



Jacqui Sinnott-Lacey
Chief Operating Officer

52 Derby Street
Ormskirk
West Lancashire
L39 2DF

2 June 2021

**TO: COUNCILLORS D WEST, J FINCH, MRS M BLAKE, C DERELI, A FENNELL,
J GORDON, S GREGSON, D HIRRELL, K MITCHELL, P TURPIN
AND J UPJOHN**

Dear Councillor,

A meeting of the **CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE** will be held in the **COUNCIL CHAMBER, 52 DERBY STREET, ORMSKIRK, L39 2DF** on **THURSDAY, 10 JUNE 2021** at **7.00 PM** at which your attendance is requested.

Due to the ongoing COVID restrictions, numbers allowed into the Chamber will be limited and any members of the public wishing to attend will have to contact member.services@westlancs.gov.uk to request admittance to the meeting.

Please note that all attendees will be expected to wear the appropriate face covering unless exempt from doing so.

Yours faithfully

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

Jacqui Sinnott-Lacey
Chief Operating Officer

AGENDA
(Open to the Public)

1. APOLOGIES

2. MEMBERSHIP OF THE COMMITTEE

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

- 3. URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN**
 Note: No other business is permitted unless, by reasons of special circumstances, which shall be specified at the meeting, the Chairman is of the opinion that the item(s) should be considered as a matter of urgency.
- 4. DECLARATIONS OF INTEREST** 1 - 2
 If a member requires advice on Declarations of Interest, he/she is advised to contact the Legal and Democratic Services Manager in advance of the meeting. (For the assistance of members a checklist for use in considering their position any particular item is included at the end of this agenda sheet.)
- 5. DECLARATIONS OF A PARTY WHIP**
 In accordance with Overview and Scrutiny Committee Procedure Rule 16, Members must declare the existence of any Party Whip, and the nature of it, when considering any matter in the following categories:
- The review of any decision of Cabinet or
 - The performance of any Member of the Cabinet
- N.B. The Secretary of State believes whipping is incompatible with Overview and Scrutiny.
- 6. MINUTES** 3 - 10
 To receive as a correct record the Minutes of the meeting held on 11 March 2021.
- 7. PUBLIC SPEAKING** 11 - 14
 Residents of West Lancashire, on giving notice, may address the meeting to make representations on any item on the agenda except where the public and press are to be excluded during consideration of the item. The deadline for submissions is 10.00am on Friday 4 June 2021. A copy of the public speaking protocol and form to be completed is attached.
- 8. ITEMS FROM THE MEMBERS' UPDATE INCLUDED ON THE AGENDA AT THE REQUEST OF A MEMBER**
 (There are no items under this heading).
- 9. MEMBERS ITEMS / CCFA (COUNCILLOR CALL FOR ACTION)**
 (There are no items under this heading).
- 10. CORPORATE PERFORMANCE INDICATORS (Q4 2020/21)** 15 - 32
 To consider the report of the Corporate Director of Transformation and Resources.
- 11. ACTION ON CLIMATE EMERGENCY REVIEW**
 To receive a Presentation on the Climate Emergency Consultation.

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|------------|--|---------|
| 12. | PROJECT PLAN - ACTION ON CLIMATE EMERGENCY
To consider and agree the Project Plan. | 33 - 38 |
| 13. | WORK PROGRAMME OF THE COMMITTEE
To consider the 2021/22 Work Programme of the Committee. | 39 - 40 |

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

FIRE EVACUATION PROCEDURE: Please see attached sheet.

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

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

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

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

IF YOU DISCOVER A FIRE

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

ON HEARING THE FIRE ALARM

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

NOTES:

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

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

CHECKLIST FOR PERSON IN CHARGE

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

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

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

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

NOTE:

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

CHECKLIST FOR ZONE WARDEN

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

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

INSTRUCTIONS FOR DOOR WARDENS

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

Agenda Item 4

MEMBERS INTERESTS 2012

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

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

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

Please tick relevant boxes

Notes

	General		Notes
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 below</i>
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	<i>You may speak and vote</i>
3.	I have a pecuniary interest because it affects my financial position or the financial position of a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest or it relates to the determining of any approval consent, licence, permission or registration in relation to me or a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest	<input type="checkbox"/> <input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i> <i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i>
4.	I have a disclosable pecuniary interest (Dispensation 20/09/16) or a pecuniary interest but it relates to the functions of my Council in respect of: (i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease. (ii) school meals, or school transport and travelling expenses where I am a parent or guardian of a child in full time education, or are a parent governor of a school, and it does not relate particularly to the school which the child attends. (iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay. (iv) An allowance, payment or indemnity given to Members (v) Any ceremonial honour given to Members (vi) Setting Council tax or a precept under the LGFA 1992	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 15/09/20 – 14/09/24)	<input type="checkbox"/>	<i>See the terms of the dispensation</i>
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	<input type="checkbox"/>	<i>You may speak but must leave the room once you have finished and cannot vote</i>

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

Interest

Employment, office, trade, profession or vocation

Sponsorship

Prescribed description

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

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

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

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

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

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

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

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

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

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

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

'a connected person' means

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

'body exercising functions of a public nature' means

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

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

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

Agenda Item 6

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 11 March 2021

Start: 7.00 pm
Finish: 11.05 pm

PRESENT:

Councillor: C Coughlan (Chairman)

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

In attendance: G Dowling - Portfolio Holder for Communities and Community Safety (Agenda Item 11. Overview & Scrutiny Function Review)

Officers: Chris Twomey, Corporate Director of Transformation & Resources
Alison Grimes, Partnership & Performance Officer
Paul Charlson, Environmental Health Manager
Cliff Owens, Community Safety Officer
Jacky Denning, Democratic Services Manager
Michelle Williams, Head of Environmental Services
Adam Spicer, Assistant Solicitor
Christina Iball, Environmental Strategy Officer
Dan Massey, Head Ranger
Chloe McNally, Member Services Apprentice
Julia Brown, Member Services Officer

115 **APOLOGIES**

Apologies were received on behalf of Councillor Currie.

