This would parallel the ability of a motion or amendment to be debated at full council if a proposer and seconder support it.
4. As with all of the scrutiny processes, I think the process of call in is sound but the understanding of it could be raised among members. If Cabinet has gone about deciding matters in a transparent and robust way, then the need for call in should be less, but there are occasions when decisions would benefit from the extra level of scrutiny that call in provides, particularly on issues that are of a sensitive nature or highly emotive to the general public. However, that would require more members to have a greater strategic understanding of decisions, so additional (and frequent) training in this area would help

strengthen the process further.

5. if it does not work well it is a fault of the cabinet/ scrutiny system.
6. No because we cannot supply the 5 members .
This is the Cruz of the problem and why it does not work for all in what is considered a democratic country.
7. I have seen this work well, were these decisions are made
8. Yes, but 5 members for call in might be a little high. Some items could be overlooked.
9. Yes although occasionally and inevitably can be open to use for narrow political purpose, though thankfully very rarely at WL
10. Within my term this option has never been used, therefore it is difficult to fully evaluate, but as pre decision debate is welcomed, this function should not be heavily Italians, so therefore the fact it isn't supports that other processes are effective
11. Well yes if the whole history and reasons are all looked at and things to be noted
12. Call can work at times but sometimes the call in are not really relevant given the Item.
Call does not happen enough and I think that's because of a lack of understanding of the reasons why members can call items in.
13. It can as long as not used for political gain
14. It would work well in principle if the majority of members weren't whipped into a vote in other committees.
15. No, as the opposition rarely call anything in. It is unclear if ruling group have influence over its scrutiny committee members to deter them from calling in their own items
16. Again, I don't think there are any issues with the process of scrutiny but it could be strengthened in regard to the number of items scrutinised and the level of detail covered.
The process is sound but further training for members (and officers) would help to increase its efficacy.
17. Because of its key mechanism under Executive decision making
18. Can explore a decision and provide clarification and suggestions
19. An extra opportunity is given to examine forthcoming decisions.
20. It enables people to consider the reports and make recommendations, and enables cllrs to have informed argument a that they can lobby to cabinet to consider if they so wish
21. It allows non cabinet member s to also ask questions and how things work
22. As it allows the chance for more decisions
23. Because it works very well
24. Because it is important to have as many things checked as possible to uphold the confidence that the public have in the council

Of the 2 Members that replied 'don't know', 1 Member provided a reason:

Not fully, please see previous answers with regard to training, I do not know the process or protocol for calling in a decision or how and when the 5 members debate or discuss and agree ultimately agree to call in a decision.

The 3 Members that replied 'no', provided reasons:

1. Basically the whole process, Would like a training session please.
2. Call In is used very infrequently with many items barring call in
3. The lack of items called in in this way demonstrates how ineffective this system is. The requirement for 5 needs to be reduced to encourage greater scrutiny

5: Executive O & S Committee is responsible for Policy & Development tied to the Cabinet cycle, this is undertaken by submitting reports that are being considered by Cabinet to that Committee for consideration, either prior to the meeting of Cabinet or following the meeting of Cabinet.

In your opinion does this work well?

Option	Total	Percent
No	10	34.48%
Yes	12	41.38%
Don't know	7	24.14%
Not Answered	0	0.00%

Of the 12 Members that replied 'yes', 10 Members provided reasons:

1. Again, the process is sound. However, in practice, the reality of decision making through cabinet, where timescales are often tight, means that the process isn't always as rigorous as we might like. If the standard timetable was always adhered to, the process would be fine. Where reports are coming to cabinet at the last minute, the current process could be seen to struggle to deliver on scrutiny, even if this is only perception over reality. To be transparent, we need to ensure that late reports and decisions are able to undergo the same scrutiny as standard reports, so post hoc scrutiny is essential and should be encouraged. Where decisions are deemed to have been incorrect, but it is too late to reverse them, the post hoc scrutiny should deliver recommendations on how to better address similar matters in future.
2. Decisions are made effectively
3. Again, scrutiny and challenge. Takes decision making into a more public arena
4. This gives an extra opportunity for members to voice opinions, raise concerns and queries and have comments noted on Cabinet reports.
5. As good dialogue exists with the cabinet there should never be major policy decisions reached that are a surprise to the councillors
6. Again making sure to know the history and ask questions

7. The cycle in my opinion works well. The work plan should be agreed in advance focusing on areas of service delivery maybe more time between cabinet and scrutiny to allow members to recommend items that can make a real difference some recommendations will take several month to investigate.
8. So things can be looked at the same time
9. Always worked well
10. Because I would have heard otherwise if it didn't work well.

Of the 7 Members that replied 'don't know', 5 Members provided reasons why:

1. Have there been instances of this process? I'm not aware not having served on Exec O&S
2. I am confused. Are the cabinet discussions open for members to listen in to or are they just held by the ruling party or am I getting mixed up with the Cabinet Working Group?
3. As a new member I can only form my answer by reviewing previous minutes and the annual reports whereby the process does appear to work.
In my option this would be an effective way to deliver reports to cabinet for consideration., ie. prior to the meeting.
4. Do not have sufficient information about this procedure.
5. This process is not visible or evident to Members who are not on the Committee. IF this was effective then there surely would be more items on which Members would have a view that merits listening to.

Of the 10 Members that replied 'no', 9 Members provided suggestions for improvements:

1. Lack of communication.
2. Inexperienced members.
3. See comments about cabinet meetings immediately prior to Council meetings
4. Requires cabinet to take a totally different approach. There are other changes that I refer to in my responses that are easier to resolve and should be the initial focus.
5. I may be wrong, but as I understand it and as previously mentioned, the ruling party tends to use the Leader to use his casting vote to push a decision through. I don't think that is fair.
6. As previous
7. I have no idea what any of this means, we could start with understanding what is being suggested here
8. The Council Plan was considered recently and it was obvious that some had not read the doc.
I had read the Plan and made suggestions for alterations. But, I was cut off from completing my comments.
Whereas other members thought it was not appropriate for detailed comments to be given.

6. Corporate & Environmental O&S Committee is responsible for in depth review or policy development. The Committee sets its own work programme in this regard and details of this can be found via Constitution 3.6.

6 (a): Topics are chosen via a consultation exercise, usually via a press release, and e-mails to Councillors and the Corporate Management Team, there is also an option to carry out this exercise at a workshop session. Are you aware of this process?

Option	Total	Percent
No	11	37.93%
Yes	18	62.07%
Not Answered	0	0.00%

6 (b): Do you feel that this process for selecting topics works well?

Option	Total	Percent
No	12	41.38%
Yes	9	31.03%
Don't know	8	27.59%
Not Answered	0	0.00%

Of the 9 Members that replied 'yes', 7 Members provided reasons:

1. we have a good working relationship of policy development within the council
2. Open to all
3. As I say read ask questions and listen to the public
4. Pooling ideas and elimination.
5. Policy's need to be looked at to make sure up to date
6. Policies are there to be amended if needed but not broken
7. Open and transparent to members and public for their input

Of the 8 Members that replied 'don't know', 4 Members provided reasons:

1. The processes for in-depth review and policy development seem adequate but haven't necessarily been tested sufficiently. As a result, it's hard to say if they are working well or not. More feedback / data around these matters would help to increase understanding and ensure that the processes were implemented in the most effective way.
2. Because there are so many important policies and such a global and national changing landscape, there is just not the resource to achieve everything that cllrs would like to achieve
3. I am a new member and my knowledge of how topics are chosen is related to what I have read within documents on the councils intranet site and from the recent

- Scrutiny workshops attended. But I do not know the process on how to put forward a topic I wished to be considered for in-depth scrutiny.
4. Because I do not have experience of the process

Of the 12 Members that replied 'no', 11 Members provided suggestions for improvement:

1. Transparency and communication.
2. Strategic issues should be scrutinised.
3. Make the procedure better known & used more often
4. The whole committee should debate and agree the topics.
5. Review
6. Not enough responses which leaves the door open for undue attacks from minority groups. Wider consultations should be encouraged through social media links or telephone consultations
7. Better engagement with the members and community training workshops. Public meetings.
8. To date , the public consultation process has been poor eg 27 responses to the Pagoda issue and then questionnaires carried out via social media, which generated a huge response but the responses were, on the whole, ignored by the Council. Putting a few questionnaires in shops is not sufficient. Not everyone has the Champion delivered or even bothers to read it! A significant proportion of the community does not or will not access the internet (as acknowledged by the Council) so as well as social media surveys/questionnaires include leaflets being available at post offices, delivered to retirement homes and community centres.
9. I have not been aware of this process and in any case would feel that due consideration would not be given to any suggestions made.
10. Members should be made aware of what is being talked about here
11. It's not clear how to submit ideas to be included in this process

6 (c): Topics submitted are scored for importance and impact on a scale of 1-4 using a scoring guide.

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.

The soring guide can be found on the Council's website under Overview & Scrutiny. Scoring is undertaken by the Chairman, Vice Chairman and Opposition Spokespersons.

Do you think this process of scoring topic suggestions works well?

Option	Total	Percent
No	3	10.34%
Yes	12	41.38%
Don't know	14	48.28%
Not Answered	0	0.00%

Of the 12 Members that replied 'yes', 10 Members provided reasons:

1. The council aims and priorities should be the principle process for setting the agenda for decision making, and so the scoring works because it is measured against them.
2. Prioritises subject according to relevance and importance
3. It’s very straightforward, relevant to Council’s aims and is fair
4. This helps when officers are there to also assist
5. A scoring guide I feel this is the best way forward
6. Scored against info and relevance.
7. See how they work or over lap with other policy
8. Think it works well
9. Scoring appears to be fair between political parties
10. Because councillors across all parties have an input

Of the 14 Members that replied 'don't know', 10 Members provided reasons:

1. Lack of communication.
2. Scoring is fine but should be by whole committee.
3. perhaps these terms are too vague - the scoring system has not been working to produce reports that made a valuable contribution in the past.
4. Need opportunity to explore problems and proposals and challenge them in a sensible way.
5. Never heard of this
6. This would be influenced by the understanding of the topic by those understanding the scoring so therefore could be heavily waited by lack of information
7. no

8. I have seen the scoring guide but I am unable to comment on how effective this has been in the past, the priorities set seem to good benchmarks.
9. The ruling party will always find a way to support the policy ideas they want to promote. Scores can always be biased to achieve the result you want. Only If scored by an independent Party will this methodology work.
10. Never heard of this scoring process

The 3 Members that replied 'no' provided suggestions for improvement:

1. Inexperience or lack of autonomy.
2. The opposition should have far more influence. The objective is to scrutinise the Cabinet & to have members of the same political party deciding what should be considered reduces the chance of discussing issues Cabinet would wish were not discussed
3. It is a very small pool of people who undertake the scoring, which is a cover for basically they get to decide what is taken forward

6 (d): In depth Scrutiny is usually undertaken by the main committee, however it may also be carried out by informal cross party member working groups. Members of these informal groups can include Cabinet Members, although they should not take a lead role. The only informal group under O&S is the Member Development Commission. Informal Working Groups of this type have been established under Cabinet (Local Plan, Leisure, Grants to Voluntary Bodies, Community Wealth Building, Estates Regeneration, Flooding & Drainage, Landlord Services Committee), which do allow Cabinet Members to take a lead role.

Can you give the Member Development Commission your views in this regard?

