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Friday, 28 August 2020

**CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY MEMBERS UPDATE**

**CORPORATE YEAR 2020/21**

**SEPTEMBER 2020 - ISSUE 2**

The content of this MEMBERS UPDATE covers all the services.

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

If a Member wants to place an item on the Committee agenda in connection with any article in the Update, please provide it to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) or telephone 01695 585017 by **12 Noon on Friday 4 September 2020.**

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**Members Item/Councillor Call for Action**

If a Member wants to place an item on the Corporate and Environmental O&S Committee Agenda, please complete the attached Member Item/Councillor Call for Action Pro Forma (Appendix B) and return it to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) by 12 **Noon on Friday 4 September 2020.**

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The Press are asked to contact the Consultation and Communications Manager for further information on this Update.

**1. GENERAL**

- |    |  |         |
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**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  
Or email [julia.brown@westlancs.gov.uk](mailto:julia.brown@westlancs.gov.uk)



# 'MEMBER UPDATE' REQUEST CORPORATE AND ENVIRONMENTAL OVERVIEW SCRUTINY COMMITTEE

**MEETING: 17 SEPTEMBER 2020**

This form must be received by Member Services,  
[member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) by:- 12 noon on Friday 4 September 2020.

Member Update Issue: 2

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](mailto: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 Operating 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"/>

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE  
AGENDA - MEETING: 17 SEPTEMBER 2020

**This form must be received by Member Services,  
[member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) , before 12 noon on Friday 4 September 2020.**

**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](mailto:member.services@westlancs.gov.uk)**

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

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

**Potential means of pursuing an issue before resorting to a Member Item/CCfA:**

- Raise Ward Issue as a ‘Patch Problem’
- Discuss issue with an appropriate officer from the Council Service or Agency
- Discuss issue with an appropriate Cabinet member
- Raise the issue with partner agency, eg. Police, PCT, etc.
- Write formal letters on behalf of constituents
- Use official complaints procedure or other official route
- Put forward the issue as a topic for inclusion on an O&S work programme

**The following are potential reasons why your Member Item/CCfA may not be considered further:**

- The issue is an individual case
- You have not explored the issue fully and exhausted all avenues above
- A review into the general issue is included in an O&S work programme
- A petition is being submitted to the Council
- A complaint is being or has been submitted and the outcome is awaited
- A FOI request is being or has been made and the outcome is awaited
- Scrutiny of the issue is unlikely to result in improvements for local people
- The issue has been the subject of Executive Call In
- The issue has been the subject of a Council Motion / Question
- The issue is urgent and could be more speedily resolved by other means
- The issue is an ‘excluded matter’ (Constitution 18.3)

**FOR MEMBER SERVICES USE ONLY**

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





**CORPORATE &  
ENVIRONMENTAL  
OVERVIEW AND SCRUTINY  
COMMITTEE:**

**MEMBER UPDATE 2020/21  
ISSUE: 2**

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

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

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**SUBJECT: MINUTES OF ONE WEST LANCASHIRE BOARD – THEMATIC  
GROUPS**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To notify Members of the latest notes/minutes of meetings of One West Lancashire Board - Thematic Groups available on the Board's website.
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## **2.0 BACKGROUND**

- 2.1 The West Lancashire Local Strategic Partnership was dissolved on 31 March 2013 and its successor partnership arrangement 'One West Lancashire' was established. Minutes of the Thematic Groups will continue to be received by the One West Lancashire Board and reported to Members via future issues of this Members' Update.

- 2.2 The following notes/minutes have been included since the last edition of this Members Update:

- Health and Wellbeing Partnership – 18 September 2019

They can be accessed on the One West Lancashire Board's web page at:  
<http://www.onewestlancs.org/thematic-groups.html>

## **3.0 SUSTAINABILITY IMPLICATIONS**

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

#### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

#### **5.0 RISK ASSESSMENT**

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

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#### **Background Documents**

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

#### **Equality Impact Assessment**

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

#### **Appendices**

None.





