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18 November 2020

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY MEMBERS UPDATE

CORPORATE YEAR 2020/21

NOVEBER 2020 - ISSUE 3

The content of this **MEMBERS UPDATE** covers all 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 or telephone 01695 585065 by **12 Noon on Friday, 27 November 2020.**

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 by **12 Noon on Friday 27 November 2020.**

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

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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



'MEMBER UPDATE' REQUEST CORPORATE AND ENVIRONMENTAL OVERVIEW SCRUTINY COMMITTEE

MEETING: 10 December 2020

This form must be received by Member Services, 52 Derby Street, Ormskirk **by:- 12 noon on Friday 27 November 2020.**

Member Update Issue: 3

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"/>

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE
AGENDA - MEETING: 10 DECEMBER 2020

This form must be received by Member Services, 52 Derby Street, Ormskirk, before 12 noon on Friday 27 November 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

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



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

**MEMBERS UPDATE 2020/21
ISSUE: 3**

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)

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

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.

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.

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](#)

30 June 2020

15 September 2020

3 November 2020



CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

MEMBERS UPDATE 2020/2021
ISSUE: 3

Article of: Corporate Director of Transformation and Resources

Relevant Portfolio Holder: Councillor G Dowling

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

SUBJECT: MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL

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 G Dowling.
- 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.

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

16 September 2020



CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

MEMBERS UPDATE 2020/21
ISSUE: 3

Article of: Corporate Director of Place and Community

Contact for further information: Paul Charlson (Extn. 5246)
(E-mail: paul.charlson@westlancs.gov.uk)

SUBJECT: WEST LANCASHIRE COMMUNITY SAFETY PARTNERSHIP - EDGE HILL UNIVERSITY COVID-19 PREPARATIONS FOR START OF TERM 2020

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To provide Members with information on the COVID-19 preparations undertaken by Edge Hill University and the wider Community Safety Partnership (CSP).

2.0 BACKGROUND

- 2.1 Edge Hill University (EHU) has been undertaking preparations for the start of the 2020/21 term for some time, which has involved a significant amount of effort on their part. Throughout this period, they have maintained close links with the Council and key members of the CSP. Similar to previous years, a Welcome Week action plan has been prepared and shared by all relevant CSP partners, but understandably, a significant portion of this work relates to COVID-19 controls.
- 2.2 EHU have also maintained close liaison with colleagues from Lancashire County Council (LCC) Public Health and also other higher education establishments in the county to ensure that their preparations are consistent and relevant. They are also following all national guidance that is currently available.
- 2.3 The purpose of this Update to provide Members with an overview of these preparations to provide reassurance that EHU are implementing a number of controls to ensure that the education of their students can continue to safeguard the young people's futures and the wider community.

3.0 WORK TO DATE

3.1 The following list summarises existing preparations by EHU. Appendix 1 attached to this Update also outlines the CSP welcome week action plan which will operate beyond the start of the 2020/21 term.

- EHU Committee formed to review its response to COVID-19 and establish work streams.
- Building risk assessments completed for all buildings and hygiene measures implemented – including on campus accommodation.
- Full restructure of teaching and timetables, with an increased focus on blended learning. It is anticipated that this will result in a reduction of onsite student movements by two thirds.
- Significant communities plan, including setting of staff and student responsibilities, conduct and expectations. Similar communications have been provided to landlords.
- A full support process implemented for any students required to isolate on campus, including appropriate food and welfare.
- A full review of catering and related facilities.
- Structured outbreak management procedures and links to relevant agencies
- Significant changes to the welcome week process, removing all related student contact.
- Review of transport facilities.
- Reduction of on campus alcohol licensed operations.
- Independent health and safety audits completed to review controls to ensure adequacy.
- Lancashire Resilience Forum mobile testing unit to be stationed at EHU for 2 days during welcome week.
- No significant issues anticipated related to overseas students.
- Start of term first week of October with the majority of students arriving the week previous, although some PGCE students are already on site.
- Encouraging only one parent to arrive with student when they are moving into accommodation.
- Fortnightly meetings with other higher education facilities in Lancashire, including LCC Public Health, and more recently, the Council's Environmental Health Officers.

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.

Exempt Information

In all circumstances of the case of the public interest in maintaining the exemptions under Schedule 12(A) outweighs the public interest in disclosing the information.

Appendices

Appendix 1: CSP Welcome Week Action Plan.



WELCOME WEEK MULTI-AGENCY ACTION PLAN - SEPTEMBER 2020

Effective partnership working already exists between Edge Hill University and key West Lancashire statutory agencies and stakeholders. This action plan builds on those relationships and focuses on the Welcome Week period. A new cohort of first year undergraduate students (Fresher's) will begin living and learning in West Lancashire from September 2020.

Many of these young adults will be living away from home for the first time. All partnership agencies including the University recognise our joint and collective responsibilities to welcome and support the transition and integration of students into our community.

This year provides the new challenge of mitigating the risk of Covid 19. The purpose of this plan is to demonstrate the co-ordinated working that already exists and further develop our planned proposals to effectively support and manage the Welcome Week period.