1. Working groups tend to be slightly less party political and have the potential to be a very productive part of the process. They should be open to non-voting non-councillors too, if those individuals can bring expertise to a particular topic.
2. Should be cross party
3. Working groups are a very effective way of working through decisions but they are entirely dependent on the strength of member input. In theory, they provide a useful forum for allowing members to air their views and to discuss matters without overt political influence, while working through the detail of specific issues. In practice, the level of political steering depends entirely on the individual members and their willingness to approach matters on the basis of community benefit, rather than political gain. This can veer dramatically from extreme to the other depending upon the members involved. When the members involved are willing to work to shape and inform decision making on the basis of community benefit, putting politics to one side in favour of bringing experience and knowledge to bear, then the working groups are a highly effective and vital process. They allow for members to bring their personal experience and skills to the process, which can only benefit decision making by making it more robust. Only when members try to play political games within working groups do they fail

- to deliver for the public.
4. These are held in private and also only report back to cabinet as far as I can see, Surely if a working group happens under the auspices of 'scrutiny' then it should report back to its parent scrutiny committee for that committee to make recommendations to cabinet.
 5. After due consultation with all concerned so that opinions and ideas can be provided.
 6. The group works really well with all members able to input information.
 7. It works in its present format.
 8. Works well, allows for consensus
 9. If I was to give a policy opinion I wouldn't do it through these means
 10. I think its important for those in a lead role to have experience of the area covered by the working group, if this means they are cabinet members then that is ok. Its important that any other member with equal experience could be given the same opportunity.
 11. Cabinet members can bring in depth knowledge to a working group
 12. As the cabinet members are not Hierarchical in there manner I do not have an issue of there involvement, however I would comment that there involvement and in depth knowledge of the subject matter can be a real asset to the process
 13. Yes it shows how close things can be in the borough
 14. I think it works well with a good representation of the parties
 15. no, because I do not understand enough about it.
I think a training session is appropriate to furnish Members with the workings of the council instead of them trying to navigate their way through all of this!
 16. To have in-depth scrutiny it must include all key stakeholders and those with knowledge to share. This should be within a forum that enables open discussion, transparency and for all views to be considered without judgement. If Cabinet members are best placed to take a lead role then consideration should be given as to whether the above can be facilitated or if Committee members have any objections.
 17. Additional feedback to cabinet to help with decision making.
 18. All the party's mentioned and above as it needs input from all
 19. It works well in my opinion
 20. Training is available to members from time to time by Member Development Commission. No in depth knowledge of Commission or how many take up the offer of training
 21. Happy with this to continue
 22. As previous
 23. There need to be much more sharing of information with all non-cabinet members. With more consultation taken with scrutiny by Cabinet.
 24. As with earlier comments, the process is devalued by the fact that Cabinet members chair the Working Groups and therefore the ruling party will always support their own proposals.
 25. Opposition play too much politics with cross part groups which is why these would often be setup as cabinet groups instead of scrutiny sub committees.
 26. Not sure how effective they are. Council needs to be more inclusive. Citizens consultation panels should be established to gain ideas of what our customers want and not just decide from the top

7: Any Councillor is able to submit an item on any matter or a Councillor call for action on to the agenda for Corporate & Environmental O & S Committee. The Councillor is then able to attend the meeting and present that item to the Committee and the members of the Committee will decide what further action to take. The Protocol can be found at Constitution 18.3.

<https://democracy.westlancs.gov.uk/ieListMeetings.aspx?CId=305&info=1&MD=Constitution>

Option	Total	Percent
No	6	20.69%
Yes	13	44.83%
Don't know	10	34.48%
Not Answered	0	0.00%

Of the 13 Members that replied 'yes', 11 Members provided reasons:

1. It works well but, once again, the process is entirely dependent on the effective understanding and commitment of members.
2. It is important that all councillors are able to do this to serve all residents of the borough
3. Open to all
4. Do not change this !
5. It can be that thru other committee's things link on and needs to be investigated an need to be approved
6. Every member has the opportunity to call in an item the process is easy to follow and can help resolve issues outside of council policy
7. It seems an effective process for members to raise concerns.
8. It allows the person who. may. no be a cabinet member
9. It allows all to have a voice and others opinions are heard which is good
10. There appears to be a reasonable response from Cllrs for call in where appropriate. Call In appears to work well
11. Because it is important that things can be called

Of the 10 Members that replied 'don't know', 6 Members provided reasons:

1. No experience of this
2. The idea is a sound one but I worry the rules governing when a call for action can be made are too restrictive.
3. System weighted towards ruling party
Others unable to promote ideas or suggestions.
4. Have only witnessed this happening once so am unable to comment further.
5. I have not seen this process in place as it has not been used during my term, however I have no issue with this provision existing

6. Firstly, I wasn't aware of that process and secondly I am not aware of any Councillor having called anything in and presented it to the committee. I am not experienced enough and do not possess enough knowledge on this subject.

The 6 Members that replied 'no' provided suggestions for improvements:

1. Communication.
2. How often is this exercised?
3. Judging by the items on the agenda for scrutiny committees this is not working - either not needed or not delivering what is needed.
4. There is little knowledge of this from members with many not knowing how to progress these
5. Not enough awareness of these given to councillors, no support from officers when it does happen
6. How many times has this occurred?
I've never heard of this happening.

8: General Information Items (not including planning and licensing matters) are circulated via the Corporate & Environmental O & S Members Update. This includes items in relation to delegated decisions, performance monitoring, One West Lancs, LCC Health Scrutiny and Police & Crime Panel meetings. Any Councillor can request these items to be included on the Corporate O&S Committee agenda for scrutiny. The Protocol can be found at Constitution 9.2.
<https://democracy.westlancs.gov.uk/ieListMeetings.aspx?CId=305&info=1&MD=Constitution>

1. Do you think this process works well?

Option	Total	Percent
No	5	17.24%
Yes	15	51.72%
Don't know	9	31.03%
Not Answered	0	0.00%

Of the 15 Members who replied 'yes', 12 Members provided reasons:

1. This is fine. Councillors though do not use it because of wider problems with how scrutiny works.
2. The process is sound but should be used more often by members, where they have a detailed understanding of the issue and can bring something new to bear through the process.
3. Again it is important that all councillors are able to bring items to meetings
4. Open process
5. I've had no problems with this system

6. It means that many items that are for information do not end up filling an agenda, which allows for a more focused agenda
7. Yes as you can go to officers ask for in-depth questions and portfolio holders
8. Although we only get access to the reports pack one week before the committee meeting, it does give members the opportunity to read (again, complex and long winded reports) raise questions and hopefully get answers from council officers at the committee meeting.
9. It seems an effective way for members to raise an issue for scrutiny
10. So questions can be asked Why it is going good or bad. Up or down
11. Works well
12. Because input from as many sources is important

Of the 9 Members that replied 'don't know', 5 Members provided reasons

1. No experience
2. As before complete review needed
3. Cannot make a comment either way. Members needs to be more involved e.g. knowledge and understanding. Would appear to be working well.
4. Not aware of any items circulated to Members as part of this process
5. Never heard of this happening

The 5 Members that replied 'no' have provided suggestions for improvement:

1. Transparency and communication.
2. Training.
3. It is not at all clear what exactly a member needs to be referring back to committee, as these reports are varied in their format etc.
4. It comes back to councillors engaged with the process and keeping up to date by reading papers/ reports and understanding what's going on. I think training awareness responsibility of councillors. Should be part of a contract when they sign up to be a councillor.
5. I never knew about this. Moving to paper has made it even more difficult to keep abreast of all the information thrown at members

9: The Corporate & Environmental O & S Committee considers performance management reports, including the annual reports from West Lancs Community Leisure/ Serco and BT Lancashire Services Ltd. Do you think this works well?

Option	Total	Percent
No	8	27.59%
Yes	17	58.62%
Don't know	4	13.79%
Not Answered	0	0.00%

Of the 17 Members that replied 'yes', 14 Members provided reasons:

1. It works well.
2. It works reasonably well.
3. Again, there is no issue with the process, but the efficacy of members can vary wildly, which means that the level of scrutiny varies too.
4. Re performance management it is possible on an item raised by a member for an officer to attend to address concerns raised.
5. to ensure that everything works well for the residents of the borough
6. These 3rd party organisations should be aware that their performance is scrutinised. They represent the council in some of the most front-facing roles and as such should be scrutinised further!
7. Open process although unsure of influence over external bodies providing services to the Council
8. A good opportunity for queries to be raised via cross party working and for suggestions to be noted and minuted.
9. Statistical data is fine, but sometimes offers of further information do not come to fruition
10. Although the presentations/reports are all generally glowing and positive, it does provide the opportunity for members to raise concerns that they may have over the running/management of the organizations.
11. Important statistics indicate performance of council activities.
12. So things can be monitored and to make sure kept to a high standard
13. Appears to work well from information received. Lack of in depth knowledge
14. Because scrutiny is important when services are being used to ensure value for money and that what is supposed to be given is indeed given

Of the 4 Members that replied 'don't know', 2 Members provided reasons:

1. No experience
2. If reports are distributed for full consideration ie. in a timely way it would seem to work.

Of the 8 Members that replied 'no', 7 Members provided suggestions for improvement

1. It is not well publicised, nor are the reports.
2. Needs rethink
3. I T has been the biggest problem
4. There needs to be a lead to challenge more often. More transparency more communication
5. Little confidence in the accuracy and validity of reports. Statistics are all too easily manipulated to portray positive outcomes. Measures are often ambiguous or meaningless and do not instil confidence that the Council is performing effectively.
6. Seems to just be a rubber-stamping. Even where questions or concerns are raised, there isn't the function available to follow up on as they don't have to return to the committee for 12 months, by which point the membership may have changed and the matters raised long since forgotten about

7. I sub'd on this committee once and raised concerns about not meeting targets on recycling AND that the targets were too low. We should be more ambitious. But my concerns fell into a black hole. I made representations to the Portfolio holder that we should introduce recycling machines as in Denmark. But was told that this would affect the targets and we may lose allowances from LCC

10: The Corporate & Environmental O & S Committee acts as the Council's Crime & Disorder Committee. (See Constitution 18.1)
<https://democracy.westlancs.gov.uk/ieListMeetings.aspx?CId=305&info=1&MD=Constitution> and it receives a presentation annually from representatives of the West Lancashire Community Safety Partnership.

Do you think this meets/facilitates the requirement for effective scrutiny?

Option	Total	Percent
No	9	31.03%
Yes	13	44.83%
Don't Know	7	24.14%
Not Answered	0	0.00%

Of the 13 Members that replied 'yes', 9 Members provided reasons:

1. Explained clearly.
2. It provides a suitable forum for scrutiny and discussion. It is therefore up to members to ensure that they deliver to the highest standards.
3. Seen it action, useful function
4. Members can ask questions 365 days a year of cabinet members and officers? Therefore an annual summary is sufficient
5. Yes can ask direct questions
6. See previous answer.
Also, members have the opportunity to have issues explained and clarified where necessary after the presentation. I usually enjoy these.
7. If comments feedback was taken on board
8. We can keep updated on service
9. Because scrutiny is important

Of the 7 Members that replied 'don't know', 4 Members provided reasons:

1. No experience
2. Not aware of
3. unsure
4. I would like more information and be more involved in order to make a valid comment

Of the 9 Members that replied 'no', 8 Members provided suggestions for improvement:

1. These are important subjects that should be scrutinised by full council.

2. Needs a representative of the police present as well as the council lead officer.
3. Not clear on the powers or scope at present of the Community Safety Partnership
4. 3rd party auditing would be better at uncovering all pertinent information
5. I would feel better if the brief came from the PCC or from the police themselves.
6. Not enough engagement or challenges again members need to understand their role
7. If this was effective then we wouldn't be seeing the steady increase in petty and anti social crime. Police resources are constantly being stated as being stretched and the crimes that are repeatedly committed are not able to be prosecuted, typically traffic offences and anti social behaviour. The committee should be addressing the lack of resources and directing the focus on community policing and well being.
8. Never knew this was the council's crime and disorder committee. Much like the previous question and answer, one half hour presentation per year is pathetic - where is the actual scrutiny?
9. Yet again, this is not including the wider public . We need more consultations.