116 **MEMBERSHIP OF THE COMMITTEE**

There were no changes to Membership of the Committee.

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

There were no items of urgent business.

118 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

119 **DECLARATIONS OF A PARTY WHIP**

There were no declarations of Party Whip.

120 MINUTES

RESOLVED: That the Minutes of the meeting held on 10 December 2020 be approved as a correct record and signed by the Chairman.

121 PUBLIC SPEAKING

There were no items under this heading.

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

There were no items under this heading.

123 MEMBERS ITEMS / CCFA (COUNCILLOR CALL FOR ACTION)

There were no items under this heading.

124 CRIME AND DISORDER SCRUTINY

A presentation was received from the Environmental Health Manager and Community Safety Officer on behalf of the West Lancashire Community Safety Partnership (CSP). The presentation was supported by a series of slides, the aim of which was to provide the Committee with details of the role and function of the CSP:

- The CSP Vision and Overview
- CSP Partners
- How CSP is funded
- What CSP delivers
- Covid-19-Community Safety Team adapted delivery
- An overview of crime figures
- Work undertaken through Multi-Agency -Six Responsible Authorities and Contributions from other Partner Agencies
- Financial Summary / Successful Bids
- Safer Streets funding for Skelmersdale; Including CCTV and Motorbike Barriers
- CPS Projects Delivered:
- Community Engagement & Diversionary Activity impacted by Covid-19
- Bright Sparx Action Plan
- Welcome Week Action Plan
- Community Action Days
- Street Games-Wigan Athletic Community Trust ad hoc due to Covid-19
- Street Games-Scheduled to re-commence from April 2021 and extended to Birch Green
- County Lines Plays – rescheduled for 2021
- Covid-19- Community Safety Team Adapted Delivery– Joined up approach with Police led GENGA Group to tackle Key Priorities

On behalf of the Committee, the Chairman thanked the Environmental Health Manager and Community Safety Officer for the presentation.

RESOLVED: That the Presentation be noted.

125 **OVERVIEW AND SCRUTINY FUNCTION REVIEW**

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 195 to 236 of the Book of Reports, which was to consider the recommendations of the Member Development Commission following a review of the Overview & Scrutiny function at West Lancashire.

The Democratic Services Manager outlined the report and detailed the background and themes contained within.

Councillor Dowling, Portfolio Holder of Communities and Community Safety was invited to speak by the Chairman. He commented on the key points of the recommendations of the Member Development Commission held on 17 November 2020, including details of the possible development of a scrutiny system consisting of a variation of several Scrutiny Committees.

The Democratic Services Manager responded to questions raised by Members in relation to the scrutiny function review.

The following Motion was moved and seconded:

RESOLVED:

- A. That an in-house 'Overview & Scrutiny at West Lancashire' training session be held each year following a local election with a further session on 'Best Practice Scrutiny' being arranged with an external trainer in the year that there are no local elections, as detailed in paragraph 6 below.
- B. That Members of Overview & Scrutiny Committees be asked to submit questions in advance of meetings.
- C. That scoring of topics should be scored by a Panel consisting of the Chairman, Vice-Chairman and Opposition Spokespersons.
- D. That it be noted that Council at its meeting held on 24 February 2021, approved the timetable of meetings for 2021/22, to allow for Executive Overview & Scrutiny Committee to be held prior to Cabinet, to accommodate pre-scrutiny, with a Special 'Call In' Meeting of Executive Overview & Scrutiny Committee being scheduled following Cabinet, to meet as and when required, as detailed in paragraph 7 of the report.
- E. That no change be made to Constitution 9.2: Members' Update Procedure Rules and the form for submitting Members Update Items, attached at Appendix 2 to the report, and information items continue to be reported via

the Corporate & Environmental Overview & Scrutiny Members Update, subject to G below.

- F. That Council be recommended to amend 'The Overview & Scrutiny Procedure Rules at Constitution 14' to read:

"Attendance by others

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

- G. That it be recommended that the terms of reference of the Member Development Commission be extended to review the number and remit of Overview & Scrutiny Committees at West Lancashire, including the Members Update procedure rules, by comparing Overview & Scrutiny structures of other similar Local Authorities, and submit recommendations to Executive Overview & Scrutiny Committee, Corporate & Environmental Overview & Scrutiny Committee and Council, if appropriate, which should include any additional staff resource required, with an implementation date of May 2022.

126

REVIEW OF A TRIAL OF COMPACTION LITTER BINS

Consideration was given to the report of the Corporate Director of Place and Community as contained on pages 237 to 254 of the Book of Reports, which provided further information regarding the proposal to install compaction litter bins in designated locations within West Lancashire.

The Head of Environmental Services outlined the report and explained that the trial of compaction litter bins in designated locations had been deferred due to the Covid-19 pandemic. She outlined that the decision to go ahead with the trial had been made pre-covid and that the climate has since changed due to the low level of footfall. She also explained that no contract had yet been entered into with a provider.

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

- Dual Waste Bins / Recycling facilities
- Locations of trial bins
- Rural area aspect (smaller bins)
- Aesthetics
- Financial considerations
- Data from Hartlepool Council Compaction Bin Report 2019 (Appendix 1)
- Timing of trial

A vote was taken and it was;

RESOLVED: That the Committee recommend to Cabinet that the trial of compaction litter bins in designated locations be postponed and further reviewed in one year's time, and that the capital funds of £10k allocated to the trial be utilised to bring forward and introduce the Borough wide single to dual bin waste upgrade replacement programme.

127 **QUARTERLY PERFORMANCE INDICATORS (Q3 2020/21)**

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 255 to 270 of the Book of Reports, which presented the performance monitoring data for the quarter ended 31 December 2020.

The Partnership and Performance Officer provided an update on the latest key performance indicators. She explained that there was overall good performance with 26 indicators on or above target.

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

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

Appendix B1 notes continued minor improvement.

ES18 Flytip incidents reported – Information and data requested had previously been circulated to Members.

TS1a - Rent collected from current and former tenants as a % of rent owed (excluding arrears) – The Team achieved target in quarter 3.

HW01 - No. attending health, wellbeing and sport activities and courses
Minimal uptake due to Covid restrictions / unable to deliver centre based activities for most of the quarter.

ES06% - Locations inspected falling into categories A/B–Dog Fouling (Cumulative)
In discussion, it was felt that this was problematic in several areas of the Borough. A question was raised how this Performance Indicator is measured. The Partnership and Performance Officer explained that this was done by a random selection survey. She made an undertaking to clarify this with the Service.

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

128 ACTION ON CLIMATE EMERGENCY REVIEW

The Environmental Strategy Officer and Head Ranger provided the Committee with a Presentation in respect of the Climate Emergency Action Review, which provided an overview of the background of the Climate Change Strategy and Action Plan 2030, the current position, plans for the future, aims, ideas and opportunities.

The Presentation provided information, which included the following:

- Carbon footprint baseline and targeting
- Community Action Plan / Citizen Assembly – Identify Stakeholders / Partners and interested parties
- Projects 2021-22; Green Homes Grant voucher Scheme; On Street Residential Charge Point Scheme
- Potential Projects; The Rural Community Energy Fund; Solar Together
- Waste Reduction Strategy – Current Projects
- Potential Projects – Business Waste; Residential Recycling
- Biodiversity – Current Position; 16 Parks and Country Parks managed by Ranger Service
- Work with local schools to promote, protect, enhance green space
- Programmes on site carried out by staff, volunteers, stakeholders and contractors (subject to funding)
- Planting of in excess of 2000 trees in last 3 years
- Focus on improving habitat connectivity
- Green Infrastructure improvements / Sustainable Transport Plans
- Current Biodiversity including; Improving Clough Valleys in Skelmersdale – CIL / Kickstart
- Towpath Improvements
- Investigating potential Beacon Eco-Park and surrounding green space (subject to funding)
- Biodiversity opportunities; Revise mowing regimes; investigate areas to manage specifically for wildlife habitat
- Fairy Glen Country Park
- Water Management Strategy – Current Position and Potential Projects including; Asset Management Review; Property Flood Resilience Service; Sustainable Drainage; Provision of water butts for the public

Questions and comments were raised in respect of:

- Green Homes Grant Funding – Types of efficiency measures / eligibility of private rented properties / homeowners
- Current carbon output in tonnes / How we report progress against the target reduction
- Vehicle Replacement Programme – Electric vehicle trial / Hydrogen substitute
- Charging points for electric vehicles / costs / locations
- Carbon Budget 2035 - 50,000 ha/year of trees must be planted. What is our contribution and how will they be paid for?

- Recycling contamination
- Potential business waste pilot
- Community Orchards
- Bike Storage
- Hedgehog friendly development (Local Plan)
- Volunteer Litter Picker Risk Assessment / Pack

The Environmental Strategy Officer made an undertaking to respond to Members specific questions following the meeting.

The Chairman thanked the Environmental Strategy Officer and Head Ranger for their Presentation and asked Members to send their comments and suggestions by e-mail to the Member Services Officer for consideration as part of the future Project Plan.

RESOLVED: That the Presentation be noted and that Members send their comments and suggestions by e-mail to the Member Services Officer for consideration as part of the future Project Plan.

129 **PROJECT PLAN - ACTION ON CLIMATE EMERGENCY**

The Draft Project Plan as circulated on pages 295 to 300 of the Book of Reports was considered by the Committee.

RESOLVED: That the Draft Project Plan be noted and updated to reflect Committee Members views and suggestions.

130 **WORK PROGRAMME OF THE COMMITTEE**

RESOLVED: That the 2021/22 Work Programme of the Committee be noted.

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Chairman

PUBLIC SPEAKING – PROTOCOL

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

1.0 Public Speaking

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

2.0 Deadline for submission

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

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

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

3.0 Scope

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

4.0 Number of items

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

5.0 At the Meeting

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

(Please see attached form.)



REQUEST FOR PUBLIC SPEAKING AT MEETINGS

MEETING & DATE

NAME

ADDRESS

Post Code

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Email

Please indicate if you will be in attendance at the meeting

YES/NO*

*delete as applicable

Note: This page will not be published.

(P.T.O.)

PLEASE PROVIDE DETAILS OF THE MATTER YOU WISH TO RAISE

Agenda Item Number

 Title

Details

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Name

Dated

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

*Member Services, West Lancashire Borough Council, 52 Derby Street,
Ormskirk, Lancashire, L39 2DF or
Email: member.services@westlancs.gov.uk*

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

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CABINET: 8 JUNE 2021

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
10 JUNE 2021**

Report of: Corporate Director of Transformation and Resources

Relevant Portfolio Holder: Councillor I Moran

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

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q4 2020/21)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 March 2021.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 31 March 2021 be noted.

2.2 That the call-in procedure is not appropriate for this item as the report will be submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 10 June 2021.

3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

3.1 That the Council's performance against the indicator set for the quarter ended 31 March 2021 be noted.

4.0 CURRENT POSITION

4.1 Members are referred to Appendix A of this report detailing the quarterly performance data for key performance indicators. The performance information aims to help demonstrate performance in service-specific information.

- 4.2 The suite of indicators for 2020/21 includes the quarterly indicators provided in Appendix A.
- 4.3 There are 47 items within the quarterly suite. Of the 36 PIs with targets reported:
- 26 indicators met or exceeded target
 - 5 indicators narrowly missed target
 - 5 were 5% or more off target.

A direct comparison with the same quarter of the previous year is not possible due to changes in indicators and targets, however performance in Q4 2019/20 gave 26 (from 40) performance indicators on or above target at that time. Due to the suspension of some SLAs relating to the Revenues and Benefits Service the number of 'data only' items in this has increased to 11.

- 4.4 Performance plans are prepared by service managers for those indicators where performance falls short of the target by 5% or more for this quarter. These plans provide the narrative behind the outturn. Progress on actions from previous Performance Plans where indicators are no longer red are provided in Appendix C.
- 4.5 Although the purpose of this report is to comment on quarterly information, where available, a brief reference to annual performance is also given in Appendix A.

6.0 SUSTAINABILITY IMPACTS

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

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

8.0 RISK ASSESSMENT

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

9.0 HEALTH AND WELLBEING IMPLICATIONS

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

Background Documents

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

Equality Impact Assessment

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

Appendices

Appendix A: Quarterly Performance Indicators for Q4 January-March 2020/21

Appendix B: Performance Plans

Appendix C: Actions from Previous Performance Plans

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key					
PI Status		Performance against same quarter previous year			
	OK (within 0.01%) or exceeded	26		Improved	24
	Warning (within 5%)	5		Worse	12
	Alert (by 5% or more)	5		No change	10
	PIs awaiting data	0	/	Comparison not available	1
	Data only	11		Awaiting data for comparison	0
	'Data only' awaiting data	0		Total number of indicators/data items	47















Shared Services (to March 2021) ¹

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
ICT1 Severe Business Disruption (Priority 1)	100%	100%	100%	100%	100%	100%	100%	100%	99%	Q4 outturn is year to date as at February. Final month data is not available.	/		
ICT2 Minor Business Disruption (P3)	100%	99%	100%	99%	100%	100%	99%	99%	97%	As above	/		
ICT3 Major Business Disruption (P2)	100%	100%	100%	100%	100%	100%	100%	100%	98%	As above	/		
ICT4 Minor Disruption (P4)	100%	100%	100%	100%	100%	100%	100%	100%	98%	As above	/		
B1 Time taken to process Housing Benefit/Council Tax Support new claims and change events (days)	6.11	7.37	7.79	7.73	17.63	17.37	15.00	12.00	12.00	Q4 outturn is year to date; annual target of 12 days was met. Service performance in year was heavily impacted by pandemic. Year-end target was achieved by maintaining a close review of activity and implementation of a resource plan involving prioritisation of workloads and staff working overtime.	/		

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£104,163	£186,937	£282,724	£377,501	£52,607	£95,842	£158,547	£203,504	£195,000	Q4 outturn is year to date; annual target of £195K was exceeded	/		
R1 % of Council Tax collected	28.96%	56.04%	83.52%	96.29%	27.55%	53.74%	80.21%	93.06%		Q4 outturn is year to date. Annual outturn impacted due to COVID. SLA targets were suspended during the year.	^L 19/20 Lower Quartile		
R2 % council tax previous years arrears collected	8.1%	13.74%	20.02%	23.68%	4.66%	19.76%	21.33%	22.51%		As above	/		
R3 % of Business Rates Collected (NDR)	29.65%	56.14%	80.98%	98.02%	24.16%	49.13%	69.49%	87.46%		As above	^L 19/20 Second Quartile		
R4 Sundry Debtors % of revenue collected against debt raised	51.95%	75.49%	89.93%	94.36%	29.26%	73.61%	79.71%	92.44%		As above	/		

Corporate & Customer Services






PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
BV8 % invoices paid on time	98.99%	98.49%	97.73%	98.21%	96.70%	97.89%	93.94%	95.39%	98.75%	Q4 performance relates to just over 7K invoices processed in the period. Annual performance of 95.95% narrowly missed target of 98.75%.	/		
WL85a Website: no. visits	202,891	115,041 ³	144,440	186,128	174,099	143,104	124,761	104,707		Annual outturn is 546,671	/		
WL85b Website: no. online forms submitted	10,996	7,195	4,239	4,150	28,451	7,450	4,967	5,910		Annual outturn is 46,778 76% of online forms are via ServiceNow evidencing use of online accounts.	/		

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
WL85c Website: No. of payments processed online	21,067	17,820	14,092	12,011	33,173	16,849	14,605	13,415		Annual outturn is 78,042 Main payments are for Council Tax and Housing rents	/		
WL90 % of Contact Centre calls answered	76.1%	84.6%	92.2%	93.4%	95.6%	96.4%	97.5%	96.4%	88.0%	Q4 relates to over 22K attempted calls. Annual performance of 96.5% exceeded annual target of 88%	/		
WL108 Average answered waiting time for callers to the contact centre (seconds)	185	141	82	74	37	36	23	35	145	Annual performance of 43 seconds exceeded annual target of 145s	/		
WL130 No. Service Now Customer Accounts	10,085	20,794	22,861	24,734	32,072	34,786	37,031	39,333		Q4 outturn is year to date	/		
WL131 No. Social Media Followers (WLBC FB, Twitter)	7,167	7,660	8,115	9,567	10,865	11,584	12,594	13,715	13,224	Q4 outturn is year to date; annual target of 13,224 was exceeded	/		
Page 29 WL132 FTE working days lost due to sickness absence per average FTE	2.38	2.95	2.55	2.59	1.94	1.51	1.82	1.91	2.02	Annual performance of 7.18 days exceeded annual target of 8.08 days. Data for 2020/21 excluded COVID sickness absences due to initial uncertainty about COVID sickness reporting and absence management and also to allow comparison with previous years.	/		
WL132-c19 FTE working days lost due to sickness absence per average FTE	N/A				2.57	1.62	2.25	2.21	/	Annual outturn including COVID absences is 8.64 days. For transparency, quarterly outturn including COVID absences is provided for the last 4 quarters although not included in the QPI 'count'. Advice is pending from NW Employers as to whether COVID data is included for corporate sickness comparisons or not. We will report based on that in the future.	/	/	/















PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
WL143 % of external calls to back office answered	85%	85%	84%	82%	74%	81%	80%	82%		Q4 relates to over 40K attempted calls. Annual outturn was 79%.	/		

Housing & Regulatory Services

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
HS27% of properties with a valid Landlord Gas Safety Record (homes and buildings)	100.0%	100.0%	100.0%	100.0%	99.5%	99.1%	99.9%	99.9%	100.0%	Q4 outturn is year to date; annual target of 100% was narrowly missed. Q4 data for outstanding gas "at risk properties" stands at 4 properties. This has been achieved by revised procedures and the successful mobilisation of our new digital platform GasTag. Our 2021/22 LGSR program starts on 1 st April 2021 and we are focusing on reducing the "at risk properties" to zero.	/		
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	95.1%	95.4%	97.2%	97.6%	97.5%	98.7%	98.0%	98.1%	100.0%	Q4 data for out of date EICR reports has reduced to 110 properties. We have also installed 430 homes with the new LD2 smoke detector as per government/British Standard guidance. We have issued 1,325 properties to our contractor for the 2021/2022 program which starts 1 st April 2021. Q4 outturn is year to date; annual target of 100% was narrowly missed.	/		
HS29 % non-domestic that require an asbestos management survey/re-inspection	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Q4 outturn is year to date; annual target of 100% was met.	/		
HS30 % of non-domestic properties with fire risk assessment in place	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Q4 outturn is year to date; annual target of 100% was met.	/		
HS31 % of properties covered by water hygiene	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Q4 outturn is year to date; annual target of 100% was met.	/		

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
risk assessment (homes and buildings)													
HS32 % emergency repairs completed on time	N/A - PI not developed at this time				100%	100%	100%	99.56%	100%	Wates reported that they have had issues with resource in the last quarter and we have worked with them on by implementing service improvement plan with specific targets to improve on under performance. We meet with Wates monthly to review the performance and are also looking at the percentage of repairs that are raised weekly between the Housing and Customer Services teams to ensure that we are able to resolve performance issue promptly.	/	/	
Page 22 TS1a Rent collected from current and former tenants as a % of rent owed (excluding arrears b/f).	104.53	100.55	102.53	101.74	101.12	99.37	100.38	100.26	100.04	Q4 outturn is year to date; annual target of 100.04% was exceeded. Year-end target achieved due to significant efforts by the team to promote direct debit, rent payments in advance and maximise direct rent payments for those on UC and discretionary housing payments. The pro-active money advice service, supportive and effective payment plans and conversations with tenants for rent collections also helped reduce the impact from the pandemic.	^H 19/20 Upper Quartile		
TS11% of rent loss through dwellings being vacant	0.7%	0.72%	0.79%	0.87%	1.36%	1.45%	1.47%	1.45%	0.99%	Q4 outturn is year to date; annual target of 0.99% was not met. Updated Performance Plan attached at Appendix B1	^H 19/20 Second Quartile		

Environmental Services

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
ES01 No. grass cuts undertaken on the highway between April-October	3	6	7	7	4	7	8	8	8	Q4 outturn is year to date; cutting season is April-October (to Q3). Annual target of 8 cuts was met.	/		
ES02 No. grass cuts undertaken in Sheltered Accommodation between April-October	3	7	9	9	4	7	9.6	9.6	10	Q4 outturn is year to date; cutting season is April-October (to Q3). Annual target of 10 cuts was narrowly missed. Fractional outturn due to wet weather conditions preventing final cut on all sites.	/		
ES04 % locations inspected falling into categories A/B - Litter (cumulative)	98.31%	98.74%	98.99%	99.15%	99.81%	100%	100%	100%	90.00%	Q4 outturn is year to date; annual target of 90% was exceeded APSE collection period reports are not quarterly; outturn is cumulative to January.	^A Q4 20/21 Top quartile		
ES06 % locations inspected falling into categories A/B - Dog Fouling (cumulative)	100%	100%	100%	100%	100%	100%	100%	100%	90.00%	As above	^A Q4 20/21 Top quartile		
ES07 % locations inspected falling into categories C/D - Overflowing Litter Bins (cumulative)	08.70%	12.50%	12.12%	10.53%	00.00%	02.22%	01.06%	00.94%	10.00%	Q4 outturn is year to date; annual target of 10% was exceeded. Updated Performance Plan progress attached at Appendix C.	^A Q4 20/21 Second quartile		
ES08 % locations inspected falling into categories A/B - grounds maintenance (includes grass and shrubbery) (cumulative)	N/A	N/A	N/A	92.53%	100%	99.80%	99.79%	99.80%	85.00%	Q4 outturn is year to date; annual target of 85% was exceeded.	^A Q4 20/21 Top quartile		
ES11 % locations	04.41%	05.30%	04.94%	04.16%	00.39%	03.04%	02.21%	02.35%	10.00%	Q4 outturn is year to date; annual	^A Q4 20/21		

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
inspected falling into categories C/D - Detritus (cumulative)			%							target of 10% was exceeded.	Second quartile		
ES14 Average of missed bins per fortnight (recycling / green)	131 ⁴	53	104	102	61	65	80	67	50	Updated Performance Plan for ES14,16,17 attached at Appendix B2. Annual performance of 68 did not meet annual target of 50.	/		
ES15 Average of missed bins per fortnight (recycling / blue)	131 ⁴	49	123	122	76	77	90	82	50	Annual performance of 82 did not meet annual target of 50.	/		
ES17 Average of missed bins per fortnight (refuse / grey)	66	58	136	172	73	91	110	77	50	Annual performance of 88 did not meet annual target of 50.	/		
ES16 Average of missed bins per fortnight (garden waste / brown)	41	55	75	67	68	100	53	34	50	Annual performance of 64 did not meet annual target of 50.	/		
ES18 Flytip incidents reported	338	345	263	337	343	541	327	326		Annual outturn was 1,537	/		
NI191 Kerbside residual household waste per household (Kg)	118.91	136.35	144.36	144.26	85.71 ^{5,6}	136.6 ⁶	82.15 ⁶	87.08	125	Following verification checks, quarter data for the year has been revised as shown. Annual performance of 391.54 exceeded annual target of 500	^L 2019/20 Third quartile		
NI192 Percentage of kerbside household waste sent for reuse, recycling and composting	49.31%	43.37%	37.42%	35.07%	52.48% ^{5,6}	50.05% ⁶	48.08% ⁶	42.48%	50.00%	Following verification checks, quarter data for the year has been revised as shown. Annual performance of 48.72% narrowly missed annual target of 50% Performance Plan attached at Appendix B3	^L 2019/20 Second quartile		

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	98.72%	100%	100%	100%	100%	100%	100%	100%	Annual performance of 100% met target of 100%	/		

Growth & Development Services

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
NI 157a Processing of planning applications: Major applications	100%	92.86%	100%	85.71%	100%	100%	100%	100%	75.00%	Annual performance of 100% exceeded annual target of 75%	^L 2019/20 Second quartile		
NI 157b Processing of planning applications: Minor applications	84.48%	93.55%	86.27%	84.91%	85.96%	90.00%	89.36%	94.34%	80.00%	Annual performance of 89.85% exceeded annual target of 80%	^L 2019/20 Second quartile		
NI 157c Processing of planning applications: Other applications	93.62%	90.78%	87.97%	92.50%	91.38%	96.75%	93.75%	97.13%	85.00%	Annual performance of 94.97% exceeded annual target of 85%	^L 2019/20 Third quartile		

Wellbeing & Leisure Services

PI Code & Short Name	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target	Comments	Benchmark ²	Q4 20/21 vs Q4 19/20	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
HW01 No. attending health, wellbeing and sport activities & courses	3,712	3,238	2,292	1,892	0	0	19	224		Annual outturn was 243. Q4 outturn was restricted to online activities of Weight Management and Winter ready participants.	/		

Notes:

¹ Managed through LCC/BTLS contract which concluded on 31 March 2021. ICT data and RBS data reflect progress to year end.

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

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

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

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

Following verification checks some recalculations were made on previously reported data.

PERFORMANCE PLAN	
Indicator	TS11 - % rent loss through dwellings being vacant
Reason(s) for not meeting target	
Due to COVID we have seen an impact on resources and resulting delays in the void process.	
Additional commentary / background	
Staffing resources, working arrangements due to localised risk assessments for COVID and power supplies have all impacted on the turnaround of properties.	
Proposed actions	
<ul style="list-style-type: none"> • Response and void maintenance is provided for Council homes by Wates Property Services Ltd. Monthly meetings are held with Wates to review the process and ensure performance is being managed. • A joint Service Improvement plan has been developed with Wates, progress is reviewed in fortnightly meetings. • Weekly meetings are held with Surveyors, Wates and Lettings staff to monitor progress of individual void properties. • A series of internal meetings have been carried out in which we have mapped out the process to ensure it remains fit for purpose and identified processes which are not adding value or causing delays. • We will be tracking every property on a weekly basis and identify delays and how we can resolve any issues. 	
The Tenancy Services Team, the Property Services Team and the contractors will continue to work closely together to improve performance and reduce void loss.	
Resource implications Additional costs are being incurred regarding the requirement to undertake deep cleans to void properties – this is being managed within the central COVID19 budget.	
Priority High	
Future targets Void performance for properties are monitored and managed through the contract KPI's which are reported on a monthly basis.	
Action plan	
Tasks to be undertaken	Completion due date
Monitor actions in Service Improvement Plan	Ongoing

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

PERFORMANCE PLAN								
Indicator	NI192: Percentage of kerbside household waste sent for reuse, recycling and composting							
Reason(s) for not meeting target								
<p>The target has not been achieved for 2020/21 due to low participation rates in some areas of the Borough. The Waste & Recycling Promotions Officer was employed with effect from July 2020 however, due to COVID the educational and promotional campaigns have been solely through social media, website and targeted comms as face-to-face opportunities were unavailable.</p>								
Additional commentary / background								
The table below shows an improvement from 2019/20								
Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Current Target
Value	Value	Value	Value	Value	Value	Value	Value	
49.31%	43.37%	37.42%	35.07%	52.48% ^{5,6}	50.05% ⁶	48.08% ⁶	42.48%	50.00%
Annual performance of 48.72% narrowly missed annual target of 50%								
Proposed actions								
<p>Target areas of low or contaminated participation is already underway and has been over the last 6-8 months. Properties that have been identified as presenting a 2nd unauthorised grey bin are contacted by the WRPO to address the issue and ensure that all recycling receptacles are available together with educational messages, behavioural change campaigns and engagement with Environmental Enforcement Officers for repeat offenders who are unreceptive to the engagement process.</p>								
Improvement expected:								
Q4 2021/22								
Resource implications – None, resources are within budget								
Priority – imminent								
Future targets								
<p>The current performance target is 50% which is a national recycling target for achievement by the end of 2020. The target increases to 55% by 2025 and 65% by 2035.</p> <p>Whilst West Lancs are high performers pan-Lancashire, we are very much mid-table nationally. With the impending implementation of the Environment Bill (assumed delivery by 2023), there will be a focus on the introduction of the collection of food waste on a weekly basis.</p> <p>To achieve these ambitious national targets there will be a requirement for a significant step change to be considered in terms of waste collection arrangements moving forward and service re-modelling.</p>								

Action plan	
Tasks to be undertaken	Completion due date
Continue to monitor team performance	This is a standard activity within the Waste Services managerial function
Identify areas of low recycling participation	This is already underway and has been over the last 6-8 months. Properties that have been identified as presenting a 2 nd unauthorised grey bin are contacted by the WRPO to address the issue and ensure that all recycling receptacles are available together with educational messages
Develop & deliver promotional campaigns	As soon as face-to-face activities can resume

ACTIONS FROM PREVIOUS PERFORMANCE PLANS

APPENDIX C

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment
ES07 % of locations inspected falling into categories C/D – Overflowing Litter Bins	Q4 19/20	Agree locations with provider for trial of compaction bins (timescale could be impacted by COVID restrictions for installation)	Spring 2021	In March 2021, C&E Overview and Scrutiny Committee recommended to Cabinet (for June 2021) that the trial of compaction litter bins in designated locations be postponed and further reviewed in one year's time, and that the capital funds of £10k allocated to the trial be utilised to bring forward and introduce the Borough wide single to dual bin waste upgrade replacement programme.	Outturn for Q4 is 0.94%% (Green)

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

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE – PROJECT PLAN
Title: ACTION ON CLIMATE EMERGENCY
<p>MEMBERSHIP:</p> <p>Chairman: Councillor D West Vice-Chairman: Councillor J Finch</p> <p>Councillors: M Blake, C Dereli, D Hirrell, A Fennell, J Gordon, S Gregson, K Mitchell, P Turpin, J Upjohn</p>
<p>TERMS OF REFERENCE</p> <ol style="list-style-type: none"> 1. To undertake a review entitled 'Action on Climate Emergency'. 2. To encourage and actively promote 'Climate Action' involving the Communities, Businesses, Individuals and Stakeholders across all sectors of the Borough. 3. To participate and engage in a 'Community Action Plan' to encourage engagement from our Communities, Businesses, Individuals and Stakeholders in order to identify targets and key areas of interest for action. 4. To present a report of the Committee's findings to Cabinet and Council, as appropriate.
<p>OBJECTIVES</p> <p>To engage with our Communities, Businesses, Individuals and Stakeholders across all sectors of the Borough in support of WLBC in developing Action on the Climate Emergency.</p> <p>The Present –</p> <p style="padding-left: 20px;">The 'Climate Change Strategy and Action Plan 2030' assists in the delivery of the Council's aspiration to be carbon neutral by 2030 at the latest, to be committed to climate action in other areas and to progress towards a low carbon West Lancashire.</p>
<p>The Future –</p> <p>To ensure that any outcomes achieve the aspirations of the Council and its Vision and Priority to "become a Greener West Lancashire".</p> <p>The Review will focus on the following four themes:-</p> <ol style="list-style-type: none"> 1. <u>To move towards the production and increase of Renewable Energy Generation</u> - There are already plans for this to be extended, with proposals being developed for solar farms at white moss, the solar installation at the investment centre, a project looking at the opportunities to retrofit some of our housing areas with hybrid charging stations, and planning conditions to include charging station on new builds, but we should be able to go further, working with other businesses and local residents to promote schemes that support people to move to more energy efficient solutions and green energy production.

2. **Public Engagement with a Waste Reduction Strategy** – via ‘reduce, reuse, recycle’ hierarchy, this should include working with businesses to reduce the product packaging and focusing on education and promoting informed choice, similar to the food hygiene scores where retailers are able to be awarded a green score and supported to develop an action plan to help them achieve further efficiencies, and work through schools and communication campaigns to help residents of West Lancashire to implement changes at home.
3. **Developing / Supporting Biodiversity Projects** - This should see our tree planting projects and wildflower habitats being rolled out and should help to develop strategies for our green spaces that help support sustainable wildlife habitats to thrive and flourish.
4. **Development of Water Management Strategies** - that leave no-one vulnerable and without help - This should mean that we work with lead Flood Authorities and the Highways Services to reintroduce a programme of preventative maintenance to help address the issues of localised flooding and also have an action plan to address the wider scale issues of flooding across West Lancashire.

(It is anticipated that through the active engagement with Communities, Businesses, Individuals and Stakeholders across all sectors of the Borough, that further priorities will also be identified).

Comparison

Other Local Authorities.

Resources -

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

INFORMATION

<https://www.westlancs.gov.uk/environment/climate-change-and-green-living.aspx>

The Council has a Vision and Priority To 'Become a Greener West Lancashire'

We want

- To become a Carbon Neutral Council by 2030
- Local business and citizens to embrace the green agenda
- Council housing stock to meet high standards of efficiency - insulation, design, technology
- To minimise waste disposal and improve recycling services to meet national targets
- To embed green infrastructure into our thinking and planning for West Lancashire's future development and regeneration
- To safeguard the natural landscape and maintain our green environment

We will

- Lead good practice; develop a Climate Change strategy and action plan
- All council buildings are operating to highest efficiency standards
- Encourage local businesses and service providers to set their own green targets
- Commit to maximising Council energy requirements from renewable sources
- Maximise the use of solar panels on Council owned buildings and housing stock
- Increase the use of environmentally friendly products
- Optimise the development of solar/wind farm investment
- Use the supply chain to maximise energy efficiency, design out waste and reduce our carbon footprint
- Optimise the Council fleet; increase route efficiency and maximise low emissions
- Enhance green spaces and explore Eco park
- Support the development of green transport
- Use green credentials to form part of our procurement selection criteria.
- Reduce waste and improve recycling,
- Develop a Local Plan policy encouraging green developments

Witnesses

Who?	Why?	How?
Representative/s from Environmental Services	To gain an insight into their experience of delivering an 'Action on Climate Emergency' Action Plan	<u>Attendance at a meeting and presentation of information.</u>
Others stakeholders that may be identified during the course of the review.	To provide further information.	<u>Attendance at a meeting, if appropriate or presentation of information.</u>

Site Visits

Where?	Why?

ESTABLISH WAYS OF WORKING

Officer Support

Lead Officer - Chris Twomey, Corporate Director of Transformation & Resources

Scrutiny Support Officer – Julia Brown, Member Services Officer

Legal Officer – Adam Spicer, Assistant Solicitor

Environmental Services - Tina Iball – Environmental Strategy Officer

Dan Massey – Head Ranger

Anne Faulkner – Park Ranger

Sam Mooney – Waste & Recycling Promotions Officer

Dave Owens – Principal (Drainage & Flood Risk) Engineer

Reporting Arrangements

The Corporate and Environmental Overview and Scrutiny Committee to submit its final report and recommendations to Cabinet and Council January/February 2022 (if applicable).

TIME SCALES

Meeting 1 – 11 March 2021

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

Meeting 2 – 10 June 2021

- To consider the findings of a Climate Change 'On-Line' Consultation
- To agree and review the Project Plan.

Meeting 3 – 16 September 2021

- To agree and review the Project Plan.

Meeting 4 – 9 December 2021

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

Cabinet – January 2022

- Submission of final report.

Council – February 2022

- To receive the final report (if required).

INFORMATION GATHERED

11 March 2021	Tina Iball (Environmental Strategy Officer) and Dan Massey (Head Ranger) – Climate Emergency Action Review Presentation
10 June 2021	Tina Iball (Environmental Strategy Officer) and Dan Massey (Head Ranger) – Present findings of the Climate Action 'On-Line' Consultation.

OTHER

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RECOMMENDATIONS

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

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

<p>16 September 2021</p>	<ul style="list-style-type: none"> • QPIs 2021/22 (as advised) • Car Parking Spaces on Housing land - 'one hit item' (tbc) • West Lancashire Leisure (WLCL) Annual Report – To consider a presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO). • Review: To agree the draft final report and final recommendations for submission to Cabinet and Council, if applicable in November/December 2021. • Review Topic 2022/23 and Confirmation of Work Programme – To consider the report of the Corporate Director Transformation and Resources. • Review Topic • Members’ Items (as advised) • Items from the Members’ Update (as advised) • Future Work Programme
<p>9 December 2021</p>	<ul style="list-style-type: none"> • QPIs 2021/22 (as advised) • Review of Public Conveniences - 'one hit item' (tbc) • Review of resources available for community activities in terms of venues, organisation, personnel and finance – To consider a topic submitted by a member of the public (tbc) • Review Topic • Members’ Items (as advised) • Items from the Members’ Update (as advised) • Future Work Programme
<p>10 March 2022</p>	<ul style="list-style-type: none"> • QPIs 2020/21 (as advised) • Crime and Disorder Scrutiny – To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP) • Review Topic • Members’ Items (as advised)

	<ul style="list-style-type: none">• Items from the Members' Update (as advised)• Future Work Programme
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