No	Lead Agency / Lead Officer	Activity	Timescale	Key Objectives
1.	Edge Hill Students' Union Edge Hill University/ Edge Hill Students' Union malonep@edgehill.ac.uk fay.sherrington@edgehill.ac.uk	<p>Collaborating with the University and reinforcing key messages Edge Hill students are informed about their responsibilities as citizens in our local community through a number of key initiatives and publications, as detailed below:-</p> <p>(i) Programme of key messages to be circulated to students (via Facebook and webpages) relating personal safety and students living in the local community.</p> <p>(ii) The provision of clear information and publicity within and at access and egress points of SU buildings and venues on noise nuisance in the community and the implications for students.</p> <p>Ensure all complaints are effectively logged, tracked and follow up actions agreed</p> <p>SU will ensure all appropriate security and other measures in place re operation of any licensed premises</p> <p><i>Note regarding Licensed Premises > As at 7/8/20 in line with Government Guidance and alongside the University, there are no plans in place for any nightclub events to take place over Fresher's Week or in the semester one.</i></p>	September Onwards	<ul style="list-style-type: none"> • Reduce levels of ASB and student disciplinary incidents on and off campus. • Encourage personal safety to reduce levels of incidents of assault etc. on students • Reduce the impact on local residents near to and on Ruff Lane. • Encourage Social Distancing guidelines to promote wellbeing and confidence in the student's environment.

2.	Edge Hill Students' Union Edge Hill University/ Edge Hill Students' Union malonep@edgehill.ac.uk	Liaise with all relevant community partners regarding Fresher's Fair. <ul style="list-style-type: none"> • Provide stalls and facilities as appropriate • Provide clear booking system <p>Note regarding Fresher's Fair > In line with Government Guidelines and working in agreement alongside the University, there will be no physical Fresher's Fair in September 2020. Due to Covid 19 the previous volumes of students attending this fair will not be manageable this year and will not be in line with guidance preventing the spread of the virus. The SU are looking to host an online fresher's fair for students.</p>	June Onwards	<ul style="list-style-type: none"> • Facilitate partner presence to deliver wider objectives of planning group
3.	Edge Hill Students' Union Edge Hill University/ Edge Hill Students' Union malonep@edgehill.ac.uk fay.sherrington@edgehill.ac.uk	Co-ordinate Welcome Week activities with local agencies and service providers <ul style="list-style-type: none"> • Provide Activity Plan (with alternatives to alcohol based activities) • Recruit and train staff • Confirm activities with Licencing Authorities and Police • Work with Environmental Officers regarding noise escape from SU buildings and pre-set volume levels within the Venue. • Work with Licensing Officers, Environmental Officers and Police regarding social distancing guidelines, track and trace procedures within SU bar and Venue. <p>Note regarding Welcome Week Activities > As at</p>	June Onwards	<ul style="list-style-type: none"> • Reduce levels of ASB and student disciplinary incidents on and off campus. • Reduce the impact on local residents near to and on Ruff Lane and within the wider Ormskirk community • Encourage Social Distancing guidelines to promote wellbeing and confidence in the student's environment.

		7/8/20 in line with Government Guidance and alongside the University, there are no plans in place for any nightclub events to take place over Fresher's Week or in the semester one. Nor will there be the annual organised night out in Liverpool.		
4.	Edge Hill Students' Union Edge Hill University/ Edge Hill Students' Union malonep@edgehill.ac.uk fay.sherrington@edgehill.ac.uk	Deliver campaigns and staff training to safeguard students <ul style="list-style-type: none"> • Train staff with regards to safe space policies • Promote 'ask for Angela' initiative • Employ SIA registered security staff and train in same policies and initiatives 	July onwards	<ul style="list-style-type: none"> • Safeguard students and reduce the impact on the local community
5.	Police/Edge Hill Students' Union Edge Hill University/ Edge Hill Students' Union malonep@edgehill.ac.uk Darren.Carr@lancashire.pnn.police.uk fay.sherrington@edgehill.ac.uk	Distribute Police Crime Prevention Leaflets during Fresher's Week. Space could be allocated on Fresher's Fair Platform for this detail? Establish Property Marking Drop - In sessions for students to get their laptops and other valuable items security marked. Joint EHU Security and Neighbourhood Policing Team inputs at Welcome Week concerning personal safety and looking after valuables.	Week commencing the 28th September 2020	<ul style="list-style-type: none"> • Increase confidence around personal safety and reduce opportunities for acquisitive crime on the campus.

6.	<p>Edge Hill Students Union Edge Hill University/ Edge Hill Students' Union malonep@edgehill.ac.uk fay.sherrington@edgehill.ac.uk</p>	<p>This programme will be sent to all new students and shows the full range of activities the SU is committed to. Note it is only a draft at the moment but content is accurate.</p> <p>Note regarding Licensed Premises > As at 7/8/20 in line with Government Guidance and alongside the University, there are no plans in place for any nightclub events to take place over Fresher's Week or in the semester one.</p> <p>Other online events are being planned and scheduled.</p>		<ul style="list-style-type: none"> • Increase opportunity for students to access and get involved in a wide range of activities.
7.	<p>Edge Hill University/Edge Hill Students' Union /Lancashire Constabulary/ WLBC Environmental Health malonep@edgehill.ac.uk Darren.Carr@lancashire.pnn.police.uk Jill.Antrobus@westlancs.gov.uk fay.sherrington@edgehill.ac.uk</p>	<p>Key partners work in collaboration to manage and address noise complaints from the local community.</p> <p>All reports and complaints will be logged, tracked and follow-up actions agreed. Campus Life will continue to implement and monitor an effective reporting system between Campus Support and Student Services.</p>	Ongoing	<ul style="list-style-type: none"> • To monitor and manage student disciplinary incidents on and off campus. • To reduce repeat incidents as much as possible.