11. The Overview and Scrutiny terms of reference are contained at Constitution 9.1

<https://democracy.westlancs.gov.uk/ieListMeetings.aspx?CId=305&info=1&MD=Constitution>, and, as described above, these duties are currently split across 2 Committees (Executive O&S Committee and Corporate & Environmental O&S Committee), further details in relation to the split of duties can be found at Constitution 3.6: Article 6 – Overview & Scrutiny Committees

11 (a): In your opinion, how many scrutiny committees do you think West Lancashire should have?

One Committee	7	
Two Committees	16	<p>I think the current committees have been sufficient but if more items were to be brought through the process then perhaps splitting out the committees might be necessary.</p> <p>I think the 2 we have are enough, otherwise there is the danger of getting bogged down 'scrutinising' to much and not actioning things.</p> <p>This question needs a lot of thought and</p>

		should be discussed either in political group or across parties.
Three Committees	2	
Four – Ten committees	1	
As many as are needed for effective scrutiny.	1	
Can't say	2	

11 (b): What would your suggestion be on the name/s of the Committees?

1. Council Scrutiny	
2. The Executive's decisions must be scrutinised. The funding and relationship with external agencies whose work impacts the borough council's role and expenditure should be scrutinised. The legal and financial aspects of the council's activities should be scrutinised.	
3. Scrutiny committee	2
4. Overview and scrutiny	2
5. As they stand, the names are sufficient but we should always be looking at ways to make our processes clearer and more understandable to the general public. Retitling the committees as simply as, e.g. "Overview & Scrutiny Committee: Executive (cabinet) Decisions" and "Overview & Scrutiny Committee: Corporate & Environmental Decisions" could help increase transparency by making the functions clearer, but more thought should be given to this.	
6. council and community council as service provider or split between holding cabinet to account for service delivery and scrutinising the council's relation to other bodies but in either case there is overlap between the two. The present Exec remit relates directly to cabinet current business which is clear but limited to post hoc scrutiny role. Pre-decision scrutiny should be possible from either committee... so perhaps the present remit is a reasonable division for post decision/event scrutiny but the resources of both need to be able to generate task and finish group activities and the members to be a pool of resources to support any such T&F group?	
7. Needs rethink	
8. Overview and Scrutiny, and Executive Overview and Scrutiny	

9. Executive, Corporate, Environmental as 3 separate entities	
10. 1. Executive Scrutiny Committee 2. Corporate Scrutiny Committee (Drop the 'overview')	
11. OK as they are.	7
12. If one is only is required then it is a General O/S Cttee More than one should be discussed in political group or across parties	
13. 1 scrutiny ran more often with opposition chair and more members.	
14. One for each area of scrutiny, eg crime and disorder, leisure, corporate, environmental, executive, etc	

11 (c): The main functions of Overview & Scrutiny, and the Committee that function is considered by, are listed below. Which functions would you like to see remaining under that Committee and which function would you like see either move to Executive O&S Committee or Corporate & Environmental O&S Committee or an additional new Committee:

Functions currently under Executive O&S Committee: - Post hoc & pre decision scrutiny & policy & budget development tied to the Cabinet cycle

Option	Total	Percent
Remain/no change	18	62.07%
Changes to Corporate & Environmental	3	10.34%
New Committee	8	27.59%
Not Answered	0	0.00%

Functions currently under Executive O&S Committee: - Call in

Option	Total	Percent
Remain/no change	17	58.62%
Changes to Corporate & Environmental	3	10.34%
New Committee	9	31.03%
Not Answered	0	0.00%

Functions currently under Executive O&S Committee: - Acts as the co-ordinating committee for overview & scrutiny

Option	Total	Percent
Remain/no change	16	55.17%
Changes to Corporate & Environmental	3	10.34%
New Committee	10	34.48%
Not Answered	0	0.00%

11 (d): Functions currently under Corporate & Environmental O & S Committee:

c) Functions currently under Corporate & Environmental O&S Committee - In-depth review or policy development as set out in the work programme agreed by the committee each year

Option	Total	Percent
Remain/no change	17	58.62%
Changes to Executive O&S	3	10.34%
New Committee	9	31.03%
Not Answered	0	0.00%

c) Functions currently under Corporate & Environmental O&S Committee - Member update items

Option	Total	Percent
Remain/no change	19	65.52%
Changes to Executive O&S	2	6.90%
New Committee	8	27.59%
Not Answered	0	0.00%

c) Functions currently under Corporate & Environmental O&S Committee - Member items/CCfA) (See Section 18.3 for Protocol)

Option	Total	Percent
Remain/no change	18	62.07%
Changes to Executive O&S	3	10.34%
New Committee	8	27.59%
Not Answered	0	0.00%

d) Functions currently under Corporate & Environmental O&S Committee - Performance monitoring. This also includes scrutiny of the One West Lancashire minutes and the LCC Health Scrutiny Committee Minutes.

Option	Total	Percent
Remain/no change	14	48.28%
Changes to Executive O&S	4	13.79%
New Committee	11	37.93%
Not Answered	0	0.00%

e) Functions currently under Corporate & Environmental O&S Committee - Performance Management reports, including the Annual Reports from West Lancs Community Leisure/ Serco and BT Lancashire Services Limited

Option	Total	Percent
Remain/no change	16	55.17%
Changes to Executive O&S	2	6.90%
New Committee	11	37.93%
Not Answered	0	0.00%

f) Functions currently under Corporate & Environmental O&S Committee - Acts as the Council's Crime and Disorder Committee

Option	Total	Percent
Remain/no change	17	58.62%
Changes to Executive O&S	1	3.45%
New Committee	11	37.93%
Not Answered	0	0.00%

12: Can you provide your views on how scrutiny members could take a more strategic role?

1. Training.
2. They must undergo training in their role, the function of the committee and output expected from the committee.
3. Earlier consideration of items
4. It requires the political groups to assign responsibilities to the councillors in their groups but then the ruling group and lead officers to share more thinking at an earlier stage with opposition spokespersons. These spokespersons sit on scrutiny committees and could provide a more informed view.
5. Have a fairer number of councillors from each party on the committee
6. For me, the key element is for members to undertake further training on making strategic decisions. That would ensure that members are fully aware of the council's aims and priorities, and able to make strategic decisions to ally scrutiny to them.
7. Members need to be empowered to put forward topics for T&F groups that energise members and make a contribution to the council's

8. By cross party discussion on important matters.
9. By supporting the cabinet, and acting as a sounding board
10. To ensure all members understand the information they are taking in it could be good to see each member make a small submission with their personal views on the items for reference only.
11. Need to be informed and proactive
12. I have sometimes found some scrutiny committee reading a bit overwhelming but have found that discussing items with other members helps. This depends on the item covered.
13. Further meetings with relevant Officers, to see how their suggestions are working in action.
14. This is difficult for those who work full time, but being able to meet with the authors of the reports before they are finalised to discuss points in more detail would be a good provision
15. Member need to want to engage with the process and committees functions take up training to get a better understanding
16. Having access to more reader friendly reports that are not full of council terminology that is off putting and wearying to read.
17. Following on from the workshops to identify topics for working groups to work with heads of service and officers on priorities and policy formation
18. Maybe member visits to areas under scrutiny to see first-hand any issues that could be dealt with more effectively.
19. Maybe have a work shop before main committee to ask more and allow things to come back in a shorter time ??
20. Be more involved in the business of item under scrutiny. Be part of that cttee or listen and watch by virtual participation. Knowledge gives more confidence to scrutinise.
21. To lead on certain aspects of work in consultation with Portfolio Holders.
22. For Scrutiny to be effective and strategic, the committees must be chaired by a Member from an opposition party. There is no scrutiny when the ruling party simply has the majority to dismiss any challenge to decisions they have already taken
23. Perhaps they could be offered a more strategic role. Come up with ideas and submit to cabinet member for consideration by relevant portfolio holder
24. Need for further training for understanding of process of scrutiny and all should read the documents.
But there is no opportunity for the committees to raise strategic ideas when only considering papers with predetermined recommendations

13: Do you have any further suggestions for making improvements to scrutiny in general?

1. It should feedback and BE SEEN to feedback to the running of the council.
2. The vice chair of scrutiny should be from an opposition party
3. Only more strategic decision making training for members.
4. Complete review needed so all members can put forward Ideas and make sensible contributions
5. Maybe lay members?

6. I think we need to understand scrutiny better. I know we have had training but I feel that as a group/council we could work out what scrutiny means to US. There seems to be a few different ideas as to what scrutiny is. I see it as looking at things a bit more in depth and being 'critical' in a positive way to find best practices and ways forwards though projects or items.
7. Agendas could be shorter, or meeting could take place every other month.
8. Training/Introduction sessions for newly elected members instead of just throwing them in at the deep end and expecting them to understand how it all works and what is going on. I am still struggling at committee meetings and based on the lack of input from some other committee members, I am guessing that they do not understand half of what is being 'scrutinized' either!

Also, regular refresher sessions for committee members to attend. I found David McGrath's workshops informative and refreshing, yet I don't see any evidence of the scrutiny committee adopting any of his ideas or approaches, we all just appear to muddle on with the same tactics and methods.

9. As previously stated in house training or mentoring for new members when delegated to the committees.
10. Presentations are good but sometimes site visits are useful.
11. more knowledge of item under scrutiny and more involvement in process so that an understanding is reached giving more confidence to ask questions.
12. We had a presentation about effective scrutiny earlier in the year. There have been no moves to establish best practice scrutiny in West Lancashire. The fact that we paid consultants to make this presentation and then do nothing about it shows the ineffectiveness of scrutiny in our Council.
13. Larger membership, more members may mean more people actually read the papers. Or more committees, meaning members have a more defined focus
14. More training and members should be reading papers

Members' Update Procedure Rules - Information Items

1. Reports on matters which do not require members to make a meaningful decision, namely:
 - (a) information reports providing details of events/happenings;
 - (b) position statements;
 - (c) progress reports;
 - (d) performance monitoring reports;
 - (e) reports back on decisions taken under delegated authority

will not be routinely formally reported to committees or Overview and Scrutiny Committees.

2. All members (including co-opted members) will receive, for the Corporate and Environmental Overview and Scrutiny Committee and each Regulatory Committee meeting, a **Members' Update**. The purpose of the Update will be to highlight issues related to the work of the committee or Overview and Scrutiny Committee which do not require a decision.