**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE:**

**MEMBERS UPDATE 2020/21  
ISSUE: 2**

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

**Relevant Portfolio Holder: Councillor Wright**

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

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

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Wards affected: Borough wide

**1.0 PURPOSE OF ARTICLE**

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

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**2.0 BACKGROUND AND CURRENT POSITION**

**2.1** The Health and Social Care Act (2001), subsequently superseded by the National Health Service Act 2006 and the Health and Social Care Act 2012, extended the powers of Overview and Scrutiny Committees of local authorities responsible for social services functions to include the power to review and scrutinise matters relating to the health service in their areas.

**2.2** The Health Scrutiny Committee at Lancashire County Council exercises the statutory functions of a health overview and scrutiny committee. The Membership of the Committee includes twelve non-voting Co-opted District Council Members, West Lancashire's representative is Councillor G. Hodson.

**2.3** To ensure that Members receive regular updates on the work being undertaken by the Committee and to provide an opportunity to feed back any comments via the Council's representative, a copy of the County Council's Health Scrutiny Committee minutes are attached.

### **3.0 SUSTAINABILITY IMPLICATIONS**

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

### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

### **5.0 RISK ASSESSMENT**

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

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#### **Background Documents**

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

#### **Equality Impact Assessment**

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

#### **Appendices**

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

[Minutes of Health Scrutiny Committees](#)

4 February 2020

30 June 2020



## CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

MEMBERS UPDATE 2020/2021  
ISSUE: 2

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

**Relevant Portfolio Holder:** Councillor Wright

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

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**SUBJECT: MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL**

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Wards affected: Borough wide

### 1.0 PURPOSE OF ARTICLE

- 1.1 To keep Members apprised of developments in relation to the Lancashire Police and Crime Panel.
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### 2.0 BACKGROUND AND CURRENT POSITION

- 2.1 The Police and Crime Panel (PCP) can exercise specific powers under the [Police Reform and Social Responsibility Act 2011](#), and all other enabling powers, discharging its functions in accordance with the Policing Order 2011. The Panel has the power to scrutinise Police and Crime Commissioner (PCC) activities, including the ability to review the Police and Crime Plan and annual report, request PCC papers and call PCCs and Chief Constable to public hearings. The PCP can also veto decisions on the local precept and the appointment of a new Chief Constable.
- 2.2 The panel is a Joint Committee made up of representatives from the 15 local authorities in the Lancashire Police Force area, together with two independent co-opted members. West Lancashire's representative is Councillor K Wright.
- 2.3 To ensure that Members receive regular updates on the work being undertaken by the Panel and to provide an opportunity to feed back any comments via the Council's representative, a copy of the PCP's minutes are attached.

### **3.0 SUSTAINABILITY IMPLICATIONS**

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

### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

### **5.0 RISK ASSESSMENT**

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

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#### **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**

Minutes of the Lancashire Police and Crime Panel can be accessed via the link below:

[Minutes of the Lancashire Police and Crime Panel](#)

9 March 2020

6 July 2020



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

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

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**SUBJECT: CORPORATE DELIVERY PLAN 2019/20: PROGRESS REPORT**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To provide an update on the progress made towards implementing key Council actions identified in the Council Plan during 2019/20.
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## **3.0 BACKGROUND**

- 3.1 In April 2019, the Council formally adopted a Council Plan 2019/20-2020/21 with a vision, set of values and priorities together with key projects. It was agreed that progress against key actions would be provided through six-month Members Update reports and a full Annual Report to Council. An Annual Report is currently being prepared and will be submitted for Council in July 2020.
- 3.1 The progress report on the delivery plan as at the end of 2019/20 is attached at Appendix A.