8.	Edge Hill University/Edge Hill Students' Union / WLBC Environmental Health malonep@edgehill.ac.uk Paul.charlson@westlancs.gov.uk fay.sherrington@edgehill.ac.uk	Email letter from the CSP to owners/landlords of houses of multiple occupation on the WLBC list	August	<ul style="list-style-type: none"> • To ensure landlords have relevant information about university plans • To ask landlords to be clear and upfront with their tenants about expectations • To give landlords a contact at the university if they have any concerns or queries.
9.	Edge Hill University/ Edge Hill Students' Union Edge Hill University/ Edge Hill Students' Union malonep@edgehill.ac.uk fay.sherrington@edgehill.ac.uk	Implement a wide and detailed programme of student-focussed initiatives and Wellbeing projects throughout the Autumn Term. <i>In line with current Government Guidelines regarding Covid - 19</i>	September to December 2020	<ul style="list-style-type: none"> • To promote a safe and healthy student community. • To raise awareness about specific issues and link in with potentially vulnerable students.
10.	Edge Hill University/ Edge Hill Students' Union Edge Hill University/ Edge	Identify and establish an exciting and accessible programme of social activities, for both off-campus and residential students, for the next academic year. <i>In line with current Government Guidelines regarding Covid – 19</i>	Throughout the year	<ul style="list-style-type: none"> • To create and develop an inclusive and engaging residential community that connects with a broad range of student groups. • To provide alternative activities for students to participate in.

	Hill Students' Union malonep@edgehill.ac.uk fay.sherrington@edgehill.ac.uk			
11.	Edge Hill University fay.sherrington@edgehill.ac.uk	Review and enhance the Campus Life webpages to provide advice and support to students about matters associated with living in Halls of Residence and how to get involved in student life. Key information regarding safety in Halls including details of Lancashire Constabulary and Lancashire Fire and Rescue Service included as well as important information about alternative ways of getting involved in light of restrictions on wide-scale events. Webpages include links to Campus Life social media pages where information about upcoming events and initiatives are updated daily for students to keep abreast of all activities.	Sept 2020	<ul style="list-style-type: none"> To ensure that students know where and how to access support and advice. To include key information regarding safety on and off campus and links to Lancashire Constabulary and Lancashire Fire and Rescue Service.
12.	Edge Hill University fay.sherrington@edgehill.ac.uk	Ensure all residential students have been invited to join their respective Halls community Facebook page, enabling them to meet others who they will be living with and thus help alleviate pre-arrival nerves. Facebook groups are regularly updated by our trained Campus Connectors and posts are scheduled in accordance with the Student Services social communications calendar.	Sept 2020	<ul style="list-style-type: none"> To provide a positive, welcoming experience for all new student residents To foster friendships and cohesiveness amongst Halls of Residence
13.	Edge Hill	Distribution of a reviewed and enhanced A-Z Guide	Sept 2020	<ul style="list-style-type: none"> To ensure that students are fully

	University fay.sherrington@edgehill.ac.uk	to Living in Halls (previously Halls Handbook). The guides will be sent electronically to all residential students at the start of the new academic year and incorporates key information regarding procedures and support for students relating to Covid-19.		informed about the services and support provision available on campus and advice.
14.	Edge Hill University fay.sherrington@edgehill.ac.uk	Recruitment of an expert team of Campus Connectors to engage with students on a regular basis and to run a wide variety of exciting and engaging events and activities, including a weekly meet and greet session ('That Thursday Thing'), which students will be required to book onto prior to attendance.	Sept 2020	<ul style="list-style-type: none"> • These students will role model appropriate behaviour to new students. • To promote key messages, encourage student engagement and organise their own engaging activities which will appeal to students. • To support students with specific complex needs • To circulate key information to students via social media and live streams.
15.	Edge Hill University/ Lancashire Fire and Rescue Service/ Lancashire Constabulary fay.sherrington@edgehill.ac.uk Darren.Carr@lancashire.pnn.police.uk	Review and enhance the refresher training issued to Campus Connectors who are all returning members of staff who fulfilled the roles last academic year. Training will supplement the thorough and comprehensive training programme which the Campus Connectors received in September 2019 and will be reflective of the current environment, e.g. training will focus on staying safe in their roles during events and interactions with students and will provide key information regarding the University processes and support in relation to any students who experience symptoms of Covid-19.	3 rd and 4 th Sept 2020	<ul style="list-style-type: none"> • To train Campus Connectors and Campus Communicators to ensure that they have necessary knowledge and skills, including information regarding Covid-19, to deal with a multitude of queries and issues from students. • To support them to encourage students to engage with activities and initiatives.

	RachelDitchfield@lancsfirerescue.org.uk			
16.	Edge Hill University fay.sherrington@edgehill.ac.uk	Ensure that the reviewed emergency contact poster is affixed in each individual study room on campus.	August 2020	<ul style="list-style-type: none"> To ensure emergency contact details are accessible for all residential students
17.	Edge Hill University/ Students' Union/ West Lancashire Borough Council/ Lancashire Constabulary fay.sherrington@edgehill.ac.uk Darren.Carr@lancashire.pnn.police.uk	Joint letter to be sent to all off-campus residences to remind students of expectations in terms of respect and positive behaviour whilst living in the community and representing the University. The letter will also remind students of the support available to them and provide contact details for all key organisations and departments.	October 2020	<ul style="list-style-type: none"> To provide a timely reminder to all off-campus students to behave in a way that positively reflects the University To provide details for students for where and how they can access support and advice To enhance and remind students of the value of living within residential communities To reflect the excellent multi-agency partnership work between the University, the Police, the Students' Union and the local Council, and to provide a timely reminder to students that all these partners work together to create positive behaviour within the community.
18.	Edge Hill University/ Lancashire Fire and Rescue Service/	Revised and enhanced induction/ Welcome information to be sent electronically to all residential students prior to their arrival during Welcome Weekend. Information includes important advice relating to Covid-19 and guidance from Lancashire	September 2020	<ul style="list-style-type: none"> To provide key information relating to Covid-19 and the guidance in relation to living in Halls To educate students on issues relating to personal safety, fire safety and crime

	Lancashire Constabulary fay.sherrington@edgehill.ac.uk Darren.Carr@lancashire.pnn.police.uk RachelDitchfield@lancsfirerescue.org.uk	Constabulary and Lancashire Fire and Rescue Service. Students will need to confirm that they have read the information and watched the videos incorporated. There will be a prize incentive for students to participate in a quiz based on the information. This information has been revised considering the current Covid-19 pandemic to ensure that the information provided is current, relatable to the environment and practical for those moving into campus.		<ul style="list-style-type: none"> prevention including sexual assault. Other key areas including anti-social behaviour, drug and alcohol use and drink spiking will also be discussed To develop community relationships with staff and students. To implement a collaborative approach to educate students about inappropriate behaviour and manage the impact on the local residents.
19.	Edge Hill University fay.sherrington@edgehill.ac.uk	Vlogs and videos created by Campus Life to advise students about life in Halls of Residence; advice regarding being safe and staying alert and respecting others. These vlogs will be recorded in Halls of Residence prior to the arrival of residential students during Welcome Weekend and will point out the various signage in Halls and one-way systems in communal areas. They will help familiarise students with their new living environment prior to arrival and encourage all students to follow University guidance for living in halls.	September 2020	<ul style="list-style-type: none"> To provide key information relating to Covid-19 and the guidance in relation to living in Halls. Messages include 'Stop and Think' to encourage students to think about whether they are permitted to enter the Hall of Residence; Creating a Safe and Welcoming home (staying safe, staying alert, stay in your cluster, keep up to date with government and University guidelines. To encourage hand-washing and kitchen cleanliness within clusters.
20.	Edge Hill University fay.sherrington@edgehill.ac.uk	Introduction of the 'Community Pledge' which contains a number of guidelines for students (and staff) to commit to adhering to both on and off campus during the Covid-19 pandemic. The Pledge provides a positive framework for all students and	August 2020	<ul style="list-style-type: none"> To make expectations clear. So that all understand the part they have to play in abiding by the relevant guidance. To explain what will happen if there is a

		staff to work together as a community to overcome the various challenges presented by the Covid-19 pandemic.		serious breach or repeat breaches of the pledge.
21.	Edge Hill University fay.sherrington@edgehill.ac.uk	Employ a designated member of staff to work across the Student Wellbeing and Campus Life teams to handle any reports of Covid-19 symptoms, breaches and concerns raised by students. A designated email address for reporting any such concerns has been created and will be monitored/ responded to by the staff member. Various processes and procedures for dealing with all Covid-related reports will be established and followed to ensure that the University is fully compliant with government and public health guidelines.	Throughout the academic year	<ul style="list-style-type: none"> • To put in place processes and procedures to deal with such reports and any potential disciplinary matters arising from breaches of government and University guidelines. • To safeguard and offer reassurances to all students (and family). • To act promptly in response to any reports.
22.	Edge Hill University fay.sherrington@edgehill.ac.uk	Designated Covid-related signage to be affixed in all Halls of Residences, advising students to maintain social distancing and keep to the left in all communal areas.	September 2020; to be checked and amended throughout the year	<ul style="list-style-type: none"> • Provision of clear guidelines for all students living in Halls of Residence.
23.	Edge Hill University fay.sherrington@edgehill.ac.uk	Introduction of the revised Flatmate Agreement which was successfully piloted in Halls of Residence in 2019/20. Rebranded as 'Halls Headstart' and placed in all communal kitchen areas to encourage students to live cohesively together and respect each other's living space. The 'Halls Headstart' will encourage students to communicate effectively with each other and come up with their own regulations and ideals of living together. Can be revisited and	September 2020/ during the academic year	<ul style="list-style-type: none"> • To encourage students to work with each other to overcome potential obstacles to living together and to enhance the student experience.

		used as a mediation tool should issues arise between students living in clusters throughout the year.		
24.	Edge Hill University/ Lancashire Constabulary fay.sherrington@edgehill.ac.uk Darren.Carr@lancashire.pnn.police.uk	Confidential drop-in sessions with Lancashire Constabulary will be available to all students on a monthly basis. Discussions are ongoing between the University and Lancashire Constabulary as to how these sessions will be offered, i.e. whether they will be online, via a live chat or in person (on campus). Information regarding the sessions will be widely circulated to promote the sessions via social media messages and on large screens throughout campus.	Throughout the academic year	<ul style="list-style-type: none"> • To ensure that students feel supported and have the facility to disclose or discuss confidential issues with a member of Lancashire Constabulary. • To further develop relationships between staff, students and Lancashire Constabulary
25.	Edge Hill University/ Lancashire Fire & Rescue Service RachelDitchfield@lancsfirerescue.org.uk	Campus Life, in collaboration with LFRS, to provide practical advice and guidance to residents. Officers from LFRS will attend mini-events with Campus Connectors in November to talk to students about fire safety in halls and in communal areas.	9 th and 11 th November 2020	<ul style="list-style-type: none"> • To further develop relationships between staff, students and Lancashire Fire and Rescue Service • To reiterate important fire safety information provided in induction/welcome information sent to students prior to arrival. • Opportunity for LFRS officers to talk to any 'known offenders' who may have been engaging in activities such as covering detectors.
26.	Edge Hill University fay.sherrington@edgehill.ac.uk	Introduction of a new 'Halls v Halls' campus-wide competition amongst students living in Halls with weekly challenges, opportunities to meet new people safely and chances to win prizes. Points will be counted up and the winning hall at the end of term will receive a party package to share.	Throughout the academic year	<ul style="list-style-type: none"> • To foster friendships and cohesiveness amongst Halls of Residence • To provide alternative activities for students to participate in.

27.	Edge Hill University fay.sherrington@edgehill.ac.uk	An exciting and revised Welcome Weekend for all residential students to arrive on campus over the course of a two-day period. Reviewed and revised process of key distribution in light of social distancing requirements. There will be lots of support for students during the weekend and they will move into clusters during the same time period of the weekend. Campus Life, Student Wellbeing and Transitions will all be on hand with key meeting points for students, as well as Student Helpers, to support our new arrivals.	26 th and 27 th September 2020	<ul style="list-style-type: none"> • To provide a positive, welcoming experience for all new student residents • Ensuring that government and University guidelines relating to Covid-19 are adhered to, whilst ensuring that students continue to receive their keys and important information in a safe environment • To raise the profile of Student Services to ensure that students know who and where to access support should they experience any issues, or should they need to access support for any existing conditions.
28.	Police/Edge Hill Students' Union Darren.Carr@lancashire.pnn.police.uk	Lancashire Police will work with the Student Union to deliver crime prevention advice either by social media or digital platform but due to Covid we will not be delivering face to face inputs this year.	Week commencing 2st September 2020	<ul style="list-style-type: none"> • Increase confidence around personal safety and reduce opportunities for acquisitive crime on the campus.
29.	Lancashire Constabulary/ Edge Hill University Darren.Carr@lancashire.pnn.police.uk	Confidential contact an Officer sessions with Lancashire Constabulary will be available to all students every 3 weeks online. Information regarding the sessions and images of the local community policing teams (who will deliver the sessions) will be widely circulated to promote the sessions and encourage familiarity with the Officers.	Every 3 weeks in the Autumn term initially	<ul style="list-style-type: none"> • To ensure that students feel supported and have the facility to disclose or discuss confidential issues with a member of Lancashire Constabulary. • To further develop relationships between staff, students and Lancashire Constabulary

30.	Edge Hill University/Edge Hill Students' Union /Lancashire Constabulary/WL BC Environmental Health Darren.Carr@lancashire.pnn.police.uk Jill.Antrobus@westlancs.gov.uk fay.sherrington@edgehill.ac.uk	Key partners work in collaboration to manage and address noise complaints from the local community. All reports and complaints will be logged, tracked and follow-up actions agreed.	Ongoing	<ul style="list-style-type: none"> • To monitor and manage student disciplinary incidents on and off campus. • To reduce repeat incidents as much as possible.
31.	Lancashire Constabulary Sgt Darren Carr West Lancashire Neighbourhood Policing Sgt Darren.Carr@lancashire.pnn.police.uk	High Visibility Reassurance plan for a two week period starting on Welcome week that will provide visibility coverage by Police during late hours that will focus on areas around the Campus, main routes leading into the Town Centre, town Centre itself and reassurance to areas of high Student HMO's. This will also include licence checks to local bars.	21/09/2020-04/10/2020	<ul style="list-style-type: none"> • Reduce ASB. • Personal safety for all
32.	Lancashire Constabulary / Parking Services Lancashire Council Darren.Carr@lancashire.pnn.police.uk	Lancashire Police and Parking Enforcement Officers will conduct joint patrols to enforce parking around the Edge Hill area focusing on the clearway and nearby residential streets.	Ongoing	Enforcement on parking

	ashire.pnn.police.uk			
33.	Edge Hill University Adrian.McGillion@edgehill.ac.uk	Ensure that stringent car parking compliance arrangements are in place for student registration peak periods to avoid illegal parking on adjacent roads. Provide support and guidance to students and staff about appropriate alternative parking in Ormskirk	Throughout the year	<ul style="list-style-type: none"> •To establish clear expectations in terms of customer service. •To reduce congestion on roads surrounding the Campus and prevent illegal parking.
34.	Lancashire Constabulary Darren.Carr@lancashire.pnn.police.uk	Due to current policy on reducing face to face inputs the Police will not be having a stall at any fair's until current restrictions are revised.	Under constant review	
35.	LFRS RachelDitchfield@lancsfirerescue.org.uk	Produce fire safety video (general fire safety and advice specific to students) to be sent out to 2500 first year students living on Campus	Sept 2020	<ul style="list-style-type: none"> • Reduce unnecessary call outs to false alarms • Reduce numbers of accidental dwelling fires • Reduce ASB around covering of detectors/propping doors open etc.
36.	LFRS RachelDitchfield@lancsfirerescue.org.uk	Deliver fire safety training to Campus Connectors who are 3 rd year students living in Halls	Early Sept 2020	<ul style="list-style-type: none"> • To spot fire safety issues such as misuse of fire equipment • Provide brief intervention to students • Report back any serious breaches

37.	LFRS RachelDitchfield@lancsfirerescue.org.uk	Follow up talks to students who breach rules	When required	<ul style="list-style-type: none"> One to one tailored advice/education to students who don't evacuate, cover detectors etc.
38.	LFRS RachelDitchfield@lancsfirerescue.org.uk	Hall talks, if restrictions lift	Jan	<ul style="list-style-type: none"> Provide new students with fire safety advice
39.	LFRS RachelDitchfield@lancsfirerescue.org.uk	Deliver Home Fire Safety Checks to any students living off campus. Promote LFRS website and encourage visits to be booked through there. CSP/EHU letter to include information on how to do this.	Ongoing	<ul style="list-style-type: none"> Provide students with tailored advice based on their circumstances
40.	WLBC David Jones Environmental Enforcement Officer David.Jones@westlancs.gov.uk	Produce 250-300 Noise, recycling and Refuse leaflets	28/08/2020	To inform students of their responsibilities
41.	WLBC Sharon Cranny, David Jones, Sam Mooney David.Jones@westlancs.gov.uk	Drop packs off to student letting agents, letter drop for known student accommodation	14.09.2020	To inform students and landlords of their responsibilities

	Sharon.Cranny@westlancs.gov.uk			
42.	WLBC Sharon Cranny, Sam Mooney Sharon.Cranny@westlancs.gov.uk	Daily patrols of known student areas to provide advice in relation to noise, recycling and refuse	16.10.2020	To inform students of their responsibilities
43.	West Lancashire Borough Council Licensing Department & Responsible Authorities Michaela.Murray@westlancs.gov.uk	Licensing will be organising the annual meeting with all Responsible Authorities to discuss with 'The Venue' their intentions and management control for Welcome Week. Meeting will be approx. 7/10 days before Welcome Week.	7/10 days prior to Welcome Week	<ul style="list-style-type: none"> • Ensure all Licensing Objectives are adhered to plus crowd control and relevant Security Staff at the premises.
44.	West Lancashire Borough Council Env Health, Licensing & Responsible Authorities Lyndsey Key Lyndsey.key@westlancs.gov.uk	Proactive unannounced regulatory visits to licensed premises in Ormskirk town centre during peak times (i.e. past 00:00 hrs).	Dates set for October and November and December as activity dictates.	<ul style="list-style-type: none"> • Covid compliance • Licensing compliance • Observations of general patterns of public movement, queuing etc.

45.	West Lancashire Borough Council Env Health, Licensing, Police and WLBC CCTV Paul.charlson@westlancs.gov.uk	Proactive and established data sharing protocols to share details of incidents and intel to inform regulatory visits	Ongoing	<ul style="list-style-type: none"> • Covid compliance • Licensing compliance
46.	WLBC Business and Legal sub group lan.gill@westlancs.gov.uk	Improved and targeted communications to Ormskirk businesses – particularly hospitality	05/10 onwards	<ul style="list-style-type: none"> • To advise and help business to remain Covid compliant
47.	WLBC Business and Legal sub group lan.gill@westlancs.gov.uk	Increased number of informal observations within Ormskirk town centre at varying times to identify Covid risks to inform that targeted interventions.	05/10 onwards	<ul style="list-style-type: none"> • Covid compliance • Licensing compliance • Observations of general patterns of public movement, queuing etc.
48.	West Lancashire Borough Council Env Health, Licensing Lyndsey.key@westlancs.gov.uk Michaela.Murray@westlancs.gov.uk	Reactive Covid compliance / licence compliance complaints and queries	Ongoing	<ul style="list-style-type: none"> • Covid compliance • Licensing compliance

49.	West Lancashire Borough Council Env Health, EHU, LCC Public Health Paul.charlson@westlancs.gov.uk	Proactive fortnightly meetings between WLBC, EHU and LCC Public Health to monitor Covid activity, review controls and oversee any outbreak response.	Ongoing	<ul style="list-style-type: none"> • Covid compliance • Track case instances • Review controls
50.	West Lancashire Borough Council Env Health, Police, WL CCG Paul.charlson@westlancs.gov.uk	Multi agency WLBC Outbreak Task Force already established, which meets weekly.	Ongoing	<ul style="list-style-type: none"> • Overview of any outbreak response using available data/evidence • Agree resources and overall approach • Links to other agencies as needed
51.	West Lancashire Borough Council Env Health, LCC Public Health, PHE Paul.charlson@westlancs.gov.uk	Reactive outbreak controls team. Protocols already established and used. Multi agency meeting to review and agree controls for any identified outbreaks.	Meetings held as needed	<ul style="list-style-type: none"> • To implement agreed localised response to individual/multiple outbreaks
52.	West Lancashire Borough Council Env Health, LCC Public Health Paul.charlson@westlancs.gov.uk Jacqueline.pendleton@westlancs.gov.uk	WLBC Test and Trace group already established to link with LCC Public Health to administer logistics of any required testing sites and/or case tracing	Ongoing	<ul style="list-style-type: none"> • Establish any additional testing sites that may be required • Formulate case tracing to supplement the national system

53.	West Lancashire Borough Council Environmental Health Officers & EHU Accommodation Team Jill.Antrobus@westlancs.gov.uk	Complaint information to be shared with Police and EHU to ensure consistent and appropriate responses are forwarded to relevant householders or external agencies.	Sept 2019	<ul style="list-style-type: none"> To enforce against environmental nuisance where appropriate.
54.	West Lancashire Borough Council Clifford Owens Community Safety Officer Clifford.owens@westlancs.gov.uk	CCTV operators will continue to work closely with Lancashire Constabulary to ensure the safety of people using the night time economy and to initiate an appropriate response to criminal and anti-social behaviour and will also assist the police in detecting crime.	365 days per year	<ul style="list-style-type: none"> The prevention of crime or disorder and to promote public safety.
55.	Ormskirk Street Pastors. Coordinator Dave Mutch dave.mutch@ocf.org.uk	We will carry out patrols of the town centre from 7.30pm until midnight on Friday 25 th and Saturday 26 th September and on Friday 2 nd and Saturday 3 rd October.	Friday 25 th and Saturday 26 th September and on Friday 2 nd and Saturday 3 rd October.	Listen, care and help as required



CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

MEMBERS UPDATE 2020/21
ISSUE: 3

Article of: Corporate Director of Transformation

Relevant Portfolio Holder: Councillor Dowling

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

SUBJECT: COMMUNITY CHEST GRANTS

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

1.1 To inform Members of the mechanism for dealing with grant applications from the Community Chest and advise of the grants awarded in the first tranche of bids for the financial year 2020/21.

2.0 BACKGROUND

2.1 Applications for grants from the Community Chest are dealt with through the delegation procedures (see Constitution 4.3). The delegation in 2020/21 is to the Portfolio Holder for Communities and Community Safety and the Older Peoples Champion.

2.2 In reaching the decisions on Community Chest Applications the Portfolio Holder, in consultation with Councillors, the Chief Operating Officer and Corporate Directors, have considered the criteria set out on the application form to ensure the appropriate use of funding.

3.0 CURRENT POSITION

3.1 Applications were considered under delegated authority by the Portfolio Holder for Communities and Community Safety, Councillor Gareth Dowling.

3.2 The following grants were awarded from the General Fund.

Images of Burscough and Surrounding Areas	£500
Banks St. Stephens Bowling Club	£500
Parbold Tree Warden Group	£300
Celebrate Skelmersdale	£100
Halsall West End Cricket Club	£250

Skelmersdale Heritage Society	£500
Lower House Sensory Farm	£500
Parish of Up Holland and Dalton	£100
Community Lives Matters	£500
Purple Umbrella	£500

4.0 SUSTAINABILITY IMPLICATIONS

4.1 There are no significant sustainability implications associated with this update and in particular, no significant impact on crime and disorder. Applications received are from individuals and groups and the allocation of funding provide opportunities for culture, leisure and sport, including opportunities for education, training and life-long learning.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

5.1 The total remaining balance in the financial year 2020/21 is £25,740.00

5.2 The total spent in 2020/21 so far is £3,750.00

6.0 RISK ASSESSMENT

6.1 The actions referred to in this Article are covered by the Scheme of Delegation to Cabinet and Portfolio Holders and any necessary changes have been made in the relevant risk registers.

Background Documents

The following background documents (as defined in Section 100D (5) of the Local Government Act 1972) have been relied on to a material extent in preparing this Report.

Application forms from:

Images of Burscough and Surrounding Areas	20/01/20
Banks St. Stephen's Bowling Club	10/02/20
Parbold Tree Warden Group	19/02/20
Celebrate Skelmersdale	01/03/20
Halsall West End Cricket Club	13/03/20
Skelmersdale Heritage Society	12/06/20
Lower House Sensory Farm	15/06/20
Parish of Up Holland and Dalton	28/02/20
Community Lives Matter	31/07/20
Purple Umbrella	18/02/20

Equality Impact Assessment

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

attached as an Appendix to this report, the results of which have been taken into account when undertaking the actions detailed within this Article.

Appendices

1. Equality Impact Assessment.

Equality Impact Assessment Form



Directorate: Legal and Democratic Services		Service: Member Services
Completed by: Jill Ryan		Date: July 2019
Subject Title: Community Chest grants		
1. DESCRIPTION		
Is a policy or strategy being produced or revised:	No	
Is a service being designed, redesigned or cutback:	No	
Is a commissioning plan or contract specification being developed:	No	
Is a budget being set or funding allocated:	Yes	
Is a programme or project being planned:	No	
Are recommendations being presented to senior managers and/or Councillors:	No	
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes	
Details of the matter under consideration:	Outcome of Community Chest Grant Applications	
<p><i>If you answered Yes to any of the above go straight to Section 3</i> <i>If you answered No to all the above please complete Section 2</i></p>		
2. RELEVANCE		
Does the work being carried out impact on service users, staff or Councillors (stakeholders):		
<p>If Yes, provide details of how this impacts on service users, staff or Councillors (stakeholders):</p> <p><i>If you answered Yes go to Section 3</i></p>		
<p>If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups:</p> <p><i>You do not need to complete the rest of this form.</i></p>		
3. EVIDENCE COLLECTION		
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Voluntary Organisations and Individuals under the age of 18.	
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	Voluntary Organisations and Individuals under the age of 18.	

Which of the protected characteristics are most relevant to the work being carried out?	
Age	Yes
Gender	Yes
Disability	Yes
Race and Culture	Yes
Sexual Orientation	Yes
Religion or Belief	Yes
Gender Reassignment	Yes
Marriage and Civil Partnership	Yes
Pregnancy and Maternity	Yes
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Residents who are recipients of a service provided by a voluntary/community organisation
What will the impact of the work being carried out be on usage/the stakeholders?	A grant will assist the voluntary/community organisation in its activities
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Not known
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	Sought data on the application forms submitted by the voluntary/community organisations
If any further data/consultation is needed and is to be gathered, please specify:	None
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	A grant to a voluntary/community group will assist it in undertaking its activities within the Borough
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	No
What actions do you plan to take to address any other issues above?	No actions
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	



ARTICLE NO:

**CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY
COMMITTEE**

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

Article of: Legal and Democratic Services Manager

**Contact for further information: Mr M Jones (Extn. 5025)
(E-mail: mathew.jones@westlancs.gov.uk)**

SUBJECT: LOCAL GOVERNMENT OMBUDSMEN – STATISTICS 2019/20

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

1.1 To inform Members of the Council's performance in respect of the Local Government Ombudsmen statistics 2019/20.

2.0 BACKGROUND

- 2.1 The Council is overseen by two ombudsmen following changes brought about by the Localism Act 2011.
- 2.2 The Housing Ombudsman (HO) deals with complaints by Council housing tenants about matters such as estate management, repairs to Council house properties, rent and service charges, possession proceedings and mutual exchanges.
- 2.3 The Local Government and Social Care Ombudsman (LGSCO) deals with all other complaints against the Council across all the services it provides, including complaints by Council housing tenants about matters such as housing improvement grants, homelessness and statutory noise nuisance. The Council's response to enquiries and complaints received from the LGSCO and the HO are co-ordinated by the Legal & Democratic Services Manager supported by the Electoral Services Manager.
- 2.4 In July 2020 the LGSCO published an annual review letter which provides a summary of statistics on enquiries and complaints made in respect of the Council for the period 1st April 2019 to 31st March 2020. The annual review letter can be found at Appendix 1.
- 2.5 The HO does not currently publish an annual review of individual landlord performance. However, the Council's records indicate that the HO did not proceed to determine any complaints about the Council during 2019/20.

3.0 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN PERFORMANCE-2019/20

3.1 During 2019/20 the LGSCO made decisions on 9 enquiries and complaints about the Council.

3.2 Of those 9 matters, 3 were referred back to the Council for local resolution (because the Council had not had an opportunity to properly consider the enquiry or complaint), 4 were closed after initial enquires and 1 was deemed invalid due to insufficient information from the complainant. Only 1 complaint proceeded to an investigation.

3.3 This complaint concerned the granting of planning permission for a pet crematorium and whether the Council had considered all of the correct information. The LGSCO found that whilst the Council had provided a poor service through its provision of inconsistent information to the complainant in relation to the requirement for a permit for the cremator, the Council reached a final view which was consistent with its advice and decision at planning committee. Therefore the LGSCO found no fault in the actions of the Council and closed the complaint.

3.4 Further information regarding this complaint can be found at;

<https://www.lgo.org.uk/decisions/planning/planning-applications/19-006-508>

3.5 Using information provided by the LGSCO the table at Appendix 2 allows a comparison of the Council's performance with the 11 other non-unitary district councils within Lancashire. Of the 11 other non-unitary district councils, 5 had at least one complaint upheld, whilst 6 had no upheld complaints.

4.0 SUSTAINABILITY IMPLICATIONS

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

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

5.1 Investigating and co-ordinating responses to enquiries and complaints made to the Ombudsmen takes officer time for the Legal & Democratic Services Manager, Electoral Services Manager and for the service area to which the complaint or enquiry is directed. Given the importance to the Council in satisfactorily resolving enquires and complaints made by service users this work stream will continue to receive a high priority.

6.1 RISK ASSESSMENT

6.1 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 risk registers as a result of this article.

7.0 HEALTH AND WELLBEING IMPLICATIONS

7.1 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 Article.

Equality Impact Assessment

This article is for information only and 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: Local Government and Social Care Ombudsman – Annual Review Letter – West Lancashire Borough Council – 2019/20

Appendix 2: Local Government and Social Care Ombudsman - Table of Detailed Investigations – Lancashire Non-Unitary Councils – 2019/20

22 July 2020

By email

Ms Sinnott-Lacey
Chief Operating Officer
West Lancashire Borough Council

Dear Ms Sinnott-Lacey

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to

resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

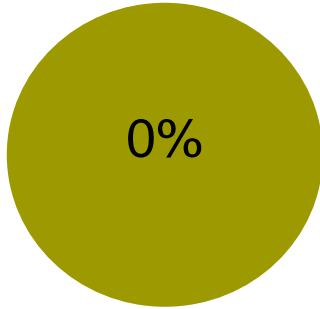
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



0% of complaints we investigated were upheld.

This compares to an average of **45%** in similar authorities.

0
upheld decisions

Statistics are based on a total of 1 detailed investigation for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations

No recommendations were due for compliance in this period

Satisfactory remedies provided by the authority

The Ombudsman did not uphold any detailed investigations during this period

Appendix 2 - Local Government and Social Care Ombudsman - Table of Detailed Investigations –
Lancashire Non-Unitary Councils – 2019/20

Council	Investigations	Complaints Upheld	% of Complaints Upheld
Burnley	0	0	0%
Chorley	1	1	100%
Flyde	3	1	33%
Hyndburn	1	0	0%
Lancaster	2	0	0%
Pendle	1	0	0%
Preston	8	1	13%
Ribble Valley	0	0	0%
Rosendale	6	2	33%
South Ribble	1	0	0%
West Lancashire	1	0	0%
Wyre	3	1	33%
Total	27	6	22%
Lancashire Average	3	1	33%

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

Document is Restricted