In practice this means "Members Updates" will be prepared for the following

- Corporate and Environmental Overview and Scrutiny Committee
 - Planning Committee
 - Licensing and Appeals Committee
 - Licensing and Gambling Committee
3. Each Members Update will be produced, through Member Services, to a corporate standard, and will have a clear identity making it easily recognisable. A timetable for its production and in relation to papers generally will be circulated by Member Services.
 4. Articles for the Members Update should follow the corporate form and be as succinct and informative as possible. Regard should be had to the guidance on Plain English and the excellent work which has been carried out here. It is for the Chief Operating Officer, Corporate Director or relevant Head of Service to determine the contents of each "Members Update." It is crucial that all articles have the appropriate input from the Legal and Democratic Services Manager, Head of Finance, Procurement and Policy, Human Resources and other relevant Heads of Service before being passed to Member Services. Authors will need to devise appropriate consultation arrangements which should also include the

relevant Portfolio Holder as necessary. The Members Update will be assembled by Member Services using the articles received and will be dispatched via an e-mail link to Members and to the Press and made available for public inspection and published on the Council's website.

5. The Chief Operating Officer, Corporate Director or relevant Head of Service also need to identify those items within the Update which may require a more specific media release or briefing.
6. Overview and Scrutiny Committee Procedure Rule 8(b) and Committee Procedure Rule 6(b) provide for an item from the Members Update (including an exempt Members Update) to be placed on a committee agenda.
7. Member Services will collate all items received and put them on the agenda. They will advise the Chief Operating Officer, Corporate Director or relevant Head of Service in order that a response may be prepared.



‘MEMBER UPDATE’ REQUEST CORPORATE AND ENVIRONMENTAL OVERVIEW SCRUTINY COMMITTEE

MEETING: (DATE)

This form must be received by Member Services, 52 Derby Street, Ormskirk by:- 12 noon on Friday (DATE).

Member Update Issue: No.

Councillor:	
Article No:	
Subject:	

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

Please advise Member Services on 01695 585065 if at any time you wish to withdraw this item following receipt of further information or e-mail member.services@westlancs.gov.uk

1. What are your reasons for requesting the item?:

2. What outcome would you wish to see following discussion of the item?

FOR MEMBER SERVICES USE ONLY

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

MINUTE OF EXECUTIVE OVERVIEW & SCRUTINY - 28 JANUARY 2021

51. OVERVIEW AND SCRUTINY FUNCTION REVIEW

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 323 to 362 of the Book of Reports, which was to consider the recommendations of the Member Development Commission following a review of the Overview & Scrutiny function at West Lancashire.

The Democratic Services Manager outlined the report and explained that a questionnaire had been sent to all Members. She explained that there had been 29 responses to the questionnaire (as detailed at Appendix A of the report).

She explained that from the analysis of the responses, the common themes included training, pre-scrutiny, questions in advance of meetings, Portfolio Holder attendance at meetings, Scoring of Topics, Member Update items and the consideration of the future number of Scrutiny Committees.

The Democratic Services Manager responded to questions raised by Members in relation to the scrutiny processes and themes contained within the report.

The following Motion was moved and seconded:

RESOLVED:

- A. That an in-house 'Overview & Scrutiny at West Lancashire' training session be held each year following a local election with a further session on 'Best Practice Scrutiny' being arranged with an external trainer in the year that there are no local elections, as detailed in paragraph 6 of the report.
- B. That Council be recommended to amend the timetable of meetings for 2021/22 to allow for Executive Overview & Scrutiny Committee to be held prior to Cabinet, to accommodate pre-scrutiny, with a Special 'Call In' Meeting of Executive Overview & Scrutiny Committee being scheduled following Cabinet, to meet as and when required, as detailed in paragraph 7 of the report.
- C. That Members of Overview & Scrutiny Committees be asked to submit questions in advance of meetings.
- D. That Council be recommended to amend 'The Overview & Scrutiny Procedure Rules at Constitution 14' to read:

"Attendance by others

- (a) *The leaders of the political groups on the Council shall be allowed to attend each Overview and Scrutiny Committee and to speak but not vote on any issue under consideration."*

E. That it be recommended:

That no change be made to Constitution 9.2: Members' Update Procedure Rules and the form for submitting Members Update Items, attached at Appendix 2 to the report, and information items continue to be reported via the Corporate & Environmental Overview & Scrutiny Members Update.

F That no change be made to the current number of Overview & Scrutiny Committees at West Lancashire i.e. retain Executive Overview & Scrutiny Committee and Corporate & Environmental Overview & Scrutiny Committee.



CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

11 March 2021

Report of: Corporate Director of Place and Community

Contact for further information: Michelle Williams (Ext 3244)
email: michelle.williams@westlancs.gov.uk

SUBJECT: REVIEW OF A TRIAL OF COMPACTION LITTER BINS

Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To provide further information regarding the proposal to install compaction litter bins in designated locations within West Lancashire.

2.0 RECOMMENDATION

- 2.1 That the committee considers the information provided regarding the suitability of compaction litter bins for West Lancashire and makes recommendation to Cabinet regarding the implementation of compaction bins.

3.0 BACKGROUND

- 3.1 A review of the 'Litter Bin Policy' was carried out between 2018 and 2019. The work was undertaken by the Corporate and Environmental Overview and Scrutiny Committee and concluded in October 2019.
- 3.2 The final report and recommendations were agreed by Cabinet at its meeting on the 5 November 2019.
- 3.3 The recommendations were divided into 3 specific work streams as follows:
- i) Implement the replacement of litter bins Borough wide that had been categorised as C or D following a condition survey completed in 2019
 - ii) Embark upon a programme of educational/enforcement campaigns regarding litter reduction
 - iii) Undertake a 4-6 week trial of compaction litter bins in designated locations

- 3.4 Following an update provided to the Committee on 17 September 2020, they were satisfied that items i) and ii) outlined above were underway and on-going. Item iii) had been deferred due to the COVID-19 outbreak as the data gathering required for an effective pilot study is reliant upon stable footfall numbers which was not possible during 2020. The Committee sought further clarity regarding item iii) in terms of both effectiveness and value for money and asked for a report to be brought to that effect.

4.0 CURRENT POSITION

- 4.1 Due to the COVID-19 pandemic the trial of the compaction litter bins was deferred until a future date (to be determined).
- 4.2 Following the request from the Committee to seek further information regarding the effectiveness of the compaction bins, the provider Egbert Taylor was asked to provide benchmarking data from other customers to illustrate positive outcomes achieved. Due to data from other customers being potentially sensitive or their authorisation not being granted to release further, the only data provided was based upon a trial of compaction bins being undertaken by Hartlepool Council. This information can be found at Appendix 1 of this report.
- 4.3 The Committee further sought information from any other providers within the market of the same or similar product to 'Big Belly Bins' as offered by Egbert Taylor. Whilst Egbert Taylor and 'Big Belly Bins' are certainly the market leaders there are other providers such as britishbins.co.uk and compactorsdirect.co.uk.
- 4.4 Following discussions by the Head of Service with alternative the alternative named, it is evident that the pricing structures of all options are indeed, very similar. The main difference being that Egbert Taylor are more established within the market and have significant links with advertising organisations to enable on-body marketing opportunities.
- 4.5 If pilot is successful it will reduce the number of bins within the chosen location as the compaction litter bins have a larger capacity, resulting in a de-cluttering of street furniture. They do not require emptying as often creating resource capacity of the operative to undertake more detailed cleansing in town centre etc.

5.0 SUSTAINABILITY IMPLICATIONS

- 5.1 The information is aimed at providing sufficient detail to enable members to consider the suitability of compaction litter bins for designated locations within the Borough.
- 5.2 When the decision was made by members to embark upon a pilot study it was pre-COVID. Consideration should now be given to whether a full return to high street shopping will be resumed by the community and if compaction litter bins will provide a sustained and value for money option.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 At February 2020 Council, capital funds of £10k were designated to the pilot study of the compaction litter bin option. Each compaction bin installed under the

trial process is as a cost of £500 per compaction bin, the costs however are offset against future purchase of compaction bins if the trial is successful and WLBC move ahead with purchase and permanent installation.

- 6.2 Advertising on the body of the bins can be utilised to support the costs of the compaction bins.
- 6.3 Additional costs would also be incurred through the removal and re-installation of existing litter bins before and after the trial period circa £1k.
- 6.4 Further Capital outlay will be required for future installations to expand the compact litter bin footprint beyond the trial locations, therefore consideration should be given to this factor.

7.0 RISK ASSESSMENT

- 7.1 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 1 – Hartlepool Compaction Bin Report 2019

Egbert Taylor

Hartlepool BB Review

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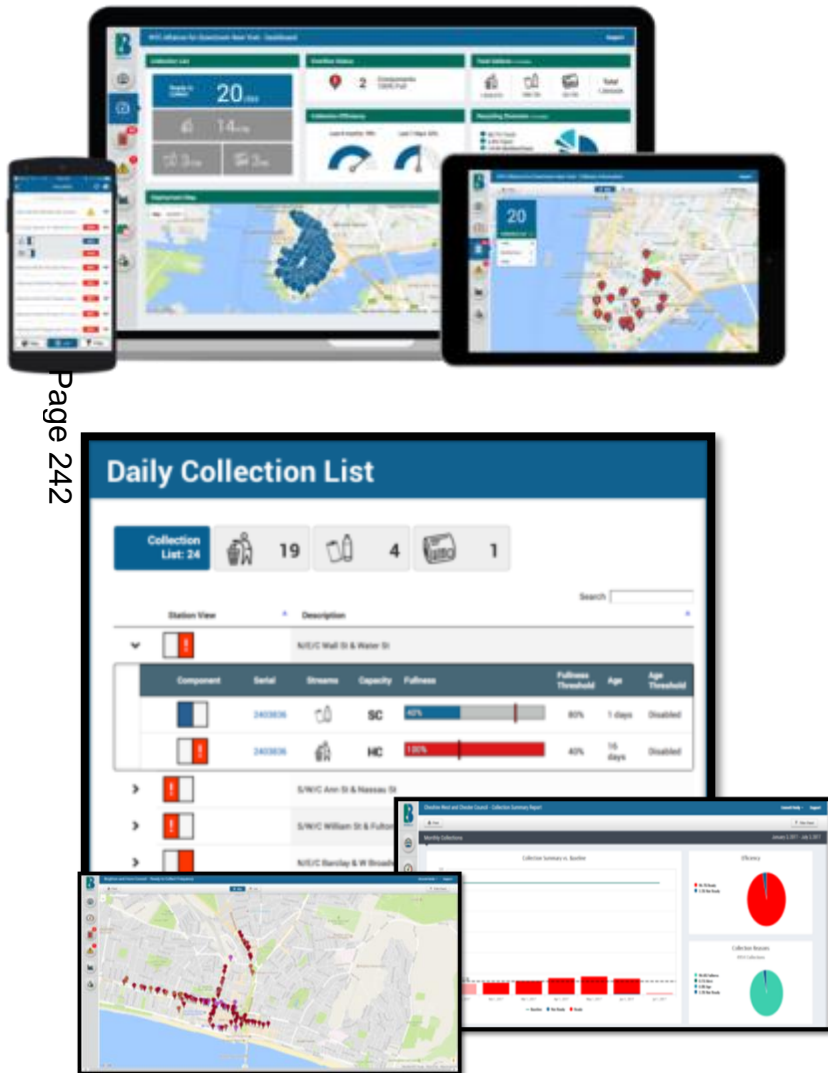
Information taken from Clean
Date coverage 01/01/19 to 26/08/19