## **4.0 CURRENT POSITION**

- 4.1 The Appendix summarises the good progress that has been made across the plan. Explanations have been provided as appropriate in those areas where progress has not been as planned and in particular where progress is dependent on third parties. Many of the actions have been the subject of detailed individual reports to committees.
- 4.2 It should be noted that the report in Appendix A provides information correct as at the end of March 2020 and work continues on many of the Plan actions.
- 4.3 To ensure that the Council maintains progress against its corporate priorities, it is essential that a strategic plan is in place and is monitored. Given the established

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

- 4.4 A new Council Plan for 2020/21 has been developed which reflects the strategic ambitions of Cabinet. The draft Plan builds on the success of the previous Council Plan and recognises the potential of the Council to influence and directly realise significant change and improvement across the Borough. The draft Plan will undergo stakeholder consultation and the consultation feedback used to refine the final Council Plan to be brought back to Full Council. The current Council Plan will remain in place until the intended adoption of the new Council Plan in October 2020.

## **5.0 SUSTAINABILITY IMPLICATIONS**

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

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **7.0 RISK ASSESSMENT**

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

## **8.0 HEALTH AND WELLBEING IMPLICATIONS**

- 8.1 There are no health and wellbeing implications arising from this report.

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### **Background Documents**




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

### **Equality Impact Assessment**








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

### **Appendices**

## APPENDIX 1: Corporate Delivery Plan Monitoring Report (Q4 2019/2020)


<b>Action Status</b>	 Action completed	 Action in progress	 Milestone overdue
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### Priority: Deliver Tangible and Visible Improvements

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

Title	<b>West Lancashire Local Plan 2023-2038</b>	Service	Growth & Development	Status	
<b>Outcome</b>	Fulfil national planning legislation and ensures sufficient land is made available for new development to meet housing, employment and infrastructure requirements.				
<b>Action Note</b>					
Publish new Local Development Scheme	20-Jan-2020	Yes	The previous Local Plan review process was superseded		
Cabinet Approval of Regulation 18 Consultation	30-Sep-2020				
Regulation 18 consultation complete	24-Dec-2020				
Cabinet Approval of Pre-Submission version of Local Plan for Publication (Regulation 19) Consultation	30-Sep-2021				
Council Approval of Local Plan for Submission for Examination (and subsequent submission to PINS)	28-Feb-2022				
Adoption by Council	31-Mar-2023				


Progress as at the end of Q4 (March 2020)


<b>Title</b>	<b>Leisure Procurement and Facility Improvement</b>	<b>Service</b>	Wellbeing & Leisure	<b>Status</b>	
<b>Outcome</b>	New, high quality leisure and wellbeing centres for all to use				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Appointment of project management consultants to support the project	28-Apr-2019	Yes	Hadron appointed as project management consultants		
Community Consultations	30-Jun-2019	Yes	Community Consultations completed		
Legal agreement with St Modwens	30-Jun-2019	Yes	Report for Cabinet and Council produced for October meeting.		
Completion of site surveys	01-Jul-2019	Yes	All initial site surveys now completed		
Production of tender documentation	31-Aug-2020				
Issue of Invitation to submit detailed solutions (ISDS)	30-Sep-2020				
Award of Contract	30-Oct-2021				
<b>Note</b>	Timescales reflect position as at end of March 2020.				

<b>Title</b>	<b>Skelmersdale Town Centre Regeneration</b>	<b>Service</b>	Growth & Development	<b>Status</b>	
<b>Outcome</b>	Create a modern town centre for Skelmersdale offering an improved night-time economy and attractive public realm.				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Complete Funding Agreement with Partners	01-May-2019	No	Funding agreement (DFA) delayed due to awaiting final planning approval (granted 13 May 2020) and consideration of issues arising from the COVID19 outbreak. Signing of the DFA expected by end May 2020. Land transfer completed from Homes England by end March 2020.		
Complete Supplemental Legal Agreement	01-May-2019	Yes			
Discussion with LCP re: possible Phase 2	31-Aug-2019	Yes			
Start on site	30-Sep-2019	Yes	Start on site made on 20 January with tree Clearance works. Utility diversion works also undertaken April/May 2020. Main contract start delayed due to delay in signing of Development Funding Agreement.		
Consideration given to any proposals put forward by LCP for Phase 2	31-Dec-2019	Yes	Discussions taken place, but any further discussion delayed due to Covid-19 outbreak.		