Cloud Connected Smart Waste Platform

CLEAN Management Console is the cornerstone of the Bigbelly Smart Waste & Recycling System

- **Web-based software** enables system setup, management, monitoring, and optimization
- **Centralized dashboard** with real-time collection requirements and metrics
- **Auto-generated notifications** trigger collections exactly when needed
- **Suite of reports** enable users to prioritize collections & optimize ongoing operations



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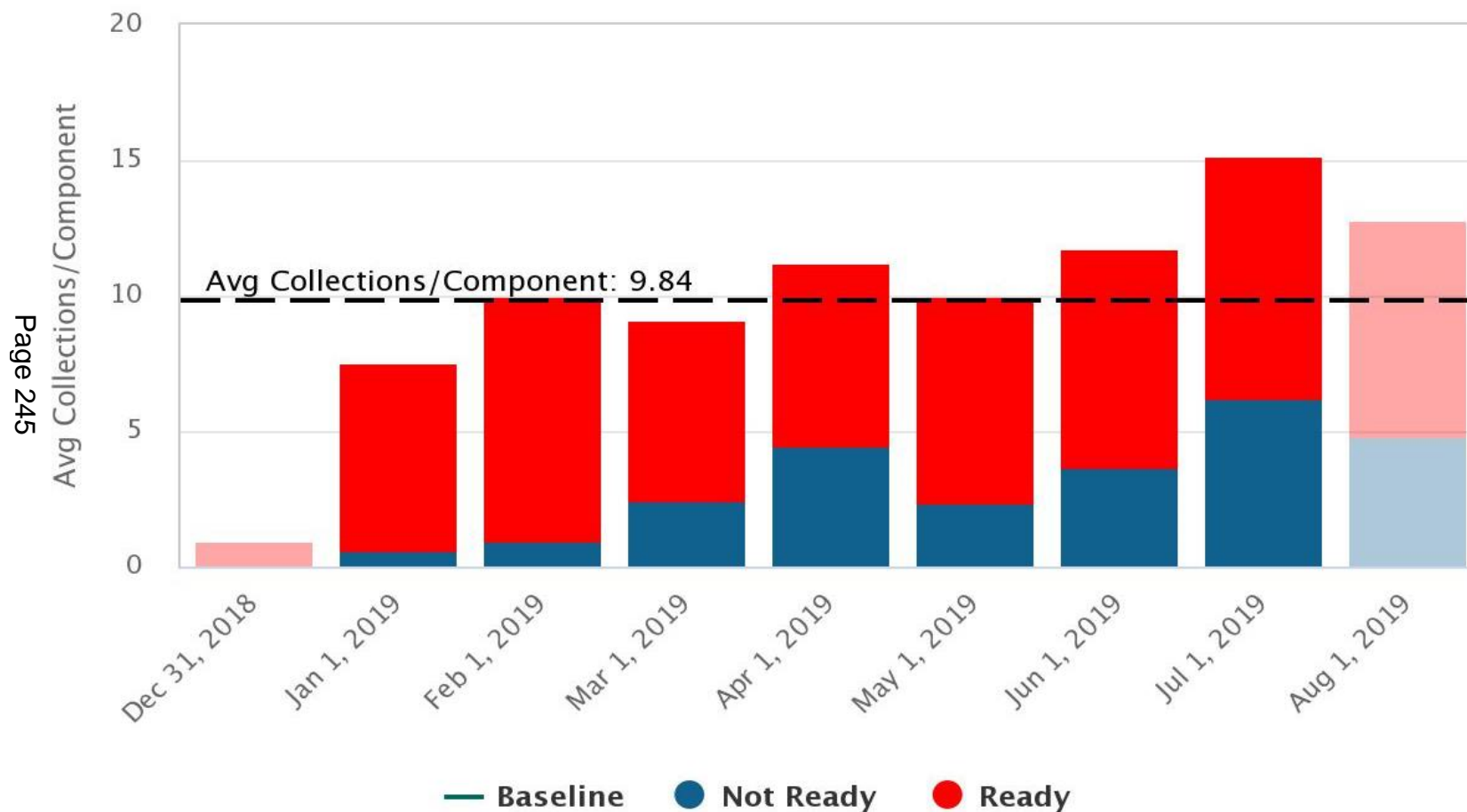
Headlines to date

- Total Number of Litres collected – 983,317
- Ready collections total – 1,952
- Not ready Total Collections - 856
- Total HC5 Collections – 2,808
- Collection Efficiency % - 68%
- Previous collections over 238 days – 11,383
- Reduction since HC5 introduced– 8,575 – 75% reduction
- Hours saved per collection (3mins) – 429

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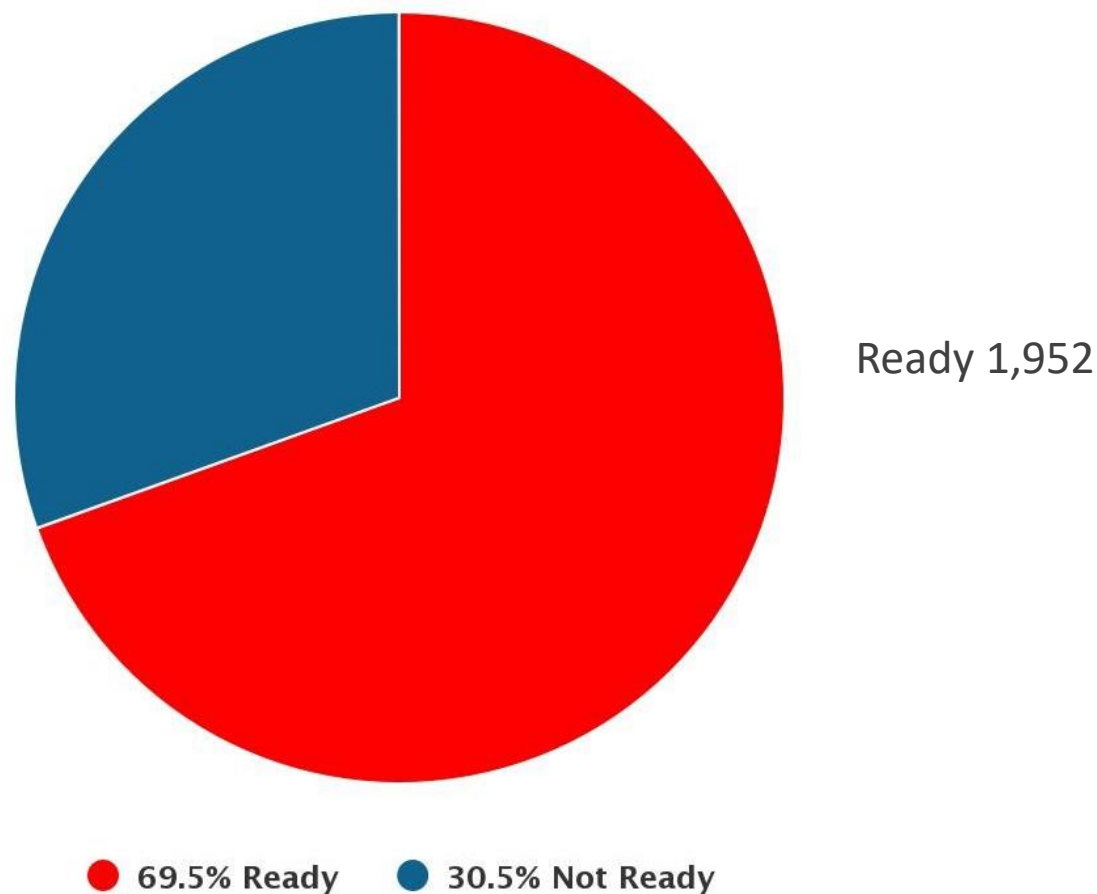


Collection Summary (No Baseline) (01/01/19 – 26/08/19)



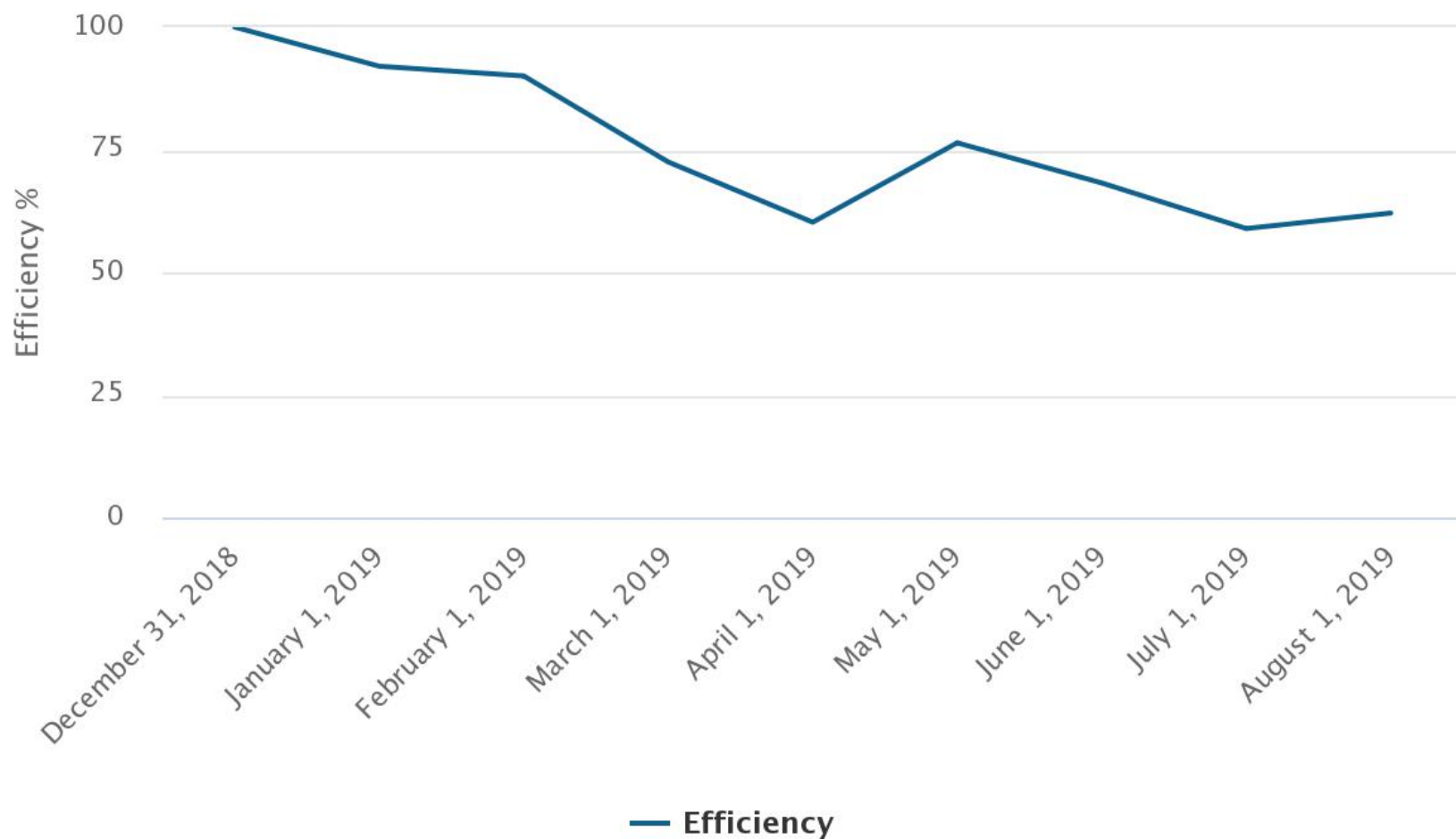
Collection Efficiency (01/01/19 – 26/08/19 – 238 days)

Not Ready	Fullness	Total	Previous Bins	Reduced Empties	% Less
856	1,952	2,808	11,383	8,575	75%



Collection Efficiency (01/01/19 – 26/08/19)

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Collection Breakdown & Days to collect

Reason	Fullness Level at Collection	Qty
Not Ready	0%	366
Not Ready	20%	127
Not Ready	40%	217
Not Ready	60%	146
Fullness	60%	117
Fullness	80%	1,320
Fullness	100%	405
Alert	Alert - Unknown Fullness	99
		2,797

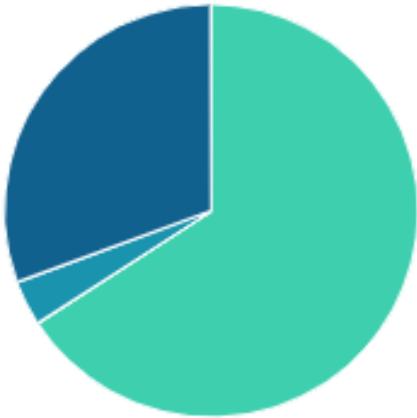
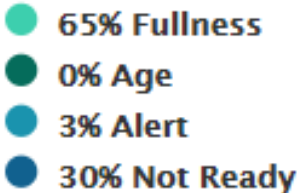
Description	Avg. Days to Full
Car park behind Almighty Cod	17.0 hours
Railings at bus stop	18.0 hours
Front of carpark Pay machine	17.0 hours
Sea Front Car park by toilets	21.0 hours

Description	Avg. Days to Full
King Oswy Street	11.1 days
Corner Of Kilmarnock Road	13.2 days
Church St, Adult Services	14.6 days
Church Square, Bus Station Carpark Enterance	15.0 days
Wynyard Road	19.8 days
Laird Road	24.8 days
Owton Manor Lane Bus Stop	32.3 days



Collection Response

Reason for Collection	Component Count	Average Age at Collection
Fullness	1842	12.1 hours
Age	0	-
Alert	99	3.8 hours
Not Ready	856	18.0 hours



Location report breakdown

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Busiest Locations					
Description	Liters	Total Collections	Ready Collection	Not Ready Collections	% Efficiency
Car park behind Almighty Cod	93,348	314	156	158	50%
Railings at bus stop	91,871	193	168	25	87%
Front of carpark Pay machine	90,168	213	171	42	80%
Sea Front Car park by toilets	78,244	178	138	40	78%
Seating area behind bus station	63,254	158	129	29	82%
Quiet Locations					
Description	Liters	Total Collections	Ready Collection	Not Ready Collections	% Efficiency
Church Square, Bus Station Carpark Entrance	3,293	14	7	7	50%
King Oswy Street	2,725	15	5	10	33%
Laird Road	2,611	7	6	1	86%
Wynyard Road	2,271	9	6	3	67%
Owton Manor Lane Bus Stop	1,589	5	4	1	80%

What's new - Hardware

- **Hopper sensor**
 - captures data for hopper jams, opening counts, etc. and logs it in CLEAN
- **Foot pedal**
 - same look but more robust push rod design, easier to service
- **HC Side Skins: Easy clean sides for graffiti**
 - Texture will change slightly to allow for easy cleaning
 - White graphics are eliminated to prevent streaking
 - Graffiti abatement guidelines/document – best practices for cleaning and painting over
- **Battery life extension**
 - Continuing our focus on extending the life of the HC battery (6-8 year)
 - New solar charger for better charge control

What's New - Software Update

- **CLEAN API**

- What data is available? Station locations, fullness info, collection summary stats
- How is it accessed? Get API token from CLEAN, request desired data from our servers
- Customer would have in-house programmer or 3rd party software (Tableau, etc.) use the data

- **Service Tool**

- Installation: Scan serial #, add description, put in group, select waste stream, adjust GPS
- Service: Scan serial #, take pictures, report issues, report maintenance, enter inspection info

- **Predictive Fullness (Coming soon)**

- Will give customers the ability to plan out a collection schedule based on historical data and collection frequency trends in CLEAN

Feedback

- Operatives & Team feedback?
- Public feedback?
- Are you happy with all the current locations?
- Is everyone receiving alerts and notifications?
- Does anyone need additional training?
- Information required to set up groups
- Maintenance reports
- Are you happy with the system and service you are receiving?



CABINET: 9 MARCH 2021

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
11 MARCH 2021**

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)**

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q3 2020/21)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To present performance monitoring data for the quarter ended 31 December 2020.

2.0 RECOMMENDATIONS TO CABINET

- 2.1 That the Council's performance against the indicator set for the quarter ended 31 December 2020 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 March 2021.

2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

- 2.1 That the Council's performance against the indicator set for the quarter ended 31 December 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 in 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. Of the 36 PIs with targets reported:
- 26 indicators met or exceeded target
 - 4 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 Q3 2019/20 gave 24 (from 42) performance indicators on or above target at that time. Due to the temporary suspension of some SLAs relating to the Revenues and Benefits Service the number of 'data only' items has increased to 11.

- 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.

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 Q3 October-December 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	26		Improved	22
	Warning (within 5%)	4		Worse	14
	Alert (by 5% or more)	6		No change	9
	PIs awaiting data	0	/	Comparison not available	2
	Data only	11		Awaiting data for comparison	0
	'Data only' awaiting data	0		Total number of indicators/data items	47











Shared Services ¹

Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
ICT1 Severe Business Disruption (Priority 1)	100%	100%	100%	100%	100%	100%	100%	100%	99%		/		
ICT2 Minor Business Disruption (P3)	99%	100%	99%	100%	99%	100%	100%	99%	97%		/		
ICT3 Major Business Disruption (P2)	100%	100%	100%	100%	100%	100%	100%	100%	98%		/		
ICT4 Minor Disruption (P4)	99%	100%	100%	100%	100%	100%	100%	100%	98%		/		
R1 % of Council Tax collected	96.46%	28.96%	56.04%	83.52%	96.29%	27.55%	53.74%	80.21%		Decisions taken by the council in support of residents and businesses with regards to COVID have severely impacted revenue collection activity. Previously agreed targets on recovery SLAs have therefore been suspended.	^L 19/20 Lower Quartile		
R2 % council tax previous years arrears collected	25.88%	8.1%	13.74%	20.02%	23.68%	4.66%	19.76%	21.33%	N/A	As above	/		
R3 % of Business Rates	98.22%	29.65%	56.14%	80.98%	98.02%	24.16%	49.13%	69.49%		As above	^L 19/20 Second		











Collected (NNDR)											Quartile		
R4 Sundry Debtors % of revenue collected against debt raised	96.95%	51.95%	75.49%	89.93%	94.36%	29.26%	73.61%	79.71%		As above	/		
B1 Time taken to process Housing Benefit/Council Tax Support new claims and change events (days)	6.16	6.11	7.37	7.79	7.73	17.63	17.37	15.00	12.00	Updated Performance Plan attached at Appendix B1	/		
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£370,939	£104,163	£186,937	£282,724	£377,501	£52,607	£95,842	£158,547	£144,713		/		





















Corporate & Customer Services

Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
WL8 % invoices paid on time	98.59%	98.99%	98.49%	97.73%	98.21%	96.70%	97.89%	93.94%	98.75%	This relates to around 5,900 invoice processed in total. A reminder about process has been circulated to staff.	/		
WL85a Website: no. visits ³	167,748	202,891	115,041	144,440	186,128	174,099	143,104	124,761			/		
WL85b Website: no. online forms submitted	2,190	10,996	7,195	4,239	4,150	28,451	7,450	4,967		Q3 figures are consistent with the annual trend. Three quarters of the online submissions are via Service Now	/		
WL85c Website: No. of payments processed online	13,065	21,067	17,820	14,092	12,011	33,173	16,849	14,605		In line with last year's Q3 data	/		
WL90 % of Contact Centre calls answered	61.6%	76.1%	84.6%	92.2%	93.4%	95.6%	96.4%	97.5%	88.0%	Relates to over 19K attempted calls.	/		
WL108 Average answered waiting time for callers to the contact centre (seconds)	326	185	141	82	74	37	36	23	145		/		







PI Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
WL130 No. Service Now Customer Accounts	N/A	10,085	20,794	22,861	24,734	32,072	34,786	37,031			/		
WL131 No. Social Media Followers (WLBC FB, Twitter)	N/A	7,167	7,660	8,115	9,567	10,865	11,584	12,594	12,163		/		
WL132 FTE working days lost due to sickness absence per average FTE	N/A	2.38	2.95	2.55	2.59	1.94	1.51	1.19	2.02		/		
WL143 % of external calls to back office answered	N/A	85%	85%	84%	82%	74%	81%	80%		Relates to over 35K attempted calls.	/		

Environmental Services

PI Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 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	3	6	7	7	4	7	8	8		/		
ES02 No. grass cuts undertaken in Sheltered Accommodation between April-October	N/A	3	7	9	9	4	7	9.6	10	Fractional outturn due to wet weather conditions preventing final cut on all sites	/		
ES04 % locations inspected falling into categories A/B - Litter (cumulative)	N/A	98.31%	98.74%	98.99%	99.15%	99.81%	100%	100%	90.00%	Collection period reported is cumulative to November	^A Q3 20/21 Top quartile		
ES06 % locations inspected falling into categories A/B - Dog Fouling (cumulative)	N/A	100%	100%	100%	100%	100%	100%	100%	90.00%	As above	^A Q3 20/21 Top quartile		
ES07 % locations inspected falling into categories C/D - Overflowing Litter Bins	N/A	08.70%	12.50%	12.12%	10.53%	00.00%	02.22%	01.06%	10.00%	Collection period reported is April-November Updated Performance Plan progress attached at Appendix C.	^A Q3 20/21 Second quartile		







PI Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
(cumulative)													
ES08 % locations inspected falling into categories A/B - grounds maintenance (includes grass and shrubbery) (cumulative)	N/A	N/A	N/A	N/A	92.53%	100%	99.80%	99.79%	85.00%	Collection period reported is April-November	^A Q3 20/21 Top quartile	/	
ES11 % locations inspected falling into categories C/D - Detritus (cumulative)	N/A	04.41%	05.30%	04.94%	04.16%	00.39%	03.04%	02.21%	10.00%	As above	^A Q3 20/21 Second quartile		
ES14 Average of missed bins per fortnight (recycling / green)	N/A	131 ⁴	53	104	102	61	65	80	50	Updated Performance Plan attached at Appendix B2.	/		
ES15 Average of missed bins per fortnight (recycling / blue)	N/A	131 ⁴	49	123	122	76	77	90	50	As above	/		
ES16 Average of missed bins per fortnight (garden waste / brown)	N/A	41	55	75	67	68	100	53	50	As above	/		
ES17 Average of missed bins per fortnight (refuse / grey)	N/A	66	58	136	172	73	91	110	50	As above	/		
ES18 Flytip incidents reported	N/A	338	345	263	337	343	541	327			/		
NI191 Kerbside residual household waste per household (Kg)	122.11	118.91	136.35	144.36	144.26	85.13 ⁵	82.1	85.13	125		/		
NI192 Percentage of kerbside household waste sent for reuse, recycling and composting	40.21%	49.31%	43.37%	37.42%	35.07%	52.50% ⁵	53.20%	52.50%	50.00%		/		
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	98.72%	100%	100%	100%	100%	100%	100%		/		