Progress as at the end of Q4 (March 2020)




<b>Title</b>	<b>Establishing a Development Company (Tawd Valley Developments Ltd)</b>	<b>Service</b>	Transformation & Resources	<b>Status</b>	
<b>Outcome</b>	Increase income to Council; Incorporate housing stock/ supply; Deliver new commercial, industrial and residential development of Council-owned land and bring investment and growth to the borough.				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Appointment of Board of Directors	31-Jul-2019	Yes	Council approved initial officer appointments in February 2019. Two independent Directors were appointed in July 2019 following a recruitment exercise. Following SORP, officer appointments were re-confirmed as Director of Transformation & Resources, and the Head of Finance, Procurement and Commercial Property		
Submit sites included in Phase 1 of the Business Plan for Planning Permission	31-Jul-2019	Yes	Two of the four phase 1 sites have planning approval with the remaining two scheduled to go to April Planning Committee meeting		
Agree and execute the legal and financial documents	31-Oct-2019	Yes	Legal & Financial documents prepared and executed.		
Tender Building Works and Appoint Contractor	31-Dec-2019	Yes	Procurement exercise complete and contractor appointed		
Secure phase 2 sites	31-Mar-2020	Yes	A number of sites have been identified for inclusion for phase 2. These will undertake further appraisal and due diligence.		
Start on Site – Phase 1	30-Jul-2020		Start on site delayed due to delays obtaining planning approvals. Start date on site revised to expected June/July 2020. Carried forward to 2020/21 plan.		

<b>Title</b>	<b>Creating the Moor Street Gateway</b>	<b>Service</b>	Growth & Development Services	<b>Status</b>	
<b>Outcome</b>	New multi-purpose development created on site of current bus station				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Considered at planning committee	31-May-2019	No	Council awarded funding from the Heritage Action Zone Fund, for a 4 year period, to include consideration of the bus station site and its surroundings. Discussions being held with LCC about how to take the bus station site forward with funding already identified linking this to Edge Hill Cycle Link. Draft scheme will be developed for September 2020 for consultation.		
Start on site	31-Mar-2020	No	There will be no start on site this year as the developer had to withdraw the scheme. Alternative proposals being discussed as part of the Heritage Action Zone bid process		





Progress as at the end of Q4 (March 2020)


<b>Title</b>	<b>Implementing the Route Optimisation Round Review</b>	<b>Service</b>	Leisure & Environment Services	<b>Status</b>	
<b>Outcome</b>	More responsive, accurate and economical service; vehicle route/workload optimisation; potential for fuel economy.				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Polish rounds & consult staff	30-Jun-2019	Yes	The polishing of rounds is complete for Refuse & Recycling. Since Garden Waste is a subscription service, this is an ongoing process for that service. Staff have been consulted.		
Report to Members on options-	31-Jul-2019	Yes	Report to Cabinet in June 2019.		
Implement new rounds	31-Oct-2019	Yes	Implementation date Tuesday 12 November		


<b>Title</b>	<b>Implementing the new Clean &amp; Green Service</b>	<b>Service</b>	Environmental Services	<b>Status</b>	
<b>Outcome</b>	New structure to focus on priority areas and delivery of set programmes of work to improve environmental standards				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Form new neighbourhood operational teams	30-Apr-2019	Yes			
Recruit Technical and Operational Support Officer	30-Apr-2019	Yes			
Recruit two Area Managers	31-May-2019	Yes			
Devise electronic schedules for grass cutting, litter bins and street cleansing	31-Mar-2020	No	Work was nearly ready to go live but due to COVID response ICT resource was reassigned to vulnerable communities workstream and distribution of remote working solutions. Work is being picked back up and will be completed in the near future.		
Report quarterly performance against service standards and review future standards	31-Mar-2020	No			

Progress as at the end of Q4 (March 2020)


## Priority: Engage and Empower our Local Communities

Priority Summary	Status
Delivering the Master Plan for Tawd Valley park, subject to resources	
Seeking the asset transfer of existing leisure facilities in North Meols	
Delivering digital inclusion initiatives	
Implementing the Health and Wellbeing Strategy including involvement with the Integrated Community Partnership	


Title	Delivering the Master Plan for Tawd Valley	Service	Wellbeing and Leisure Services	Status	
<b>Outcome</b>	Environmental improvements and community involvement in Tawd Valley Park.				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Support LCC in the installation of the Tawd Valley Cycleway	31-Jul-2019	Yes	Completed January 2020		
Complete implementation of Phase 1 of Northern Zone	30-Sep-2019	Yes			
Seek funding to implement the SUDS programme of works in Tawd Valley Park	31-Dec-2019	Yes	Environment Agency funding bid decision still pending as at end of March.		
Produce specifications for Phase 2 of Northern Zone	31-Mar-2020	Yes	Phase 2 specifications produced and installation contractor procured.		

Title	Asset Transfer of Leisure Facilities in North Meols	Service	Wellbeing and Leisure Services	Status	
<b>Outcome</b>	Assist the wider aims of the Leisure Strategy, by rationalising the existing leisure provision and focusing on a sustainable leisure provision				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Start of trial year for North Meols Parish Council to operate the leisure facility	30-Jun-2019	Yes	This has now been superseded by a different approach involving the Parish Council shadowing Serco from 2019/2020. The Parish Council was then due to take over the lease from April 2020; this has now been delayed due to the impacts of COVID-19 and final handover will therefore be extended and the action will continue into 2020.		

Progress as at the end of Q4 (March 2020)





<b>Title</b>	<b>Delivering Digital Inclusion Initiatives</b>	<b>Service</b>	Corporate & Customer Services	<b>Status</b>	
<b>Outcome</b>	Increased basic online skills with digitally excluded members of the community and expanded use of West Lancashire Borough Council's digital services.				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Promotion of the Council self-service portal and iPads at the CSP	30-Aug-2019	Yes	Sessions took place during October and November 19.		
Support Get Online Week 14-19 October 2019	31-Oct-2019	Yes	Delivered successful Get Online Week campaign including two external events in Up Holland and Burscough, engaging with residents about getting online.		
Deliver digital skills training using Learn My Way to Elected Members	01-Nov-2019	Yes	Member session to be held during Get On Line week		
Deliver staff training of Learn My Way and how to promote to customers	20-Dec-2019	Yes	Staff "lunch and learn" sessions held on Digital Inclusion project and Learn My Way.		
Work with CVS on 12 month partnership Digital Inclusion project, Buzz IT	31-Mar-2020	Yes	Quarter four and final project report received, detailing engagement data and project progression. Work has included Get Online Week and National Libraries Week initiatives ; digital support and engagement with community groups and local organisations; sharing of Digital Champions & Planning toolkit for use in local centres, libraries, charities etc. to ensure sustainability after 12 month programme ends. The report has also highlighted key areas for future development for Digital Inclusions in West Lancs.		


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<b>Title</b>	<b>Implementing the Health and Wellbeing Strategy</b>	<b>Service</b>	Wellbeing and Leisure Services	<b>Status</b>	
<b>Outcome</b>	Improve health and wellbeing, reduce health inequalities, and generally improve quality of life for all residents				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Progress the MPT2 bid to continue the scheme from December 2019	30-Sep-2019	Yes	Project extended and funding in place until December 2021.		
Establish a Health in All policies framework for the Council	31-Dec-2019	Yes	Health implications introduced to all council reports		
Investigate proposals for the extension of the Active West Lancs project from March 2020	31-Dec-2019	Yes	LCC funding available. Further progression discussions delayed due to Coronavirus.		
Annual review of the effectiveness of the Health and Wellbeing Strategy	31-Dec-2019	Yes			
Continue a schedule of training, talks and workshops to increase local skills and knowledge on a wide range of health issues.	31-Mar-2020	Yes	Schedule of talks and training continuing through Health promotions Officer		
Develop a Health and Wellbeing Service Directory	31-Mar-2020	Yes	A new directory of health and wellbeing support networks and services funded by Lancashire PCC has launched called Our Lancashire. Steps to develop a platform to raise awareness across West Lancs will resume following Covid-19.		
Introduce workforce wellbeing initiatives including corporate fitness improvement	31-Mar-2020	Yes	Initiatives commenced, including workforce weight management courses		
Through an internal workplace wellbeing group develop a health improvement programme based on identified health themes within the Borough	31-Mar-2020	Yes	An internal workplace wellbeing steering group will review the programme produced		
Work with key partners (CCG/GP federation) regarding the establishment of the Integrated Community Partnership (ICP)	31-Mar-2020	Yes			


Progress as at the end of Q4 (March 2020)

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

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

Title	Digital Communications Plan	Service	Corporate and Customer Services	Status	
<b>Outcome</b>	Increase the number of visitors engaged with page content Increase the number of visitor needs addressed within page content; To support the phases of the Service Now Project and the number of services accessed through digital communications				
Milestones	Due Date	Completed	Milestone Note		
Introduce a graphic design photography and video production resource to the team and evidence VFM savings	28-Jun-2019	Yes	This has been actioned and we are starting to see VFM saving and efficiencies from having this resource in house.		
Introduce <i>In the know</i> ( <a href="https://www.stayintheknow.co.uk">https://www.stayintheknow.co.uk</a> ) as a hyper local digital communications channel	31-Jul-2019	Yes	This has been actioned and we are working through a comms and marketing campaign alongside Lancashire Constabulary to increase our coverage		
Create a Consistent briefing process to consider wider digital platforms and types of content	27-Sep-2019	Yes	This is complete and demonstrates our range of digital communication channels including video and infographics		
Following the implementation of Phase 1 Service Now coordinate review of content with Web Champions	31-Oct-2019	Yes	First phase is complete with pages updated for service areas such as refuse and recycling and pest control. Most of the contact details have been taken out of the pages but service managers are still listed whilst we undergo a corporate wide complaints review.		
Create a programme of digital newsletters for both Council Tenants and Residents	26-Feb-2020	Yes			
Boost Social Media followers by 5% each quarter	28-Feb-2020	Yes	Each quarter was increased by more than 5% on previous quarter.Q1&Q2 targets were met, helped by embedding the Facebook icon into the footer of the website page.		
Conduct a residents and staff survey on the website and present the findings	28-Feb-2020	Yes	This will be carried over into next year when building new website		
To start the review of the web platform and the implications of using Service Now and a Knowledge article based website	20-Mar-2020	Yes	Awaiting next stage of web development		
Agree a website development plan with BTLS	28-Mar-2020	Yes			

Progress as at the end of Q4 (March 2020)

<b>Title</b>	<b>Engage businesses and communities to enhance and promote Ormskirk and the wider West Lancashire visitor economy</b>	<b>Service</b>	Corporate & Customer Services	<b>Status</b>	
<b>Outcome</b>	Ensure the economic and social viability of the Ormskirk and wider West Lancashire visitor economy				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Continue the promotion of Ormskirk and the wider West Lancashire area using all platforms including digital and the sale of products/souvenirs utilising the Ormskirk branding.	31-Mar-2020	No	Promotion ongoing via social media and Discover Ormskirk website. Facebook engagement is very positive. Branded bags sold at the Christmas event; further work to be done around distance selling regulations. Initial investigations into Group Travel and filming in the area were postponed at the end of March due to COVID.		
Continue to facilitate the Ormskirk Town Centre Management Group and ensure key partners are working together to deliver the actions contained within the strategy.	31-Mar-2020	Yes	Management Group meetings held in April, July and January.		
Continue to work with and support businesses in OTC and the wider area	31-Mar-2020	Yes	Town Centre Stakeholder 'experiential' event held in April. Visual Merchandise workshop offered in October. The end of the year saw the team paying out the small business grants to businesses across West Lancashire.		
Deliver public realm and other physical improvements within Ormskirk town centre improve the appearance and functionality of the town.	31-Mar-2020	No	Ormskirk bus - rail stations path was upgraded to a shared use footpath/cycleway. Formal opening delayed due to lighting heads held in transit due to COVID 19.  Moor Street and Wheatsheaf Walk schemes were slightly amended following public consultation feedback. Both schemes were delayed following inclusion within a successful Heritage Action Zone bid (announced March 2020) to help pull in additional external funding for the town centre.  Following the COVID 19 shutdowns we will look to deliver these schemes sensitively at a time that reduces the disruption and impacts on businesses/retailers trading and supports the Councils efforts rejuvenate the town centre. Timescales cannot be confirmed at this point, however to avoid disruption at Christmas, potentially January 2021 when the town centre is normally quieter and some shop keepers/market traders take holidays.		
Ensure engagement with wider strategic partners to promote and raise the profile of the West Lancashire visitor economy.	31-Mar-2020	Yes	Attend, Marketing Lancashire, Marketing Liverpool and district tourism officers meetings throughout the year. Also attended event at Greater Manchester Combined authority re crowdfunding.		
Facilitate the delivery of events to animate Ormskirk town centre and the wider West Lancashire area.	31-Mar-2020	Yes	<ul style="list-style-type: none"> <li>• Motorfest successfully delivered in August with record crowds - Ormskirk's highest ever recorded footfall</li> <li>• Gingerbread Festival successfully delivered - assistance to Ormskirk Community Partnership provided by Council staff.</li> <li>• Series of Night Markets in Ormskirk delivered, with some assistance provided by WLBC</li> <li>• Successful Ormskirk Christmas event</li> <li>• Green Fayre at Beacon Country Park delivered by Rangers.</li> </ul>		

Progress as at the end of Q4 (March 2020)

<b>Title</b>	<b>Engage with Liverpool City Region and Lancashire Authorities</b>	<b>Service</b>	Growth & Development Services	<b>Status</b>	
<b>Outcome</b>	Better engagement and partnership working with Liverpool City Region and Lancashire Authorities Assist West Lancashire's profile and ambitions within the wider regional agenda				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Attend Greater Lancashire Plan meetings	31-Mar-2020	Yes			
Attend Lancashire Economic Development (LED) meetings	31-Mar-2020	Yes			
Attend LEDOG meetings	31-Mar-2020	Yes			

<b>Title</b>	<b>Enhancing and promoting Skelmersdale and the wider West Lancashire Business Economy</b>	<b>Service</b>	Corporate & Customer Services	<b>Status</b>	
<b>Outcome</b>	Ensure the long term economic viability of Skelmersdale and improve its appeal as a place to do business				
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
Investigate new ways to promote the region as a great place to do business	01-Oct-2019	Yes	Work is on-going. Actions included: Re-fresh the Skelmersdale website; Advertorial in Champion newspaper; Currently looking at google ad words; Linked In adverts; Features in the Let's Talk Business newsletter		
Deliver 4 Skelmersdale Ambassador Network events	31-Mar-2020	No	Three events were held		
Support and attend 4 Skelmersdale Place Board meetings	31-Mar-2020	Yes			
Work with businesses and partners in the promotion of Skelmersdale	31-Mar-2020	Yes	New Place Plan agreed at January Place Board		

Progress as at the end of Q4 (March 2020)



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

Document is Restricted