Growth & Development Services

PI Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
NI 157a Processing of planning applications: Major applications	100%	100%	92.86%	100%	85.71%	100%	100%	100%	75.00%	The Planning Service is undergoing a Service Review. As part of this processes and PIs including targets will be reviewed.	^L 2018/19 Upper quartile		
NI 157b Processing of planning applications: Minor applications	86.79%	84.48%	93.55%	86.27%	84.91%	85.96%	90.00%	89.36%	80.00%		^L 2018/19 Second quartile		
NI 157c Processing of planning applications: Other applications	90.68%	93.62%	90.78%	87.97%	92.50%	91.38%	96.75%	93.75%	85.00%		^L 2018/19 Second quartile		




Housing & Regulatory Services

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Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 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%	100.0%	100.0%	100.0%	100.0%	99.5%	99.1%	99.9%	100.0%	Following our directive to our gas contractor we have succeeded in reducing the "at risk" properties to 6. In addition we have compiled a revised gas procedure which will be discussed and issued to the contractor Heat 2000.	/		
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	98.8%	95.1%	95.4%	97.2%	97.6%	97.5%	98.7%	98.0%	100.0%	Despite the new Covid-19 restrictions we continue to reduce our out of date EICRs and the report relates to 114 properties out of date. These are profiled in a separate program and we will continue to focus on this list of properties. In addition we are on target to complete our 2020/2021 program.	/		
HS29 % non-domestic that require an asbestos	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		/		

PI Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
management survey/re-inspection													
HS30 % of non-domestic properties with fire risk assessment in place	100.0%	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		/		
HS32 % emergency repairs completed on time	N/A - PI not developed at this time					100%	100%	100%	100%	Data relating to contractual KPIs are reported at monthly Operational and Core meetings.	/	/	
TS10a Rent collected from current and former tenants as a % of rent owed (excluding arrears only).	N/A	104.53	100.55	102.53	101.74	101.12	99.37	100.38	100.04	We are ensuring that those claiming UC secure direct payments to the rent account if necessary and are fully aware of how to pay rent. The team continue to promote payments by direct debit, payment of rent in advance and optimize use of discretionary housing payments.	^H 19/20 Upper Quartile		
TS11 % of rent loss through dwellings being vacant	0.94%	0.7%	0.72%	0.79%	0.87%	1.36%	1.45%	1.47%	0.99%	Updated Performance Plan attached at Appendix B3.	^H 19/20 Second Quartile		

Wellbeing & Leisure Services

PI Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
HW01 No. attending health, wellbeing and sport activities & courses		3,712	3,238	2,292	1,892	0	0	19		Covid restrictions/closures meant we could not deliver centre based activities for most of the quarter. In the small window of the centres opening, a course was started and referrals seen but minimal uptake due to health implications of	/		

PI Code & Short Name	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Current Target	Comments	Benchmark ²	Q3 20/21 vs Q3 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
										referrals. Serco staff who deliver weight/exercise referral courses were also on flexi furlough throughout November/December.			

Notes:

¹ Managed through LCC/BTLS contract. Contractual targets are annual. Quarter targets are provided as a gauge for performance only. ICT data and RBS data reflect progress to year end.

² Annual 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 (^a APSE 'Whole service', ^H Housemark Peer Group) that source is used (and may provide more current comparison data) otherwise information is taken from published sources in ^L 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 and may therefore have a delay before the previous year is available.

³ 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.

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

⁵ A review of performance data gathering and process within the new Environmental Services team identified that the categorisation and coding detail used for all waste collections had not previously been used to its full capacity. Refined coding has been used for Q1 submissions onwards. Previous quarter data cannot be retrospectively assessed to bring it into line with the improved categorisation.

PERFORMANCE PLAN	
Indicator	B1 Time taken to process Housing Benefit/Council Tax Support new claims and change events
Reason(s) for not meeting target Impact from increased benefits workload as a result of COVID 19	
Additional commentary / background <p>The outturn for Q3 is 15 days against a target of 12 and continues to improve toward the annual SLA Target. As a result of COVID, the service continues to receive high volumes of claims which impacts on performance.</p> <p>Whilst claim activity has slowed slightly compared to earlier in this financial year, New claims received to date in 20/21 compared to the same period in 19/20 have increased by nearly 20% and Change of Circumstances received increased by 7%.</p> <p>The increase in Universal Credit backlog claims received via the DWP also continues to impact on the performance of the Benefit Service. Although the service is processing these claims in a timely fashion once received, the effective start dates registered with the DWP at first point of claim are used in the calculation of the claim time which continue in many cases to date back many weeks, hence impacting on the overall time taken to process.</p> <p>In addition, the Service continues with a number of additional activities i.e. support to Housing in processing manual adjustments to Housing Rent Accounts for backdated adjustments due to the inadequacy of the automated systems in this respect and support to the Test and Trace payment process.</p> <p>The Service has entered its busiest Quarter of the year in terms of critical preparation for the annual calculation and notification of updated Benefit notifications for the 21/22 financial year, which is also supported from within existing staff resources, working additional hours throughout this period</p> <p>The above additional work activity continues to be supported by overtime working and general commitment from staff.</p> <p>Despite the above additional commitments, it is hoped that the annual SLA target of 12 days will be met subject obviously, to further fluctuations on demand due to the impact of COVID.</p> <p>Proposed actions</p> <p>We will continue to monitor and resource plan accordingly to best meet the increased Benefits workload. This includes having staff work overtime and at weekends to help deal with the increasing work volumes and where necessary reduce backlogs.</p> <p>As a result of this management to date, we have seen a reductions in the number of days by Q3 (15) from 17.37 in Q2, despite continuously increasing volumes. This will remain a key focus of service delivery as we aspire to improve performance in this area over the coming months.</p> <p>It should be noted however that that potential further increases in claims and possibly backlogs are anticipated as a result of the impact of the second national lockdown.</p>	

Resource implications As outlined above	
Priority Resources are being prioritised to mitigate impact.	
Future targets Target is a contractual annual SLA. Quarter targets are provided as a gauge for performance only. No change currently planned.	
Action plan	
Tasks to be undertaken Managing resource to help improve performance includes staff working overtime and at weekends.	Completion due date Action is currently being implemented.

PERFORMANCE PLAN	
Indicator	ES14: Average of missed bins per fortnight (recycling green - paper & cardboard) ES15: Average of missed bins per fortnight (recycling blue - comingled) ES16: Average of missed bins per fortnight (recycling brown - garden waste) ES17: Average of missed bins per fortnight (refuse/grey)
Reason(s) for not meeting target The target has not been achieved for Q3 2020/21. The Q4 2019/20 performance plan committed to improvements by Q3 however due to restrictive ways of working during COVID with the introduction of additional ancillary vehicles for social distancing the current PI's cannot be achieved as performance monitoring of individual team performance is unable to be undertaken. A second Waste Management Loader travelling to site independently, parking and re-parking a vehicle numerous times during the productive working hours to keep up with the Refuse Collection Fleet Vehicle has detrimentally impacted upon controlled performance by teams. The current situation is continually monitored however due to H&S advice and industry guidance it is not possible at this time to withdraw the use of additional vehicles. The focus at the time is to maintain the morale of the teams and ensure all control measures are in place as a duty of care to those individuals and in doing so protect the resource to enable continued service delivery.	
Additional Commentary and proposed actions Due to restrictive ways of working during COVID, these performance indicators have not been achieved.	
Resource Implications –	
Priority –	
Future Targets - No change to current target of 50 missed bins per fortnight per waste stream during this financial year. The presentation of PI for missed bins will be reviewed for 2021/22 to show percentage completion of collections Boroughwide as this will be a more meaningful representation of the data with relevant context.	
Action Plan	
Tasks to be undertaken	Completion Date
Monitor control measures, review risk assessments, if additional vehicles can be withdrawn as per industry guidance and H&S advice, former performance monitoring processes will be resumed. Not currently possible to benchmark performance against like for like collection data due to differing ways of working during COVID.	On-going

PERFORMANCE PLAN	
Indicator	TS11 - % rent loss through dwellings being vacant
Reason(s) for not meeting target <p>Due to COVID we have seen an impact on resources and resulting delays in the void process. We have additional days been added to the void relet time to enable the contractor to complete a more thorough clean of the property prior to being let due to COVID.</p>	
Additional commentary / background <p>Staffing resources, working arrangements due to localised risk assessments for COVID and power supplies have all impacted on the turnaround of properties.</p>	
Proposed actions <ul style="list-style-type: none"> • Response and void maintenance is provided for Council homes by Wates Property Services Ltd. Monthly meetings are held with Wates to review the process and ensure performance is being managed. • A series of internal meetings are scheduled in which we have revisited the existing process map to ensure it remains fit for purpose and that we identify processes which are not adding value or causing delays. These meetings will be ongoing until we have achieved target and then will be reviewed. • We will be tracking every property on a weekly basis and identify delays and how we can resolve any issues. <p>The tenancy services team, the property services team and the contractors will be working closely together to improve performance and reduce void loss.</p>	
Resource implications <p>There is currently no increase to staffing resources however there is an increased cost due to COVID cleans to ensure the property is suitable for re-letting. In addition we have had to pay for generators to supply power to some void properties where we cannot reconnect the power source readily.</p>	
Priority High	
Future targets void performance for properties are 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 Mapping of void process Begin implementation of any changes required	Completion due date February 2021 February 2021

ACTIONS FROM PREVIOUS PERFORMANCE PLANS**APPENDIX C**

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment
ES07 % of locations inspected falling into categories C/D – Overflowing Litter Bins	Q4 19/20	Agree locations with provider for trial of compaction bins (timescale could be impacted by COVID restrictions for installation)	Spring 2021	Corporate Overview & Scrutiny Committee have asked for a further report regarding the installation of compaction litter bins to be brought to the March 2021 committee to ensure that it is the appropriate investment for West Lancs at this time given recent scrutiny of Council finances due to COVID.	Outturn for Q3 is 1.06% (Green)

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.



Climate Emergency Action

Review 2021

Tina Iball – Environmental Strategy Officer
Dan Massey – Head Ranger

www.westlancls.gov.uk

Overview

Engaging communities to support action on the climate emergency, with a focus on:

- Production and increase of renewable energy generation
- Public engagement of the Waste Reduction Strategy
- Supporting biodiversity projects
- Development of Water Management Strategies

Aim

This presentation aims to provide:

- Current position – where we are at the moment.
- Our plans – projects planned for the coming year
- Ideas of projects/ opportunities that may be of interest

Climate Change Action

Background

- Climate Emergency declared in July 2019
- Climate Change Strategy and Action Plan 2030 adopted in November 2020
- Carbon footprint baseline and targeting
- 7 key priority areas for action

Community Action

Objectives:

- To identify stakeholders, partners and interested parties.
- Hold a citizens assembly to encourage stakeholder engagement and identify targets and key areas of interest for action.
- Encourage climate action in our communities.

Community Action Plan

12.4 PRIORITY 6: Community Action - Action Plan 2021-22

Action	Lead responsibility	Partners	Resources/ Conditional Upon	Milestone Progress	Targets/ Anticipated Outcomes	Funding/ Income Generation Opportunities	Timescale
Climate Action Groups	Environmental Strategy Officer	Energy Saving Trust	Officer time	• Strengthen existing partnerships with local climate action groups.	• Strong working relationships and sharing best practise.		December 2021
Member Involvement	Environmental Strategy Officer	Councillors	Officer time	• Encourage local Councillors to take action in their communities.	• Councillors actively involved in promoting and delivering climate action.		December 2021
Citizens Assembly	Environmental Strategy Officer	External Support	Officer time	• Establish a Citizens Assembly and hold an initial workshop.	• Establish low carbon targets and actions		December 2021
Establish a West Lancashire Climate Action Group	Environmental Strategy Officer	Digital Communications Manager	Officer time	• Identify a diverse range of new partners, stakeholders and interested parties across the Borough.	• New climate action group is formed.		December 2021

Shared vision with this review



Projects 2021-22

Phase 1b - £2m grant for Lancashire

- Approx. £250,000 for West Lancs
- Energy efficiency retrofits for 50 Council owned properties,
- Occupied by low income households
- Completion by September 2021



Phase 2 - £10.4m (tbc) grant for Lancashire

- Approx. £850,000 (tbc) for West Lancs
- Energy efficiency retrofits for privately owned/rented properties
- Occupied by low income households
- Completion by December 2021

GHG Voucher Scheme

- Open now - to all homeowners
- Energy efficiency measures
- £5,000 maximum contribution



Projects 2021-22

On-Street Residential Charge Point Scheme

Round 1

- £103,350 grant secured for West Lancs.
- 32 new electric vehicle charge points
- 4 Council owned car parks
- Delivered by April 2021

Round 2

- Open now, bids to a max. of £100,000
- Look more community based
- Identify demand in local areas



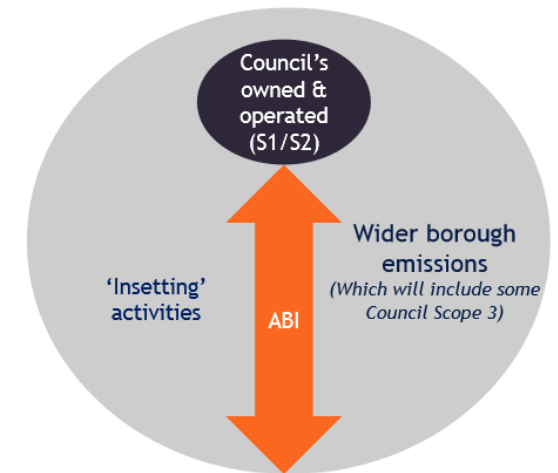
Potential Projects

Solar Together

Group-buying for solar panels and battery storage: better offers together.



AUTHORITY BASED INSETTING



Rural Community Energy Fund

A funding scheme to support rural communities across England wanting to set up renewable energy projects in their area.



Waste Reduction Strategy

Current and future work areas include:

- Love Food, Hate Waste campaign
- Re-use and reduce focus
- Tackling recycling contamination in identified areas
- Blog posts – food waste and sustainable fashion
- Schools partnership – Recycling superhero project and visits, when possible.



Potential Projects

Business Waste

- Ormskirk Market pilot
- Business pledges
- Commercial leases



Residential Recycling

- Hessian bag provision -
to reduce contamination



Biodiversity

Current Position

- The 16 Parks and Country Parks managed by the Ranger Service are managed not only to provide amenity value, but to protect and enhance biodiversity and habitats.
- Active woodland, pond and meadow management programmes on a number of the sites – carried out by staff, volunteers, stakeholders and contractors (subject to funding)
- The Rangers regularly work with local schools to promote, protect and enhance green space



Biodiversity



- Working with volunteers, Friends Groups and members of the public the Ranger service has planted in excess of 2000 trees in the last 3 years – primarily at Beacon Country Park, Coronation Park and Tawd Valley Park
- Focused on improving habitat connectivity, linking up and expanding existing areas of woodland
- West Lancs has got a substantial tree stock especially in the Skelmersdale area – management of which is currently under review



Biodiversity

- Council strategies for Green Infrastructure improvements
- Sustainable transport plans – improving cycling and walking provision to address carbon emissions and to provide green corridors



Biodiversity

What is already in the pipeline?

- Extending wildlife meadow management at Beacon Country Park, Tawd Valley Park and Burscough Brickpits
- Increasing levels of on-site and digital interpretation on P&C sites
- Increased tree planting in green spaces in Ormskirk – West End Park
- Investigate tree and wildflower planting in other 'formal' parks
- Assessment to optimise/rationalise open space and playing pitch provision – to help address food and fuel poverty as well as improving habitat value
- Improving Clough Valleys in Skelmersdale -£50k Cil/Kickstart



Biodiversity

What is already in the pipeline?

- £285,000 of towpath improvements
- Investigate development of the Beacon Eco Park:



Biodiversity

Beacon Eco-Park

- Investigate potential for developing Beacon Country Park and surrounding green space
 - to address food and fuel poverty,
 - provide educational facilities,
 - community farming,
 - renewable energy sources,
 - improve physical and mental wellbeing opportunities
 - Classroom
 - Cycling routes
 - **Subject to funding**



Biodiversity

Opportunities

- Revise mowing regimes on other council greenspaces – roadside verges (esp Skem)
- Investigate areas within *every* greenspace to manage specifically for wildlife habitat
- Fairy Glen Country Park

For every person who appreciates ‘wild places’ there is another who doesn’t
‘It’s a mess and the Council are just saving money’

Solution? – Consultation, Education and Interpretation
Engendering a Green View in the population



Water Management Strategy

Current Position

- Asset management - currently no large scale proactive flood or surface water management undertaken by the Council
 - Identification of assets need mapping so maintenance requirements can to be pro-active, rather than re-active
 - Surface Water Plans produced by lead Flood Authorities for Ormskirk, Burscough and Parbold need to be actioned.
- Sustainable Urban Drainage Systems (Suds)
 - Planning Policy requirement for major developments



Water Management Strategy

- WLBC are active members of both the Alt-Crossens and River Douglas Catchment Partnerships
- These groups, led by Groundwork and the EA are consortiums of stakeholders, private individuals, charities, professional bodies and local governments
- Working together to improve water quality, flood alleviation and blue/green corridors along the rivers and tributaries

Water Management Strategy

What is already in the pipeline?

- Four large scale Suds/NFMs developments in Tawd Valley Park – to provide ‘end of pipe’ solution to pollution incidents, moderate water flow (and provide amenity and habitat) –*seeking funding*
- A cross departmental Culverts and Watercourses group has been set up

Potential Projects

- Asset Management Review – comprehensive list of assets
- Offer a Property Flood Resilience Service
- Sustainable Drainage
 - Biodiversity, amenity, habitat creation, water quality improvements
 - Sponge parks
- Permeable surfaces
- Provision of water butts for the public

Thank you!

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CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE – PROJECT PLAN
Title: ACTION ON CLIMATE EMERGENCY
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 <ol style="list-style-type: none"> 1. To undertake a review entitled 'Action on Climate Emergency'. 2. To present a report of the Committee's findings to Cabinet and Council, as appropriate.
OBJECTIVES To engage with our Communities in support of WLBC in developing Action on the Climate Emergency. The Present – The 'Climate Change Strategy and Action Plan 2030' assists in the delivery of the Council's aspiration to be carbon neutral by 2030 at the latest, to be committed to climate action in other areas and to progress towards a low carbon West Lancashire.
The Future – To ensure that any outcomes achieve the aspirations of the Council:- <ol style="list-style-type: none"> 1. To move towards the production and increase the use of green energy - There are already plans for this to be extended, with proposals being developed for solar farms at white moss, the solar installation at the investment centre, a project looking at the opportunities to retrofit some of our housing areas with hybrid charging stations, and planning conditions to include charging station on new builds, but we should be able to go further, working with other businesses and local residents to promote schemes that support people to move to more energy efficient solutions and green energy production. 2. Public engagement with waste reduction strategy – via 'reduce, reuse, recycle' hierarchy, this should include working with businesses to reduce the product packaging and focusing on education and promoting informed choice, similar to the food hygiene scores where retailers are able to be awarded a green score and supported to develop an action plan to help them achieve further efficiencies, and work through schools and communication campaigns to help residents of West Lancs to implement changes at home. 3. Developing / Supporting Biodiversity Projects - This should see our tree planting

projects and wildflower habitats being rolled out and should help to develop strategies for our green spaces that help support sustainable wildlife habitats to thrive and flourish.

4. Developing water management strategies that leave no-one vulnerable and without help - This should mean that we work with lead Flood Authorities and the Highways Services to reintroduce a programme of preventative maintenance to help address the issues of localised flooding and also have an action plan to address the wider scale issues of flooding across West Lancs.

It is anticipated that through the active engagement with the Residents and Businesses of West Lancs, that further priorities for West Lancs will also be identified.

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Comparison

Other Local Authorities.

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 and Environmental Services 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](#))

Witnesses

Who?	Why?	How?
Representative/s from Environmental Services	To gain an insight into their experience of delivering an 'Action on Climate Emergency' Action Plan	<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.	<u>Attendance at a meeting, if appropriate or presentation of information.</u>

Site Visits

Where?	Why?

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

Environmental Services - Tina Iball – Environmental Strategy Officer

Dan Massey – Head Ranger

Anne Faulkner – Park Ranger

Sam Mooney – Waste & Recycling Promotions Officer

Reporting Arrangements

The Corporate and Environmental Overview and Scrutiny Committee to submit its final

report and recommendations to Cabinet and Council January/February 2022 (if applicable).

TIME SCALES

Meeting 1 – 11 March 2021

- 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 – 10 June 2021

- To agree and review the Project Plan.

Meeting 3 – 16 September 2021

- To agree and review the Project Plan.

Meeting 4 – 9 December 2021

- To consider any final aspects of the review.
- To agree the draft final review report together with recommendations for submission to Cabinet and Council, if applicable in January/February 2022.

Cabinet – January 2022

- Submission of final report.

Council – February 2022

- To receive the final report (if required).

INFORMATION GATHERED

OTHER	

RECOMMENDATIONS

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REVIEW DATE – If completed in the timescales indicated, March / June 2022.

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CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME 2021/22

10 June 2021	<ul style="list-style-type: none"> • QPIs 2020/21 (as advised) • The Annual report of BT Lancashire Services (BTLS) will be considered at the meeting of the Committee • Car Parking Spaces on Housing land - 'one hit item' (tbc) • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme
16 September 2021	<ul style="list-style-type: none"> • QPIs 2021/22 (as advised) • West Lancashire Leisure (WLCL) Annual Report – To consider a presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO). • Review: To agree the draft final report and final recommendations for submission to Cabinet and Council, if applicable in November/December 2021. • Review Topic 2022/23 and Confirmation of Work Programme – To consider the report of the Corporate Director Transformation and Resources. • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme
9 December 2021	<ul style="list-style-type: none"> • QPIs 2021/22 (as advised) • Review of Public Conveniences - 'one hit item' (tbc) • 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 (tbc) • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised)

	<ul style="list-style-type: none"> • Future Work Programme
10 March 2022	<ul style="list-style-type: none"> • QPIs 2020/21 (as advised) • Crime and Disorder Scrutiny – To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP) • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme