Jacqui Sinnott-Lacey
Chief Operating Officer

52 Derby Street
Ormskirk
West Lancashire
L39 2DF

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7 November 2022

TO: COUNCILLORS Y GAGEN, G DOWLING, C COUGHLAN, V CUMMINS, A FENNELL, N PRYCE-ROBERTS, J WILKIE AND A YATES

Dear Councillor,

A meeting of the **CABINET** will be held in the **CABINET/COMMITTEE ROOM, 52 DERBY STREET, ORMSKIRK L39 2DF** on **TUESDAY, 15 NOVEMBER 2022** at **7.00 PM** at which your attendance is requested.

Yours faithfully

Jacqui Sinnott-Lacey
Chief Operating Officer

AGENDA
(Open to the Public)

1. APOLOGIES

2. SPECIAL URGENCY (RULE 16 ACCESS TO INFORMATION PROCEDURE RULES)/URGENT BUSINESS

If, by virtue of the date by which a decision must be taken, it has not been possible to follow Rule 15 (i.e. a matter which is likely to be the subject of a key decision has not been included on the Forward Plan) then the decision may still be taken if:

a) The Chief Operating Officer, on behalf of the Leader, obtains the agreement of the Chairman of the Executive Overview and

Scrutiny Committee that the making of the decision cannot be reasonably deferred,

b) The Chief Operating Officer, on behalf of the Leader, makes available on the Council's website and at the offices of the Council, a notice setting out the reasons that the decision is urgent and cannot reasonably be deferred.

3. PUBLIC SPEAKING 351 - 356

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 Friday 11 November 2022.

4. DECLARATIONS OF INTEREST 357 - 358

If a member requires advice on Declarations of Interest, he/she is advised to contact the Legal & Democratic Services Manager in advance of the meeting. (For the assistance of members a checklist for use in considering their position on any particular item is included at the end of this agenda sheet.)

5. MINUTES 359 - 366

To receive as a correct record, the minutes of the meeting of Cabinet held on 13 September 2022.

6. MATTERS REQUIRING DECISIONS

6a **2022/23 Quarter 2 GRA Revenue Monitoring** 367 - 370
To consider the report of the Head of Finance, Procurement & Commercial Services.
(Relevant Portfolio Holder: Councillor A Yates)

6b **2022/23 Quarter 2 GRA Capital Monitoring** 371 - 380
To consider the report of the Head of Finance, Procurement & Commercial Services.
(Relevant Portfolio Holder: Councillor A Yates)

6c **22/23 Quarter 2 HRA Revenue and Capital Monitoring** 381 - 390
To consider the report of the Head of Finance, Procurement & Commercial Services.
(Relevant Portfolio Holder: Councillor N Pryce Roberts)

6d **22/23 TM Mid-Year Prudential Indicators** 391 - 400
To consider the report of the Head of Finance, Procurement & Commercial Services.
(Relevant Portfolio Holder: Councillor A Yates)

6e **Results of Citizen Survey 2022** 401 - 498
To consider the report of the Corporate Director of Transformation,

Housing and Resources.
(Relevant Portfolio Holder: Councillor Adam Yates)

6f **Housing Strategy** 499 - 508
To consider the report of the Corporate Director of Transformation, Housing and Resources.
(Relevant Portfolio Holder: Councillor Nicola Pryce-Roberts)

7. EXCLUSION OF PRESS AND PUBLIC

It is recommended that members of the press and public be excluded from the meeting during consideration of the following items of business in accordance with Section 100A(4) of the Local Government Act 1972 on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 (financial/business affairs) of Part 1 of Schedule 12A to the Act and as, in all the circumstances of the case the public interest in maintaining the exemption under Schedule 12A outweighs the public interest in disclosing the information.

(Note: No representations have been received about why the meeting should be open to the public during consideration of the following items of business).

PART 2 - NOT OPEN TO THE PUBLIC

8. MATTERS REQUIRING DECISIONS

8a **Golf course update with recommendations for next steps** 509 - 604
To consider the report of the Corporate Director of Place & Community.
(Relevant Portfolio Holder: Councillor C Coughlan)

8b **Update on Housing Repairs Service** 605 - 612
To consider the report of the Corporate Director of Transformation, Housing & Resources.
(Relevant Portfolio Holder: Councillor N Pryce-Roberts)

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:
Jacky Denning on 01695 585384
Or email jacky.denning@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 informed any interested parties of the escape routes.
3. Make yourself familiar with the location of the assembly point and informed 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.**

PUBLIC SPEAKING – PROTOCOL

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

1.0 Public Speaking

1.1 Residents of West Lancashire may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.

1.2 A Parish Council Representative may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.

1.3 The form attached as an Appendix to this Protocol should be used for submitting requests.

2.0 Deadline for submission

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

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

2.2 Completed forms will be collated by Member Services and circulated via e-mail to relevant Members and officers and published on the Council website via Modgov. Only the name of the speaker (and representative) and details of the issue to be raised will be published.

2.3 Groups of persons with similar views should elect a spokesperson to speak on their behalf to avoid undue repetition of similar points. Spokespersons should identify in writing on whose behalf they are speaking.

3.0 Scope

3.1 Any matters raised must be relevant to an item on the agenda for the meeting.

3.2 The Legal & Democratic Services Manager may reject a submission if it:
(i) is defamatory, frivolous or offensive;
(ii) is substantially the same as representations which have already been submitted at a previous meeting; or

(iii) discloses or requires the disclosure of confidential or exempt information.

4.0 Number of items

4.1 A maximum of one form per resident will be accepted for each Agenda Item.

4.2 There will be a maximum of 10 speakers per meeting. Where there are more than 10 forms submitted by residents, the Legal & Democratic Services Manager will prioritise the list of those allowed to speak. This will be considered having regard to all relevant matters including:

a. The order in which forms were received.
b. If one resident has asked to speak on a number of items, priority will be given to other residents who also wish to speak
c. Whether a request has been submitted in relation to the same issue.

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

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

5.0 At the Meeting

5.1 Speakers will be shown to their seats. At the commencement of consideration of each agenda item the Leader/Chairman will invite the speakers to make their representations. Speakers will have up to 3 minutes to address the meeting. The address must reflect the issue included on the prescribed form submitted in advance.

5.2 Members may discuss what the speaker/s have said, along with any other information/representations submitted under this protocol, when all speakers on that item have finished and will then make a decision. Speakers should not circulate any supporting documentation at the meeting and should not enter into a debate with Councillors.

5.4 If residents feel nervous or uncomfortable speaking in public, then they can ask someone else to do it for them, including a Parish or Borough Councillor representative. They can also bring an interpreter if they need one. They should be aware there may be others speaking as well.

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

5.5 Speakers may leave the meeting at any time, taking care not to disturb the meeting.

(Please see attached form.)

WEST LANCASHIRE BOROUGH COUNCIL

REQUEST FOR PUBLIC SPEAKING AT MEETINGS

MEETING & DATE ……………………………………………………………………

NAME …………………………………………………………………………….

ADDRESS …………………………………………………………………………….

…………………………………………………………………………….

Post Code …………………………………………….

PHONE ………………………………………………………….

Email ………………………………………………………….

Please indicate if you will be in attendance at the meeting	**YES/NO*** *delete as applicable
Please indicate if someone will be speaking on your behalf at the meeting	**YES/NO*** *delete as applicable

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

NAME …………………………………………………………………………….

PHONE ………………………………………………………….

Email ………………………………………………………….

Note: This page will not be published.

(P.T.O.)

PLEASE PROVIDE DETAILS OF THE MATTER YOU WISH TO RAISE

Agenda Item Number ………………….

Title ……………………………………………………..

Details ………………………………………………………….

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Name ………………………………… Dated ………………………

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

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

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

Note: This page will be circulated to Members of the Committee and published.

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

	General		Notes
1.	I have a disclosable pecuniary interest.	☐	*You cannot speak or vote and must withdraw unless you have also ticked 5 below*
2.	I have a non-pecuniary interest.	☐	*You may speak and vote*
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	☐	*You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below*
	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	☐	*You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below*
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.	☐	*You may speak and vote*
(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.	☐	You may speak and vote
(iii)	Statutory sick pay where I am in receipt or entitled to receipt of such pay.	☐	*You may speak and vote*
(iv)	An allowance, payment or indemnity given to Members	☐	*You may speak and vote*
(v)	Any ceremonial honour given to Members	☐	*You may speak and vote*
(vi)	Setting Council tax or a precept under the LGFA 1992	☐	*You may speak and vote*
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 15/09/20 – 14/09/24)	☐	*See the terms of the dispensation*
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	☐	*You may speak but must leave the room once you have finished and cannot vote*

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

Interest	***Prescribed description***
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by M in carrying out duties as a member, or towards the election expenses of M.

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

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

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

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

"relevant period" means the period of 12 months ending with the day on which M gives notice to the Monitoring Officer of a DPI; "relevant person" means M or M's spouse or civil partner, a person with whom M is living as husband or wife or a person with whom M is living as if they were civil partners;

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

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

10.1(1)(i) Any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;

(ii) Any body (a) exercising functions of a public nature; (b) directed to charitable purposes; or (c) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union), of which you are a member or in a position of general control or management;

(iii) Any easement, servitude, interest or right in or over land which does not carry with it a right for you (alone or jointly with another) to occupy the land or to receive income.

10.2(2) A decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a connected person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision.

'a connected person' means

(a) a member of your family or any person with whom you have a close association, or

(b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;

(c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or

(d) any body of a type described in sub-paragraph 10.1(1)(i) or (ii).

'body exercising functions of a public nature' means

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

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

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

CABINET

HELD: **Tuesday, 13 September 2022**
Start: 7.00 pm
Finish: 7.20 pm

PRESENT:

Councillors:

Councillor	Portfolio
Councillor Yvonne Gagen	Leader of the Council
Councillor Gareth Dowling	Deputy Leader and Portfolio Holder for Communities and Community Safety. Dementia Champion and Food Security Champion
Councillor Carl Coughlan	Portfolio Holder for Leisure; and Youth Champion
Councillor Vickie Cummins	Portfolio Holder for Health & Wellbeing
Councillor Anne Mary Fennell	Portfolio Holder for Planning
Councillor Nicola Pryce-Roberts	Portfolio Holder for Housing
Councillor Jenny Wilkie	Portfolio Holder for Street Scene and Green Initiatives

In attendance: Councillor David Westley

Officers:
Jacqui Sinnott-Lacey, Chief Operating Officer
Heidi McDougall, Corporate Director of Place & Community
James Pierce, Head of Finance, Procurement and Commercial Services
Kathryn Sephton, Clean & Green Operations Manager
Paul Charlson, Head of Planning & Regulatory Services
Jacky Denning, Democratic Services Manager
Peter Gregory, Estates & Valuations Manager
Rebecca Spicer, Insurance and Risk Officer
Tom McGowan, Principal Planning & Implementation Officer

A minute silence was observed in respect of the passing of Her Majesty Queen Elizabeth II.

15 APOLOGIES

An apology for absence was received on behalf of Councillor Adam Yates.

16 SPECIAL URGENCY (RULE 16 ACCESS TO INFORMATION PROCEDURE RULES)/URGENT BUSINESS

There were no items of special urgency.

17 **PUBLIC SPEAKING**

There were no items under this heading.

18 **DECLARATIONS OF INTEREST**

There were no declarations of interests.

19 **MINUTES**

RESOLVED: That the minutes of the Cabinet meeting held on 7 June 2022 be received as a correct record and signed by the Leader.

20 **PROCEDURAL MATTERS - ESTATES REGENERATION CABINET WORKING GROUP**

RESOLVED: That the following change of Terms of Reference of the Estates Regeneration Cabinet Working Group be noted:

Functions:
(a) To oversee the Revival Project
(b) To oversee the development of key HRA estates improvement and regeneration schemes
(c) To consider innovation options in development and construction in potential schemes.
(d) To report recommendations to Cabinet and/or Council as appropriate
(e) To monitor the Cabinet approved Asset Management Strategy, to ensure appropriate investment in the asset portfolio, including consideration of proposed capital programmes and initiatives to contribute to the commitment to be a carbon neutral Borough by 2030.

21 **MATTERS REQUIRING DECISIONS**

Consideration was given to report relating to the following matters requiring decisions and contained on pages 173 to 322 of the Book of Reports.

22 **CUSTOMER CONTACT CENTRE CALL HANDLING - WL108 PERFORMANCE INDICATOR**

The Leader, Councillor Yvonne Gagen, introduced the report of the Corporate Director of Transformation, Housing & Resources, which provided details on the level of resource required to enable the target for "WL108 average answered wait time for callers to the contact centre", to reduce to 60 seconds.

The Leader advised that the report had been considered by the Executive Overview

& Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendation contained therein.

RESOLVED: That the target for WL108 remains at 145 seconds.

23 **2022-23 QUARTER 1 REVENUE AND CAPITAL MONITORING HRA (HOUSING REVENUE ACCOUNT)**

The Leader introduced the report of the Head of Finance, Procurement & Commercial Services, which provided a summary of the Housing Revenue Account (HRA) and Housing capital programme positions for the 2022/23 financial year.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: A. That the 2022/23 HRA and Housing capital programme positions be noted.

B. That the proposed budget adjustments identified in paragraphs 4.3 and 4.4 of the report be approved, namely to move £50k budget from central administration to electrical testing; and £30k from contributions to bad debt provision to central heating servicing.

C. That the significant budget pressures be noted.

24 **2022-23 QUARTER 1 REVENUE MONITORING GRA (GENERAL REVENUE ACCOUNT)**

The Leader introduced the report of the Head of Finance, Procurement & Commercial Services, which provided a summary of the General Revenue Account (GRA) position for the 2022/23 financial year at quarter 1.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive

Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: A. That the 2022/23 GRA quarter 1 position be noted.

B. That future GRA Revenue Monitoring reports be considered by the newly established Budget/Council Plan Committee, unless there are specific recommendations for Cabinet to consider.

25 2022/23 TREASURY MANAGEMENT & PRUDENTIAL INDICATORS

The Leader introduced the report of the Head of Finance, Procurement & Commercial Services, which set out details of Treasury Management operations for the first quarter of 2022/23 and to report on the Prudential Indicators, where available.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: A. That the Treasury Management activity and Prudential Indicator performance for the first quarter of 2022/23 be noted.

B. That future Treasury Management monitoring reports be submitted to the Budget/Council Plan Committee, unless there are specific recommendations for Cabinet to consider.

26 2022-23 QUARTER 1 CAPITAL MONITORING GRA (GENERAL REVENUE ACCOUNT)

The Leader introduced the report of the Head of Finance, Procurement & Commercial Services, which detailed the Revised General Revenue Account (GRA) Capital Programme for 2022/23 and provided an update on the progress of capital schemes at quarter 1.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: A. That the revised Capital Programme, including the re-profiling, virements and budget adjustments contained within Appendix A to the report and the progress against the Revised Capital Programme at Quarter 1, be noted.

B. That future GRA Capital Monitoring reports be considered by the newly established Budget/Council Plan Committee, unless there are specific recommendations for Cabinet to consider.

27 CIL FUNDING PROGRAMME FOR 2023/24

The Portfolio Holder for Planning, Councillor Ann Fennell, introduced the report of the Corporate Director of Place & Community, which sought approval of a temporary suspension of part of the Community Infrastructure Levy (CIL) Funding Programme 2023/24.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

The Head of Planning & Regulatory Services addressed the meeting and sought agreement to the Infrastructure Funding Statement being circulated via a Members Update item, rather than being considered by Cabinet in November 2022.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the request from the Head of Planning and Regulatory Services, the report before it and the recommendations contained therein.

RESOLVED: A. That the temporary suspension of part of the CIL Funding Programme 2023/24 as set out in the report be approved as follows:

1. That the relevant parts of the 2023/24 CIL Funding Programme detailed in this report will be suspended temporarily pending recommencement in Spring 2023 to cover two full financial years (2024/25 and 2025/26).

2. That amendment to the Governance Framework (see Appendix 1) is approved to allow the recommendation at A. to take place. Thereafter the original Governance Framework Timetable will return to the original format.

B. That the resource issues regarding CIL and the need for contingency planning in relation to staff, be noted.

C. That the Infrastructure Funding Statement be circulated via the Members Update, prior to it being formally published.

28 **RISK MANAGEMENT FRAMEWORK & KEY RISK REPORT**

The Leader introduced the report of the Corporate Director of Transformation, Housing & Resources, which provided an update on the Council's Risk Management Framework and set out details on the Key Risks facing the council and how they are being managed.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting and referred to the agreed comments of that Committee, which read:
"That the risk owner look again at the risk 'Delays In Preparation of new Local Plan' to change the rating higher than 'cautious'."

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: That the progress made in relation to the management of the risks shown in the Key Risk Register (Appendix A) be endorsed.

29 **MEDIUM TERM FINANCIAL STRATEGY UPDATE 2022/23-2024/25**

The Leader introduced the report of the Head of Finance, Procurement & Commercial Services, which presented the updated Medium-Term Financial Forecast (MTFF) for 2023/24 to 2025/26 and the latest forecast budget gap for the three years of £3.014m, comprising:

- £0.539m in 2023/24
- £1.474m in 2024/25
- £1.001m in 2025/26

The report also detailed the reserves position as at 31 March 2022 and set out the annual budget setting process for 2023/24.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: A. That the latest Medium-Term Financial Forecast (MTFF) for 2023/24 to 2025/26 and the latest reserves position as at 31 March 2022, be noted.

B. That the annual budget setting process for 2023/24, detailed in paragraph 9 of the report, be endorsed.

C. That the Council continue to actively look at options for reducing current spending.

30 **CORPORATE PEER CHALLENGE**

The Leader introduced the report of the Corporate Director of Transformation, Housing & Resources, which presented the Corporate Peer Challenge Report and draft action plan.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: A. That the Corporate Peer Challenge report be welcomed.

B. That the action plan be agreed.

C. That Executive Overview and Scrutiny Committee monitor the delivery of the action plan.

31 **EXCLUSION OF PRESS AND PUBLIC**

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

(Note: No representations had been received in relation to the following item being considered in private)

32 **MATTERS REQUIRING DECISIONS**

Consideration was given to report relating to the following matter requiring a decision and contained on pages 323 to 330 of the Book of Reports:

33 DEVELOPMENT OPTIONS FOR LAND AT NEW COURT WAY, ORMSKIRK

The Leader introduced the report of the Corporate Director of Transformation, Housing & Resources, which detailed options for the future use of the vacant site at New Court Way, Ormskirk, and sought authority to invite expressions of interest for development.

The Leader advised that the report had been considered by the Executive Overview & Scrutiny Committee on 6 September 2022, the minutes of which had been circulated prior to the meeting.

A revised Appendix B had been circulated prior to the meeting.

In reaching the decision below the Cabinet considered the decision of the Executive Overview & Scrutiny Committee, the report before it and the recommendations contained therein.

RESOLVED: A. That the Director of Transformation, Housing and Resources be authorised to take all necessary steps to prepare and advertise the site for expressions of interest, including some brief indicative Heads of Terms with a view to receiving development proposals. To be based on a lease of the land hatched per the attached plan at Appendix A to the report.

B. That the Director of Transformation, Housing and Resources to report back to Cabinet on the results of the expressions of interest exercise in order that it can decide on the course of action that would best meet the Council's priorities.

…………………………………..
Leader

Agenda Item 6a

BUDGET/COUNCIL PLAN COMMITTEE: 1 November 2022

EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE: 3 November 2022

CABINET: 15 November 2022

COUNCIL: 14 December 2022

Report of:	**Head of Finance, Procurement and Commercial Services**
Relevant Portfolio Holder:	**Councillor Adam Yates**
Contact for further information:	**Peter Quick (Ext 5203) (E-mail: peter.quick@westlancs.gov.uk)**

SUBJECT: 2022/23 GRA REVENUE Q2 MONITORING

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To provide a summary of the General Revenue Account (GRA) position for the 2022/23 financial year at quarter 2 and approve the budget amendments set out below.

2.0 RECOMMENDATIONS TO BUDGET/COUNCIL PLAN COMMITTEE

2.1 That the report be considered and any comments submitted to the Finance Portfolio Holder in advance of the Council meeting on 14 December 2022.

3.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

3.1 That the report be considered and any comments submitted to the Finance Portfolio Holder in advance of the Council meeting on 14 December 2022.

4.0 RECOMMENDATIONS TO CABINET

4.1 That the 2022/23 GRA position be noted and endorsed.

5.0 RECOMMENDATIONS TO COUNCIL

5.1 That the 2022/23 GRA position be noted.

5.2 That the budget amendments reported be approved.

6.0 BACKGROUND

6.1 In February 2022, Council agreed the 2022/23 GRA Net Budget of £14.953m

6.2 The 2022/23 budget was set prior to the worsening of the cost-of-living crisis and the escalating inflation and energy costs. The quarter 1 position included some early estimations in the context of energy and other cost pressures along with materials shortages.

7.0 GENERAL REVENUE ACCOUNT: QUARTER 2 POSITION

7.1 The table below reflects changes to the original budget approved by Council in February 2022. The changes reflect in-year budget and technical realignments to better reflect statutory reporting requirements, and changes in team structures. The approved net budget of £14.953m has not changed.

2022/23	Original Budget £000s	Revised Budget £000's
Corporate and Customer Services	5,753	5,760
Legal and Democratic Services	1,111	1,123
Environmental Services	6,425	6,556
Finance, Procurement and Commercial Services	(1,271)	(755)
Housing	836	839
Planning and Regulatory	1,813	1,947
Wellbeing and Place	1,740	1,232
Central Service: Corporate Budgets	965	728
Central Service: Corporate Staff Vacancy Factor	(1,014)	(1,014)
NET SERVICE BUDGET	**16,358**	**16,416**
Non Service: Treasury Management	(122)	(122)
Non Service: Reserves	(1,283)	(1,341)
NET BUDGET	**14,953**	**14,953**
Council Tax	(8,227)	(8,227)
Business Rates: Retained Income	(2,793)	(2,793)
Business Rates: S31 Grants	(2,850)	(2,850)
Government Grants	(1,083)	(1,083)
FUNDING	**(14,953)**	**(14,953)**

7.2 The table below provides quarter 2 forecast outturn estimates against the revised budget. The mid-year net forecast position is a shortfall of £500k, this compares with £240k forecast shortfall at quarter 1. Further details are provided below.

2022/23	Revised Budget £000s	Q1 Var. £000s	Q2 Var. £000s	Comments
Corporate and Customer Services	5,760	0	(200)	Vacancies
Legal and Democratic Services	1,123	0	0	
Environmental Services	6,556	0	200	Staffing
Finance, Procurement and Commercial Services	(755)	0	(70)	Various running cost budgets
Housing	839	0	0	Vacancies Energy costs
Planning and Regulatory	1,947	0	0	Vacancies Planning income down
Wellbeing and Place	1,232	0	0	Review of repairs pending
Central Service: Corporate Budgets	728	0	0	
Central Service: Corporate Staff Vacancy Factor	(1,014)	0	400	Pay award
NET SERVICE BUDGET	**16,416**	**0**	**330**	
Non Service: Treasury Management	(122)	240	170	Rising interest rates
Non Service: Reserves	(1,341)	0	0	
NET BUDGET	**14,953**	**240**	**500**	To be met from reserves
Council Tax	(8,227)	0	0	
Business Rates: Retained Income	(2,793)	0	0	
Business Rates: S31 Grants	(2,850)	0	0	
Government Grants	(1,083)	0	0	
FUNDING	**(14,953)**	**0**	**0**	

Quarter 2: Review

7.3 At quarter 1 it was reported that:

- The 2022/23 Net Budget included an increase to the vacancy factor of £569k, from £445k (around 2.5% of salary costs) to £1.014m (around 6%), and
- The current Local Government pay offer for 2022/23 is a flat increase of £1,925 per full time employee, regardless of grade. An estimation of the cost impact is c.£1.036m (around 6% of salary costs), the budget approved in February included for a 3% uplift, therefore 3% or £518k was not budgeted and is an in-year budget pressure.

7.4 Each service heading in the table above includes the forecast for the overall 6% pay settlement but staffing budgets have not yet been uplifted to reflect the additional 3% or £518k.

7.5 The quarter 1 forecast reported that the increased vacancy factor and pay offer could be contained within existing salary budgets. During quarter 2, as the Council continues to recruit into vacant posts and the use of agency staff to cover key posts in the establishment, the latest forecast shows that the in-year budget pressure of £518k cannot be contained within existing salary budgets.

Quarter 2: Forecast Outturn

7.6 The effect of above budgeted pay offer of £518k, now makes the achievement of the corporate vacancy factor target unlikely and an under achievement of £400k is being reported at quarter 2.

7.7 Management will continue to monitor, recruitment and the use of agency staff to actively manage staffing budget spend, along with non-pay budgets for the remainder of the financial year. To ensure actions can be taken to offset the in-year budget pressure caused by the over budgeted pay offer, and the need to draw upon reserves at year-end.

7.8 Government have recently announced the support being offered to commercial energy users such as WLBC. It was anticipated in quarter 1 that energy budget pressure of around £200k could be contained within existing budgets. The additional support is likely to reduce the budget pressure which can still be contained within overall service budgets.

7.9 The forecasted shortfall in treasury management income, reported at quarter 1 of £240k, is expected to reduce by £70k to around £170k at quarter 2, due to rising interest rates. As reported previously, the SORP assumptions about higher cash balances than are currently available make the Treasury Management target unrealistic.

8.0 SUSTAINABILITY IMPLICATIONS

8.1 Careful monitoring the budget position helps ensure that the GRA remains able to deliver services and is financially sustainable in the medium term.

9.0 RISK ASSESSMENT

9.1 The formal reporting of performance on the General Revenue Account is part of the overall budgetary management and control framework that is designed to minimise the financial risks facing the Council. This process is resource intensive for both Members and Officers but ensures that a robust and achievable budget is set.

9.2 The 2022/23 pay offer of around 6% of salary costs, is 3% above the 3% included in the budget approved in February 2022, that results in an in-year budget pressure of £518k. Management will continue to monitor pay and non-pay budgets for the remainder of the financial year to reduce the need to draw upon reserves at year-end.

Background Documents

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

Equality Impact Assessment

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

Appendices

1. Minute of the Budget/Council Plan Committee 1 November 2022
2. Minute of the Executive Overview & Scrutiny Committee 3 November 2022
3. Minute of Cabinet 15 November 2022

Budget/Council Plan Committee: 1 November 2022

Executive and Overview & Scrutiny Committee: 3 November 2022

CABINET: 15 November 2022

COUNCIL: 14 December 2022

Report of:	**Head of Finance, Procurement and Commercial Services**
Relevant Portfolio Holder:	**Councillor Adam Yates**
Contact for further information:	**Cathy Murphy (Ext. 5057)** **(E-mail: Cathy.Murphy@westlancs.gov.uk)**

SUBJECT: 2022/23 GRA CAPITAL Q2 MONITORING

Wards affected: Borough wide

1.0 PURPOSE OF REPORT

1.1 To provide the Revised General Revenue Account (GRA) Capital Programme for 2022/23 and an update on the progress of capital schemes at quarter 2.

2.0 RECOMMENDATIONS TO BUDGET/COUNCIL PLAN COMMITTEE

2.1 That the report be considered and any comments submitted to the Finance Portfolio Holder in advance of the Council meeting on 14 December 2022.

3.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

3.1 That the report be considered and any comments submitted to the Finance Portfolio Holder in advance of the Council meeting on 14 December 2022.

4.0 RECOMMENDATIONS TO CABINET

4.1 Note and endorse the revised Capital Programme for 2022/23 of £12.147m, including the re-profiling, virements and budget adjustments contained within Appendix A.

4.2 Note and endorse the 2022/23 budget additions of £1.800m to the 2022/23 budget and £296k 2023/24 budget, to existing schemes within the approved programme, contained in Appendix A for approval by Council in December 2022.

4.3 Note the progress against the Revised Capital Programme at Quarter 2.

5.0 RECOMMENDATIONS TO COUNCIL

5.1 Note the revised Capital Programme for 2022/23 of £12.147m,

5.2 Approve the re-profiling, virements and budget adjustments contained within Appendix A.

5.3 Approve the 2022/23 budget additions of £1.800m to the 2022/23 budget and £296k 2023/24 budget, to existing schemes within the approved programme, contained in Appendix A.

5.4 Note the progress against the Revised Capital Programme at Quarter 2.

6.0 BACKGROUND

6.1 The Capital Programme is set on a three-year rolling basis and the programme for 2022/2023 to 2024/2025 was approved by Council in February 2022.

6.2 In accordance with best practice, the Capital Programme is subject to revision during the year to ensure that it is based on the latest available information and to make monitoring of the Programme more meaningful. It enables Managers to review their schemes with the most up to date information and to review the resources available. It also provides a base upon which to build future Capital Programmes.

6.3 Members are kept informed of the financial position of the Capital Programme through monitoring reports. The Housing Revenue Account programme is subject to a separate report, this report concentrates on the GRA Capital Programme.

7.0 REVISED CAPITAL PROGRAMME

7.1 The original 2022/23 Capital Programme of £6.033m was set at February 2022 Council, the re-profiling of £9.262m from 2021/22 into 2022/23 was further approved at July 2022 Council, so that the total Capital Programme for 2022/23 at quarter 1 totals £15.295m.

7.2 The 2022/23 budget will increase by £1.800m due to the following schemes:

- Disabled Facilities Grant of £1.444m
- Moor Street Phase 2 has overspent by £84k at the end of Quarter 2 and is expected to spend another £136k which will be funded partly by HAZ (Heritage Asset Zone) and Lancashire County Council.
- Cycle Trail funding has increased to £442k, the original funding was for £257k but an extra £185k has been secured via a grant.
- Safer Streets will reduce to £39k which is funded by a grant.
- Emergency works totalling £32k to be undertaken at the Chapel Gallery

The revised GRA Capital Programme at quarter 2 totals £17.095m of which £4.755m is funded by Capital Receipts following these changes.

7.3 Heads of Service have undertaken a review of their respective schemes and are proposing changes and re-profiling into future years of the Capital Programme to match the anticipated timing of spending, that are a result of more up to date information becoming available.

7.4 On completion of the review, a fully revised 3-year 2022/23 to 2024/25 Capital Programme, will be presented at December 2022 Council for approval and form the basis of the 2023/24 to 2025/26 Capital Programme budget setting.

7.5 The proposed re-profiling of £4.948m from the 2022/23 Capital Programme into future years is analysed in Appendix A, large schemes include:

- Leisure Facilities Project £3m.
- Burscough Sports Centre £386k
- Revenue Transformation costs £300k.
- Affordable Housing £247k.

7.6 Therefore the re-profiled Capital Programme for 2022/23 is now £12.147m, this can be subject to change if any further information becomes available prior to Council in December 2022.

8.0 CAPITAL EXPENDITURE

8.1 Generally, capital schemes are profiled with relatively low spending compared to budget in the early part of the financial year with increased spending as the year progresses. This reflects the fact that many new schemes have considerable lead in times. Other schemes are dependent on external partner funding and can only begin once their funding details have been finalised. Other related issues include contract retentions or contingencies that will only be spent some time after completion of the contract.

8.2 For the current year, of the re-profiled Capital Programme of £12.147m, £3.361m (28%) has been incurred at the end of quarter 2, £8.783m (72%)

remains to be utilised in quarters 3 and 4 and £4k will not be utilised or used in future years and will be returned to Capital Pot.

9.0 CAPITAL RESOURCES

9.1 There are sufficient resources identified to fund the 2022/23 Revised Capital Programme as shown in Appendix A.

9.2 The main area of the capital resources budget that is subject to variation is in relation to capital receipts. These are the useable proceeds from the sale of Council assets (mainly houses under Right to Buy legislation) that are available to fund capital expenditure. These receipts can vary significantly depending on the number and value of assets sold.

9.3 The budget for useable capital receipts (including the affordable housing element) to be generated from Council House sales in the year is set at £0.960m from 50 sales. At quarter 2, 35 sales had been completed and the target for the year is expected to be met.

10.0 SUSTAINABILITY IMPLICATIONS

10.1 The Capital Programme includes schemes that the Council plans to implement to enhance service delivery and assets. The Capital Programme also achieves the objectives of the Prudential Code for Capital Finance in Local Authorities by ensuring capital investment plans are affordable, prudent, and sustainable. This report provides an updated position on project plans and shows progress against them.

11.0 RISK ASSESSMENT

11.1 Capital assets shape the way services are delivered for the long term and, as a result, create financial commitments. The formal reporting of performance against the Capital Programme is part of the overall budgetary management and control framework that is designed to minimise the financial risks facing the Council.

11.2 Schemes within the Capital Programme that are reliant on external contributions and/or decisions are not started until funding is secured. Other resources that are subject to fluctuations are monitored closely to ensure availability. The Capital receipts position is scrutinised on a regular basis and managed over the medium term to mitigate the risk of unfunded capital expenditure.

12.0 HEALTH AND WELLBEING IMPLICATIONS

12.1 Some of the Capital Schemes will enhance the Health and Wellbeing of residents and the management of the delivery is ensured via the reporting mechanism.

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 majority of the budget issues set out in this report have been the subject of previous reports to committees and consequently an Equality Impact Assessment has already been prepared for them where relevant.

Appendices

A 2022/23 Revised GRA Capital Programme: Spend to Date Against Budget Appendices

B. Minute of the Budget/Council Plan Committee 1 November 2022

C. Minute of the Executive Overview & Scrutiny Committee 3 November 2022

D. Minute of Cabinet 15 November 2022

APPENDIX A: 2022/23 GRA CAPITAL PROGRAMME

	2022/23											2023/24				2024/25		
	Approved Budget Feb 2022	Re-profiling from 2021/22 July 2022	In-Year Approvals Dec 2022	Total Budget	Q1 Actual Spend	Q2 Actual Spend	Remaining Budget	Q3 Forecast Spend	Q4 Forecast Spend	Forecast Spend	Potential Slippage	Approved Budget Feb 2022	In-Year Approvals Dec 2022	Slippage from 2022/23	Total Budget	Recurring and Continuation of Schemes	Total Budget	Notes
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
SERVICE and SCHEME:																		
Finance Procurement & Commercial Services																		
Parish Capital Schemes	£30	£12		**£42**	£1	£10	£31	£0	£21	**£32**	£10	£30		£10	**£40**	£30	**£30**	Projects have to be completed within 2 years so unspent budget has to be spent in 2023/24
Restructuring Costs	£0	£152		**£152**		£0	£152	£0		**£0**	£152			£152	**£152**		**£0**	These costs are Ad-hoc
Capitalise revenue transformation costs.	£0	£300		**£300**		£0	£300	£0		**£0**	£300			£300	**£300**		**£0**	These costs are Ad-hoc
Building Compliance on Commercial Property	£20	£20		**£40**		£0	£40	£40		**£40**	£0	£20			**£20**		**£0**	
Culvert Debris Screens	£0	£2		**£2**		£0	£2	£2		**£2**	£0				**£0**		**£0**	
Skelmersdale Town Centre	£0	£5,220		**£5,220**		£1,408	£3,812	£1,906	£1,906	**£5,220**	(£0)				**£0**		**£0**	This is an ongoing project
Etarmis System	£0	£17		**£17**		£0	£17	£0	£17	**£17**	£0				**£0**		**£0**	
Wellbeing & Leisure																		
WL Play Strategy Improvements	£108	£629		**£737**		£261	£476	£250		**£511**	£226	£30		£226	**£256**		**£0**	delays due to resource capacity, procurement and delivery delays
Burscough Sports Centre	£0	£386		**£386**		£0	£386	£0		**£0**	£386			£386	**£386**		**£0**	This project has been placed on hold pending finalisation of the new Leisure Hubs procurement project.
Allotment Improvements	£0	£4		**£4**		£0	£4	£0	£4	**£4**	(£0)				**£0**		**£0**	
Tawd Valley	£0	£58		**£58**	£2	£1	£55	£20		**£23**	£35			£35	**£35**		**£0**	developments on site are an ongoing process. For some of the schemes (mountain bike track, community room) we have received additional match funding beyond original estimated budgets
Chapel Gallery phase 3	£0	£1	£32	**£33**		£0	£33	£32	£1	**£33**	(£0)				**£0**		**£0**	
Hesketh Avenue	£0	£40		**£40**		£0	£40	£0	£40	**£40**	£0				**£0**		**£0**	
Nye Bevan Pool Building Works	£0	£9		**£9**		£0	£9	£0	£9	**£9**	£0				**£0**		**£0**	
Park Pool Building works	£0	£10		**£10**		£0	£10	£0	£10	**£10**	£0				**£0**		**£0**	
Bowling Greens	£0	£11		**£11**		£0	£11	£0	£11	**£11**	£0				**£0**		**£0**	
Whittle Drive	£0	£37		**£37**		£0	£37	£0	£37	**£37**	£0				**£0**		**£0**	
Abbey Lakes	£0	£11		**£11**		£0	£11	£11		**£11**	£0				**£0**		**£0**	
Cycle Trail at Cheshire Lines	£0	£257	£185	**£442**	£9		£433	£0	£433	**£442**	£0				**£0**		**£0**	cost increases and specification changes by partners mean delay as additional resources are sought
Resurfacing of Blaguegate Lane	£0	£160		**£160**		£0	£160	£0		**£0**	£160			£160	**£160**		**£0**	probably going back to the CCG
Leisure Facilities Project	£4,000	£0		**£4,000**	£109	£41	£3,849	£0	£849	**£1,000**	£3,000			£3,000	**£3,000**		**£0**	
Community environmental improvements	£6	£0		**£6**			£6	£6		**£6**	£0				**£0**		**£0**	
Christmas trees & decorations for Skelmersdale	£25	£0		**£25**			£25	£25		**£25**	£0				**£0**		**£0**	
Environmental Services																		
Purchase of Vehicles	£0	£2		**£2**	£0		£2		£2	**£2**	(£0)				**£0**		**£0**	
Expand In Cab System	£0	£1		**£1**			£1	£1		**£1**	£0				**£0**		**£0**	
Waste Collection Projects	£2	£0		**£2**			£2	£0		**£0**	£2				**£0**		**£0**	
Litter Bin Policy Review (Cabinet November 2019)	£73	£0		**£73**		£3	£70	£57	£13	**£73**	£0	£60			**£60**		**£0**	
Liverpool Road Cemetry	£0	£1		**£1**		£0	£1	£0		**£0**	£1			£1	**£1**		**£0**	
Waste Management Service	£35	£0		**£35**		£0	£35	£0	£0	**£0**	£35			£35	**£35**		**£0**	White Paper has been released now awaiting LCC
Robert Hodge Centre - external site improvements relating to Health and Safety Traffic Flow	£0	£16		**£16**		£0	£16			**£0**	£16			£16	**£16**		**£0**	
Glutton Vaccuum Cleaner	£20	£0		**£20**		£0	£20	£20		**£20**	£0				**£0**		**£0**	
Becconsall Closed Church Yard	£30	£0		**£30**		£0	£30			**£0**	£30			£30	**£30**		**£0**	This is with legal and hopefully won't be needed
Tree Management	£50	£0		**£50**		£0	£50	£50		**£50**	£0	£50			**£50**		**£0**	
Culvert Management	£50	£0		**£50**		£0	£50		£30	**£30**	£20	£50		£20	**£70**		**£0**	awaiting quotes for a consultant, 1st quote is £30k
Replace faulty domestic bins	£10	£0		**£10**		£0	£10	£1	£9	**£10**	£0	£10			**£10**		**£0**	
5 additional mobile CCTV bundles to address flytipping	£6	£0		**£6**	£2	£0	£4		£4	**£6**	£0				**£0**		**£0**	awaiting report being written as to why essential will be spent Q4

APPENDIX A: 2022/23 GRA CAPITAL PROGRAMME

	2022/23											2023/24				2024/25		
	Approved Budget Feb 2022	Re-profiling from 2021/22 July 2022	In-Year Approvals Dec 2022	Total Budget	Q1 Actual Spend	Q2 Actual Spend	Remaining Budget	Q3 Forecast Spend	Q4 Forecast Spend	Forecast Spend	Potential Slippage	Approved Budget Feb 2022	In-Year Approvals Dec 2022	Slippage from 2022/23	Total Budget	Recurring and Continuation of Schemes	Total Budget	Notes
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
Growth and Development																		
Moor Street Phase 2	£0	£177	£220	**£397**	£7	£255	£136	£0	£136	**£397**	(£0)				**£0**		**£0**	Have been advised by the budget manager that this overspend with be funded by a grant from Lancashire County Council
Moor Street/St Helens Road				**£0**			£0			**£0**	£0		£276		**£276**		**£0**	
Free Trees	£20	£0		**£20**		£0	£20	£0	£20	**£20**	£0	£6			**£6**		**£0**	
Conservation Area Enhancement	£0	£14		**£14**		£2	£12	£0	£12	**£14**	£0				**£0**		**£0**	
Skelmersdale Vision	£0	£11		**£11**		£0	£11	£0	£11	**£11**	£0				**£0**		**£0**	
Wheatsheaf Walks	£0	£1		**£1**		£0	£1	£0	£1	**£1**	£0				**£0**		**£0**	
Affordable Housing	£247	£0		**£247**		£0	£247	£0	£0	**£0**	£247			£247	**£247**		**£0**	No site has been identified as of yet, spend to go through Tawd Valley Developments. Expect it will be 2023/2024 but cannot be confirmed
Preservation of Buildings at Risk	£0	£1		**£1**		£0	£1	£0	£1	**£1**	£0				**£0**		**£0**	
Abbey Lake Quarry	£0	£20		**£20**		£0	£20	£0	£20	**£20**	£0				**£0**		**£0**	
Mill Dam Lane	£0	£3		**£3**		£0	£3	£0	£3	**£3**	£0				**£0**		**£0**	
Alder Lane	£0	£5		**£5**		£0	£5	£0	£5	**£5**	£0				**£0**		**£0**	
Economic Regeneration	£0	£5		**£5**			£5	£0	£5	**£5**	£0				**£0**		**£0**	
Skelmersdale Gateway Improvements	£0	£50		**£50**			£50		£50	**£50**	£0				**£0**		**£0**	Part of Eastern Gateway scheme which has been delayed due to LCC awaiting planning approvals
Cycle Path (S106)	£0	£10		**£10**			£10	£10		**£10**	£0				**£0**		**£0**	
Canal Improvement	£0	£199		**£199**			£199	£0	£199	**£199**	£0				**£0**		**£0**	Part of Eastern Gateway scheme which has been delayed due to LCC awaiting planning approvals
Changing Places Facility	£60	£0		**£60**			£60	£60		**£60**	£0				**£0**		**£0**	
Housing and Regulatory Services																		
Corporate Property Investment Programme	£164	£75		**£239**		£46	£193	£97	£97	**£239**	£0	£164			**£164**	£164	**£164**	Plans are now being put in place in regards to this, Sandra will advise how spent by
M3PP System Replacement	£50	£40		**£90**			£90	£0	£0	**£0**	£90			£90	**£90**		**£0**	awaiting prices, looking at IDOX but could still be M3PP
Housing Renewal Grants	£0	£0		**£0**			£0	£0	£0	**£0**	£0	£50			**£50**		**£0**	
Disabled Facilities Grants	£0	£0	£1,444	**£1,444**	£324	£670	£450	£225	£225	**£1,444**	(£0)				**£0**		**£0**	This is funded in full by a grant from Central Government
CCTV	£0	£212		**£212**			£212	£0	£212	**£212**	£0				**£0**		**£0**	This was delayed to being procured as one project and is currently now out to tender
Burscough Sports Centre - roofing upgrades	£0	£20		**£20**			£20	£0	£0	**£0**	£20			£20	**£20**		**£0**	The £20k is not enough and they will do a bid for a larger amount, figure not known as of yet
Safer Streets	£0	£120	(£81)	**£39**			£39	£39	£0	**£39**	£0				**£0**		**£0**	This is due to Timing and staffing issues
										£0	£0							
Corporate and Customer Services										**£0**	£0							
I C T Infrastructure	£50	£50		**£100**			£100	£50	£50	**£100**	£0	£50			**£50**	£50	**£50**	Delayed as dependant on Lancashire County Council Negotiations
ICT Development Programme	£200	£223		**£423**			£423	£212	£212	**£423**	£0	£200			**£200**	£200	**£200**	Delayed as dependant on Lancashire County Council Negotiations
Website	£0	£20		**£20**			£20	£10	£10	**£20**	£0				**£0**		**£0**	
CRM System	£0	£67		**£67**			£67	£34	£34	**£67**	£0				**£0**		**£0**	Delayed as dependant on Lancashire County Council Negotiations
Right Kit Right Role Right Refresh - support agile working	£0	£128		**£128**	£1	£6	£121	£61	£60	**£128**	£0				**£0**		**£0**	Delayed as dependant on Lancashire County Council Negotiations
Microsoft Enterprise Site Licence	£35	£35		**£70**		£4	£66		£0	**£4**	£66			£66	**£66**		**£0**	
Corporate wifi upgrade	£0	£85		**£85**			£85	£43	£43	**£85**	£0				**£0**		**£0**	Delayed as dependant on Lancashire County Council Negotiations
Website development	£170	£0		**£170**			£170	£8	£8	**£16**	£154	£30		£154	**£184**		**£0**	
Communication devices	£0	£40		**£40**			£40	£20	£20	**£40**	£0				**£0**		**£0**	
Invest to Save Digital Services	£0	£59		**£59**			£59	£30	£30	**£59**	£0				**£0**		**£0**	

APPENDIX A: 2022/23 GRA CAPITAL PROGRAMME

	2022/23										
	Approved Budget Feb 2022	Re-profiling from 2021/22 July 2022	In-Year Approvals Dec 2022	Total Budget	Q1 Actual Spend	Q2 Actual Spend	Remaining Budget	Q3 Forecast Spend	Q4 Forecast Spend	Forecast Spend	Potential Slippage
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Digital Transformation - Implementation of IT Strategy	£0	£384		**£384**	£9	£3	£372	£186	£186	**£384**	£0
Less HRA funding for Strategy	£0	(£200)		**(£200)**			(£200)	(£100)	(£100)	**(£200)**	£0
IDOX ERDM System	£20	£23		**£43**	£3		£40	£38		**£41**	£2
Civica Financials	£140	£23		**£163**			£163	£163		**£163**	£0
Hybrid, Remote and Streaming Council Meetings	£92	£0		**£92**			£92	£92		**£92**	£0
Mastercard Gateway Upgrade	£40	£0		**£40**	£33		£7	£7		**£40**	£0
Microsoft M365 Phase 3	£150	£0		**£150**		£150	£0			**£150**	£0
Digital innovation and the continued development of ServiceNow	£80	£0		**£80**			£80	£80		**£80**	£0
Shop Front Improvement Fund	£50	£0		**£50**			£50	£50		**£50**	£0
Digital Transformation	£0	£6		**£6**			£6	£6		**£6**	£0
Planning/building control and land charges system upgrades				**£0**			£0			**£0**	£0
Total GRA Capital Programme Expenditure	**£6,033**	**£9,262**	**£1,800**	**£17,095**	**£502**	**£2,859**	**£13,734**	**£3,840**	**£4,943**	**£12,143**	**£4,952**
FUNDING:											
Capital Receipts	£2,033	£2,690	£32	**£4,755**	£56	£477	£4,221	£1,442	£1,243	**£3,219**	£1,536
GRA Contriburions	£0	£0		**£0**	£0	£0	£0	£0	£0	**£0**	£0
Prudential Borrowing	£0	£5,220		**£5,220**	£0	£1,408	£3,812	£1,906	£1,906	**£5,220**	(£0)
CIL/S106	£4,000	£749		**£4,749**	£112	£303	£4,334	£228	£1,136	**£1,779**	£2,970
Other Grant Funding	£0	£603	£1,768	**£2,371**	£333	£670	£1,367	£264	£658	**£1,925**	£446
Total GRA Capital Programme Funding	**£6,033**	**£9,262**	**£1,800**	**£17,095**	**£502**	**£2,859**	**£13,734**	**£3,840**	**£4,943**	**£12,143**	**£4,952**

	2023/24				2024/25		
	Approved Budget Feb 2022	In-Year Approvals Dec 2022	Slippage from 2022/23	Total Budget	Recurring and Continuation of Schemes	Total Budget	Notes
	£'000	£'000	£'000	£'000	£'000	£'000	
Digital Transformation - Implementation of IT Strategy				**£0**		**£0**	Delayed as dependant on Lancashire County Council Negotiations
Less HRA funding for Strategy				**£0**		**£0**	
IDOX ERDM System	£20			**£20**		**£0**	
Civica Financials				**£0**		**£0**	
Hybrid, Remote and Streaming Council Meetings				**£0**		**£0**	
Mastercard Gateway Upgrade				**£0**		**£0**	
Microsoft M365 Phase 3	£100			**£100**		**£0**	
Digital innovation and the continued development of ServiceNow				**£0**		**£0**	
Shop Front Improvement Fund				**£0**		**£0**	
Digital Transformation				**£0**		**£0**	Previously Funded by HRA
Planning/building control and land charges system upgrades		£20		**£20**		**£0**	
Total GRA Capital Programme Expenditure	**£870**	**£296**	**£4,948**	**£6,114**	**£444**	**£444**	
FUNDING:							
Capital Receipts	£870	£20	£1,462	**£2,352**	£444	**£444**	
GRA Contriburions	£0		£0	**£0**	£0	**£0**	
Prudential Borrowing	£0		£0	**£0**	£0	**£0**	
CIL/S106	£0	£276	£3,261	**£3,537**	£0	**£0**	
Other Grant Funding	£0		£225	**£225**	£0	**£0**	
Total GRA Capital Programme Funding	**£870**	**£296**	**£4,948**	**£6,114**	**£444**	**£444**	

BUDGET/COUNCIL PLAN COMMITTEE:
1 November 2022

EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE: 3 November 2022

CABINET: 15 November 2022

COUNCIL: 14 December 2022

Report of: Head of Finance, Procurement and Commercial Services

Relevant Portfolio Holder: Councillor N. Pryce-Roberts

Contact for further information: Peter Quick (Extn. 5203)
(peter.quick@westlancs.gov.uk)

SUBJECT: HRA REVENUE AND CAPITAL MID YEAR (Q2) REVIEW

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To provide a summary of the Housing Revenue Account (HRA) and Housing capital programme positions for the 2022/23 financial year.

2.0 RECOMMENDATIONS TO BUDGET/COUNCIL PLAN COMMITTEE

2.1 That the report be considered and any comments submitted to the Housing Portfolio Holder in advance of the Council meeting on 14 December 2022.

3.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

3.1 That the report be considered and any comments submitted to the Housing Portfolio Holder in advance of the Council meeting on 14 December 2022.

4.0 RECOMMENDATIONS TO CABINET

4.1 That the 2022/23 HRA and Housing capital programme positions be noted.

4.2 That the proposed budget adjustments identified in section 7 and paragraph 10.1 of the report be endorsed.

5.0 RECOMMENDATIONS TO COUNCIL

5.1 That the 2022/23 HRA and Housing capital programme positions be noted.

5.2 That the proposed budget adjustments identified in section 7 and paragraph 10.1 of the report be approved.

5.3 That the significant budget pressures be noted.

6.0 BACKGROUND

6.1 In February 2022, Council agreed the HRA revenue and capital budgets for the 2022/23 financial year, in the context of energy and other cost pressures along with materials shortages, reported through 2021/22. Subsequently, the emerging cost of living crisis worsened. This was further exacerbated when Russia invaded Ukraine.

6.2 Q1 HRA budget monitoring reflected the position at that time in the changing financial and economic landscape. CPI is expected to remain close to 10% for some months.

6.3 The new Government has launched a consultation on their imposing a cap to rent increases for either one or two years. Members will be invited to comment on the consultation. Any cap will have a significant impact on the HRA bottom line in both the short and long term. The current rent policy allows annual increases of up to cpi + 1% until 2025/26. The cpi + 1% increase is applied to the cpi rate from the September before, so for 2023/24 rent setting it would be based on September 2022 cpi.

6.4 Government guidance is awaited as to the rent increase policy after 2025/26, in the interests of prudence the HRA business plan assumes annual increases thereafter will be cpi only.

7.0 HRA Budget Virements

7.1 Q1 monitoring advised Members of a proposed virement, identified at 2021/22 year end, to be made at 2022/23 mid year. £130k of budget relating to year end accounting for the HRA share of contributions to the Lancashire pension fund is not required. This is because the budget is a continuation of the previous contribution level, whereas the actual charge reduced at the time of the last three year actuarial settlement. The proposal is to move the budget to HRA budget contingency.

7.2 In addition, at Q1 monitoring Members were advised of a proposal to increase the weekly heating charge to all residents in the district heating account by £6.25pw, from 1 October 2022, (mid year). This is estimated to increase the heating charge income in year by around £110k and partly offset the anticipated shortfall reported at Q1 due to the energy cost crisis. Members are asked to approve a budget virement of £110k within the district heating account, between gas charge income and gas costs. This will reduce the variance between expected gas costs and the gas expenditure budget.

7.3 The table below summarises proposed budget virements

Budget Area	2022/23 Budget £000's	Vire £000	2022/23 Revised £000's	Comments
Employee Expenses	4,059	-130	3,929	-£130k pension fund budget to budget contingency
Void repairs and response repairs	4,504		4,504	
Other premises costs	3,592	110	3,702	Increase budget for funded gas heating costs
Transport costs	162		162	
Budget contingency	260	130	390	£130k from pension fund contributions budget
Supplies and Services	1,248		1,248	
Support Services and internal income (net)	2,594		2,594	
Loan interest & Contribution towards Repayment	3,419		3,419	
Contributions to capital	7,485		7,485	
Dwelling rents	-24,300		-24,300	
Other external income	-3,023	-110	-3,133	Additional heating charge income
Total	**0**	**0**	**0**	

8.0 HRA – 2022/23 Financial Position and Mid Year Projected Outturn

8.1 A summary of the projected HRA revenue outturn against the revised budget is set out in the table below. The HRA is expected to outturn broadly in line with budget, (£80k favourable at mid year against an expenditure budget of £27,433k). A similar forecast outturn position for 2021/22 was reported at mid-year, after mitigating action was taken in 2021/22, outturn improved.

8.2 The 2022/23 final outturn position is likely to be affected by actions taken in regard to paragraphs 8.3 to 8.7, below.

Budget Area	2022/23 Budget £000	Q1 Var. £000	Outturn Var. £000	Comment
Employee Expenses	3,929	-230	-100	Staff vacancies.
Void repairs and response repairs	4,504	0	250	One year contract variation
Other premises costs	3,702	550	0	£360k District Heating – see paras 7.4 to 7.7 below
Transport costs	162	0	0	
Budget contingency	390	-100	-80	Most contingency expected to be used.
Supplies and Services	1,248	-100	-50	Cumulative from various budgets, each modestly below budget.
Support Services and internal income (net)	2,594	0	0	
Loan interest & Contribution towards Repayment	3,419	0	0	
Contributions to capital	7,485	0	0	
Dwelling rents	-24,300	-100	-50	TVD stock increases of 37 during year. 75 rtb sales expected based on run rate.
Other external income	-3,133	-20	-50	Furnished lettings service. 75 rtb admin fee income.
Total	**0**	**0**	**-80**	

8.3 It was reported at Q1 that the **district heating account** would have a total shortfall of around £550k due to a significant increase in energy costs. Subsequent actions by WLBC have improved the likely outturn position as follows:

- Residents in the district heating scheme had their heating charge increased from mid year by £6.25 per charging week, an increase for the year of £150 each. This will generate around £110k of additional income to reduce the shortfall.
- In light of the ongoing pressures to the HRA, whilst minimising the financial strain for affected residents, the remainder of the heating reserve, around £80k, is likely also be used in year to reduce the shortfall. This will leave the reserve empty but will also reduce the outstanding debt owed by affected residents.
- After these actions and reflecting developments relating to the Government's proposals identified below, if there remains a shortfall it will be treated at year end as a debtor in the accounts since the heating reserve can't go into deficit. Individual residents will not be invoiced, but the amount owing will be factored into the calculation of the heating charges for 2023/24 and beyond.

8.4 In addition to WLBC actions, there are two Government proposals that are likely to support affected residents and/or the HRA shortfall. Clarification is being sought from Government, through relevant organisations, as to if and how the £400 per household energy grant will be administered for district heating schemes, (and whether it is applied to just electricity users); and the mechanism for applying a price cap to the commercial gas contract that WLBC hold, which is the basis for the costs to most district heating customers.

8.5 Due to the current uncertainty in how the two Government schemes will apply to DHS residents, they have not been assumed in the forecast shortfall of £360k, but as we will treat outstanding balances as a debtor at year end, the outturn in the accounts will be a zero net balance either way. If Government proposals reflect the nature of our DHS, the final shortfall could possibly be below £100k.

8.6 It was also reported at Q1 that cost pressures are likely to continue in regard to **response repairs and voids revenue works**, though no additional tangible budget pressure had been identified at that time.

8.7 An additional report to Council, elsewhere on the agenda, will provide an update on the outcome of ongoing negotiations with the repairs contractor. Year one and two disputes have been settled in full and can be funded without call on the 2022/23 repairs and voids revenue budgets, though some budget contingency may be required. Approval of proposals for a mechanism within the contract to allow for annual review of certain rates will be sought, to reflect the current unusual financial climate and changing circumstances over time. It is expected that these contractual amendments in 2022/23 will create between £200k and £250k of budget pressure that can be contained within the overall HRA bottom line, all other things being equal.

8.8 Budget pressure identified in paragraphs 8.3 to 8.7 are likely to be offset by the favourable variances below:

- There are a number of vacant posts pending recruitment and consequently a favourable variance is anticipated on employee costs.
- Dwelling rents will be better than budget due to an additional 37 housing stock from TVDL being added to the HRA mid-year, partly offset by anticipated RTB sales being more than budgeted.
- Cumulative savings across the HRA within supplies and services

9.0 HRA Business Plan Pressures

9.1 With September 2023 cpi expected to be exceptionally high Government have announced a consultation on their imposing a cap on HRA rent increases. Government's stated proposal is a 5% cap on rent increases in 2023/24, though they have also asked for comment on alternative caps of 3% or 7%, and the option of extending the cap over a second year.

9.2 If the cap is imposed it will support tenants during the cost of living crisis but the effect on the HRA business plan over the medium and long term will be significant. Officers are following the consultation and will prepare mitigating proposals as part of budget setting if necessary.

9.3 Once data has been collated from the stock condition survey, reported previously, in addition to updating the current capital investment programme, a programme of work will be created to retrofit existing stock to meet decarbonisation requirements. No robust figures have yet been provided but it is likely that these costs will be significant and will therefore have a further significant adverse effect on the HRA business plan.

9.4 The housing capital programme is also likely to incur additional expenditure required on compliance around fire risk assessments and smoke detection. Once figures are available, funding options will be considered and reported to Members through 2022/23.

10.0 CAPITAL INVESTMENT PROGRAMME

10.1 It is standard practice that at mid year all Housing capital budgets are reviewed in light of operational developments, and required budget amendments identified. The table below shows the current 2022/23 Housing Capital budget plus proposed amendments, to create the revised 2022/23 budget.

Scheme	Current Budget £000's	Reprofile £000's	Transfer £000's	Release £000's	2022/23 Revised £000's
External Works	1,396				1,396
Roofing	1,105	1,000			2,105
Windows & Doors	873				873
Heating	851				851
Walls	844	-784			60
Kitchens	740				740
Bathrooms	478				478
Communal Services	325				325
Electrics	329		-329		0
Fire Safety Works	177				177
Housing Capital Investment Plan	**7,118**	**71**	**-329**	**0**	**7,005**
Carbon Neutral Dwellings	1,169				1,169
Digmoor Regeneration	1,000				1,000
Salary costs & Professional Fees	600				600
Disabled Adaptations	502			-102	400
Environmental Programme	493	-218			275
Contingency	300				300
Change in Standard for Smoke Detection	300		329		629
Sheltered Housing Upgrades	280				280
Lifts	140				140
Solar PV Battery Storage	50				50
Purchase Service Charge Software	39				39
Abritas upgrade	36				36
Digital Schemes Sheltered	12				12
Other Housing Schemes	**4,921**	**-218**	**329**	**-102**	**4,930**
Capital Expenditure	**12,039**	**-2**	**0**	**-102**	**11,935**
TVDL Expenditure	9,651				9,651
Total Expenditure	**21,690**	**-2**	**0**	**-102**	**21,586**

Note: Reprofiling is from 2022/23 into 2023/24; except for roofing where £1.0m is being reprofiled equally from the previously approved six years from 2023/24 to 2028/29.

Funded by	2022/23 Budget £000's	Reprofile £000	Transfer £000	Release £000	2022/23 Revised £000
Revenue contributions/MRR	7,434				7,434
Borrowing	11,146	-2		-102	11,042
HE Grants	3,110				3,110
Capital receipts - 141					
Total Funding	**21,690**	**-2**	**0**	**-102**	**21,586**

10.2 The table below assumes that the budget adjustments in table 10.1, above are approved.

Scheme	2022/23 Revised Budget £000's	Q2 Actual £000's	% Spend to date
Roofing	2,105	875	42%
External Works	1,396	0	0%
Windows & Doors	873	0	0%
Heating	851	425	50%
Kitchens	740	0	0%
Bathrooms	478	14	3%
Communal Services	325	0	0%
Fire Safety Works	177	139	79%
Walls	60	0	0%
Electrics	0	0	100%
Housing Capital Investment Plan	**7,005**	**1,453**	**21%**
Carbon Neutral Dwellings	1,169	0	0%
Digmoor Regeneration	1,000	0	0%
Change in Standard for Smoke Detection	629	446	71%
Salary costs & Professional Fees	600	520	87%
Disabled Adaptations	400	96	24%
Contingency	300	0	0%
Sheltered Housing Upgrades	280	17	6%
Environmental Programme	275	2	1%
Lifts	140	0	0%
Solar PV Battery Storage	50	0	0%
Purchase Service Charge Software	39	0	0%
Abritas upgrade	36	36	100%
Digital Schemes Sheltered	12	0	0%
Other Housing Schemes	**4,930**	**1,117**	**23%**
Capital Expenditure	**11,935**	**2,570**	**22%**
TVDL Expenditure	9,651	999	10%

Total Expenditure	**21,586**	**3,569**	**17%**

Funded by	**2022/23 Revised Budget £000's**	**Q2 Actual £000's**	**% Spend**
Revenue contributions/MRR	7,434	2,570	35%
Borrowing	11,042	0	0%
HE Grants	3,110	2,471	32%
HE Grants deferred to future periods		-1,472	
Total Funding	**21,586**	**3,569**	**17%**

10.3 Total expenditure on the capital programme to date is £2.57m which represents 22% of the total revised budget. The Housing capital budget tends to profile with more expenditure later in the financial year. Typically, capital programme outturn is between 70% and 85% of revised budget and this is expected in 2022/23 too.

10.4 £2.471m of Homes England grants have been received in 2022/23 relating to Halton Castle, Northfield and Fairlie.

11.0 SUSTAINABILITY IMPLICATIONS

11.1 Careful monitoring the budget position helps ensure that the HRA remains able to deliver services and is financially sustainable in the medium term. This supports the aim that local people should receive good quality homes for a fair and appropriate rent

12.0 RISK ASSESSMENT

12.1 The formal reporting of performance on the Housing Revenue Account is part of the overall budgetary management and control framework that is designed to minimise the financial risks facing the Council. This process is resource intensive for both Members and Officers but ensures that a robust and achievable budget is set

13.0 HEALTH AND WELLBEING IMPLICATIONS

13.1 The health and wellbeing implications arising from this report will be dependent on the budget proposals put forward at the Council meeting. Details of any significant implications will be provided at the Council meeting if required.

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

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

Appendices

1. Minute of the Budget/Council Plan Committee 1 November 2022
2. Minute of the Executive Overview & Scrutiny Committee 3 November 2022
3. Minute of Landlord Services Committee (Cabinet Working Group)
4. Minute of Cabinet 15 November 2022

BUDGET/COUNCIL PLAN COMMITTEE: 1 November 2022

EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE: 3 November 2022

CABINET: 15 November 2022

COUNCIL: 14 December 2022

Report of: Head of Finance, Procurement and Commercial Services

Relevant Portfolio Holder: Adam Yates

Relevant Corporate Director: Transformation and Resources

Contact for further information: Mr J Smith (Extn.5093)
(E-mail: Jonas.Smith@westlancs.gov.uk)

SUBJECT: TREASURY MANAGEMENT AND PRUDENTIAL INDICATORS Q2 MONITORING 2022-23

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To set out details of Treasury Management operations for the first half of 2022/23 and to report on the Prudential Indicators, where available.

2.0 RECOMMENDATIONS TO BUDGET/COUNCIL PLAN COMMITTEE

2.1 That the report be considered and any comments submitted to the Finance Portfolio Holder in advance of the Council meeting on 14 December 2022.

3.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

3.1 That the report be considered and any comments submitted to the Finance Portfolio Holder in advance of the Council meeting on 14 December 2022.

4.0 RECOMMENDATIONS TO CABINET

4.1 To note the Treasury Management activity and Prudential Indicator performance for the first quarter of 2022/23.

4.2 To note and endorse the changes to the Prudential Indicators highlighted in section 7 for approval by Council in December 2022.

5.0 RECOMMENDATIONS TO COUNCIL

5.1 To note the Treasury Management activity and Prudential Indicator performance for the first quarter of 2022/23.

5.2 To approve the changes to the Prudential Indicators highlighted in section 10.

6.0 BACKGROUND

6.1 The Council has adopted the CIPFA Treasury Management Code of Practice in Local Authorities. One condition of the Code is that a report must be made quarterly to the Council on the activities of the Treasury Management function including the exercise of Treasury Management powers delegated to the Head of Finance, Procurement and Commercial Services.

6.2 The CIPFA Prudential Code for Capital Finance sets out a range of prudential indicators to assess whether an authority's financial position is prudent, affordable and sustainable. It is best practice that performance on these indicators is reported to Members on a regular basis.

7.0 ECONOMICS UPDATE AND INTEREST RATE FORECAST

7.1 Gross Domestic Product was revised upwards in Q1 2022/23 to +0.2% q/q from -0.1%, which means the UK economy has avoided recession.

7.2 CPI inflation eased from 10.1% in July to 9.9% in August, though inflation has not peaked yet. The easing in August was mainly due to a decline in fuel prices. However, utility price inflation is expected to add 0.7% to CPI inflation in October when the Ofgem unit price cap increases to, typically, £2,500 per household. But, as the government has frozen utility prices at that level for two years, energy price inflation will fall sharply after October and have a big downward influence on CPI inflation.

7.3 Nonetheless, the rise in services CPI inflation from 5.7% y/y in July to a 30-year high of 5.9% y/y in August suggests that domestic price pressures are showing little sign of abating. A lot of that is being driven by the tight labour market and strong wage growth. CPI inflation is expected to peak close to 10.4% in November and, with the supply of workers set to remain unusually low, the tight labour market will keep underlying inflationary pressures strong until early next year

7.4 The MPC has now increased interest rates seven times in as many meetings in 2022 and has raised rates to their highest level since the Global Financial Crisis. Even so, coming after the Fed and ECB raised rates by 75 basis points (bps) in their most recent meetings, the Bank of England's latest 50 basis points hike looks relatively dovish. However, the UK's status as a large importer of commodities, which have jumped in price, means that households in the UK are now facing a much larger squeeze on their real incomes.

7.5 Since the fiscal event on 23rd September, our advisors Link now expect the Monetary Policy Committee (MPC) to increase interest rates further and faster, from 2.25% currently to a peak of 5.00% in February 2023. The combination of the government's fiscal loosening, the tight labour market and sticky inflation expectations means we expect the MPC to raise interest rates by 100bps at the policy meetings in November (to 3.25%) and 75 basis points in December (to 4%) followed by further 50 basis point hikes in February and March (to 5.00%). Market expectations for what the MPC will do are volatile. If Bank Rate climbs to these levels the housing market looks very vulnerable, which is one reason why the peak in Link's forecast is lower than the peak of 5.50% - 5.75% priced into the financial markets at present.

Link Group Interest Rate View	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
BANK RATE	**4.00**	**5.00**	**5.00**	**5.00**	**4.50**	**4.00**	**3.75**	**3.25**	**3.00**	**2.75**	**2.75**	**2.50**

7.6 The increase in PWLB rates reflects a broad sell-off in sovereign bonds internationally but more so the disaffection investors have with the position of the UK public finances after September's "fiscal event". To that end, the MPC has tightened short-term interest rates with a view to trying to slow the economy sufficiently to keep the secondary effects of inflation – as measured by wage rises – under control, but its job is that much harder now.

7.7 Link's PWLB rate forecasts below are based on the Certainty Rate (the standard rate minus 20 bps, calculated as gilts plus 80bps) which has been accessible to most authorities since 1st November 2012.

Link Group Interest Rate View	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
5yr PWLB	**5.00**	**4.90**	**4.70**	**4.50**	**4.20**	**3.90**	**3.70**	**3.50**	**3.40**	**3.30**	**3.20**	**3.20**
10yr PWLB	**4.90**	**4.70**	**4.60**	**4.30**	**4.10**	**3.80**	**3.60**	**3.50**	**3.40**	**3.30**	**3.20**	**3.20**
25yr PWLB	**5.10**	**5.10**	**4.80**	**4.50**	**4.30**	**4.10**	**3.90**	**3.70**	**3.60**	**3.60**	**3.50**	**3.40**
50yr PWLB	**4.80**	**4.60**	**4.50**	**4.20**	**4.00**	**3.80**	**3.60**	**3.40**	**3.30**	**3.30**	**3.20**	**3.10**

8.0 INVESTMENTS

8.1 The Treasury Management Strategy Statement (TMSS) for 2022/23, which includes the Annual Investment Strategy, was approved by the Council on 23rd February 2022. In accordance with the CIPFA Treasury Management Code of Practice, it sets out the Council's investment priorities as being:

- Security of capital
- Liquidity
- Yield

The Council will aim to achieve the optimum return (yield) on its investments commensurate with proper levels of security and liquidity and with the Council's risk appetite. In the current economic climate, it is considered appropriate to keep investments short-term to cover cash flow needs, but also to seek out value available in periods up to 12 months with high credit rated financial institutions.

8.2 As a result of the SORP review, there were several changes to the criteria used for deciding upon counterparties for investment purposes as set out below.

Type of Counterparty	Maximum loan by Council	Maximum Period
Major British Based Banks and Subsidiaries with at least A- credit rating.	£5m	Up to £5m 364 days Up to £3m 3 years
British Based Building Societies. – Only those with at least A- credit rating as advised by Link.	£5m	Up to £5m 364 days Up to £3m 3 years
Other Local Authorities, where agreed.	£5m	Up to 5 years
Property Funds, Corporate Bonds, Infrastructure Investments	£3m	Up to 3 years for Corporate, and 5 years for Property and Infrastructure
Money Market Funds AAA rated	£3m	N/A Callable deposits

8.3 The following table provides details on investment activity during the first six months of this year and last year.

INVESTMENT PORTFOLIO	31.3.22 Actual £000	31.3.22 Actual %	30.9.22 Actual £000	30.9.22 Actual %
Treasury investments				
Banks	11,500	41%	8,000	46%
Building Societies - rated	11,500	41%	6,500	38%
Building Societies – unrated		0%		0%
Local authorities	5,000	18%	2,750	16%
DMADF (H M Treasury)	-	0%	-	0%
Total managed in house	28,000	100%	17,250	100%
Bond funds				
Property funds				
Cash fund managers				
Total managed externally	0	0%	0	0%
TOTAL TREASURY INVESTMENTS	28,000	100%	17,250	100%

Non Treasury investments				
Third party loans				
Subsidiaries	1,575	100%	1,575	100%
Companies				
Property				
TOTAL NON TREASURY INVESTMENTS	1,575	100%	1,575	100%

Treasury investments	28,000	95%	17,250	92%
Non Treasury investments	1,575	5%	1,575	8%
TOTAL OF ALL INVESTMENTS	29,575	100%	18,825	100%

The maturity structure of the investment portfolio was as follows:

	31.3.22 Actual £000	30.9.22 Actual £000
Investments		
Longer than 1 year		
Up to 1 year	29,575	18,825
Total	29,575	18,825

The gross interest earned was as follows:

	31.3.22 Actual £	30.9.22 Actual £
Gross interest earned	133,472	146,340

8.4 Following the SORP review in 2019, the Treasury Management investment return budget for 2020/21 was increased by £326k to £499.8k. This target was based upon the view that the Council would have £10m available for short-term investments i.e., Banks/Building Societies up to 12 months and £10m available to invest in longer term, higher return vehicles i.e., Property/Investment/Infrastructure Funds and increasing rates of return on investments.

8.5 The 2022/23 budget was increased by a further £100k to £599.8k in February 2022 due to the forecast rise of interest rates and increase of investment returns.

8.6 It should be noted that although the Council had £18.825m out on investment at the end of September as per the table in 5.3 the total included several items of one-off funding from central government to support households and businesses during the pandemic and current cost of living crisis. Specifically, Covid-19 Additional Relief Fund £2.2m and S31 Relief funding of £4m. Consequently, true Council cash balances were around £12.4m and therefore the £10m earmarked to invest in the longer term was not available.

8.7 As part of the ongoing work to achieve best value in Treasury Management, we continually monitor our performance against a benchmark figure of the average 3-month SONIA interest rate. The average rate of interest earned at the end of September 2022 was 1.589% which was slightly below the benchmark average of 1.6523%.

8.8 The reduction in balances as set out in 5.6 means the Council will not achieve the investment income as anticipated under the SORP review. It is projected that the overall shortfall will be £244k, of which it is estimated that £170k is attributable to the GRA and £74k to the HRA.

9.0 BORROWING

9.1 No long-term borrowing was undertaken during the first half of 2022/23, however, given the true balances held for investment by the Council as set out in 5.6 and the ongoing large scale capital investment it is likely that there will be a need to borrow during 2022/23. Following advice from Link, the Council will look to borrow in the short-term if required to the point where long-term PLWB rates are expected to fall i.e. during the first quarter of 2023/24.

9.2 The Treasury Management function has managed cash flows in such a way as to avoid incurring borrowing costs despite the Council's GRA capital financing requirement (CFR), i.e. its underlying need to borrow to finance capital expenditure, being £23.3m at the end of 2021/22 as per the table in 7.3 below. Based on current 50-year PWLB rates 4.85% this will cost the Council £1.13m in interest per annum.

9.3 In April 2020 a future service pension prepayment of £7.15m was made to the Lancashire Pension Fund which realised a revenue saving to the Council of £150k for each of the subsequent three years.

9.4 HM Treasury issued new guidance in November 2020 in relation to borrowing from the PWLB. It outlined permissible categories of local authority capital expenditure (service delivery, housing, regeneration, preventative action and treasury management). Any investment asset bought primarily for yield which was acquired after 26 November 2020 would result in the authority not being able to access the
PWLB in that financial year or being able to use the PWLB to refinance this transaction at any point in the future.

9.5 The change in PWLB lending criteria is likely to impact the Commercial Property Strategy agreed at Council in July 2020 as part of the SORP process. It was agreed to invest up to £30m over three years for the purchase/construction of commercial properties. If the purchase is primarily for yield rather than for say regeneration, then PWLB borrowing to finance the Council capital programme would not be available.

10.0 PRUDENTIAL AND TREASURY INDICATORS

10.1 It is a statutory duty for the Council to determine and keep under review the affordable borrowing limits. During the quarter ended 30th September 2022, the Council has operated within the treasury and prudential indicators set out in the Council's Treasury Management Strategy Statement for 2022/23. The Head of Finance, Procurement and Commercial Services reports that no difficulties are envisaged for the current or future years in complying with these indicators.

10.2 All treasury management operations have also been conducted in full compliance with the Council's Treasury Management Practices.

10.3 The prudential and treasury indicators are shown below. It should be noted that a reconciliation of the Council's CFR position was carried out after the February 2022 Council meeting and the agreed slippage from the July 2022 capital outturn report have been incorporated into the revised budget for 2022/23 resulting in a change to the budgeted GRA and HRA figures although the overall CFR remained unchanged.

Treasury Indicators	31.03.22 Actual £'000	2022/23 Original Budget £'000	2022/23 Revised Budget £'000	2022/23 Forecast Outturn £'000
Authorised limit for external debt	88,212	153,571	153,571	153,571
Operational boundary for external debt	88,212	143,071	143,071	143,071
Gross external debt	88,212	88,212	88,212	88,212

Prudential Indicators	31.03.22 Actual £'000	2022/23 Original Budget £'000	2022/23 Revised Budget £'000	2022/23 Forecast Outturn £'000
Capital expenditure				
Non - HRA	8,961	11,156	12,115	12,111
HRA	16,441	14,431	21,586	18,348
Total	25,402	25,587	33,701	30,459
Capital Financing Requirement (CFR)				
Non - HRA	23,321	18,048	28,227	28,227
HRA	88,429	125,023	99,121	97,730
Total	111,750	143,071	127,348	125,957
Annual change in CFR				
Non - HRA	893	9,434	4,906	4,906
HRA	6,529	6,997	10,692	9,301
Total	7,422	16,431	15,598	14,207
In year borrowing requirement				
Non - HRA	1,200	10,000	5,220	5,220
HRA	6,879	6,997	11,042	9,651
Total	8,079	16,997	16,262	14,871
Ratio of financing costs to net revenue stream				
Non - HRA	1.19%	-1.08%	-0.78%	-0.45%
HRA	12.91%	10.88%	12.06%	12.26%
Ratio of income from commercial and service investments to net revenue stream				
Non - HRA	4.51%	7.85%	7.85%	7.85%
HRA	0.00%	0.00%	0.00%	0.00%

11.0 SUSTAINABILITY IMPLICATIONS

11.1 There are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder. The report has no significant links with the Sustainable Community Strategy.

12.0 RISK ASSESSMENT

12.1 The formal reporting to Council of Prudential Indicators and Treasury Management performance is part of the overall framework set out in Codes of Practice to ensure that the risks associated with this area are effectively controlled. Given the Council's strict investment criteria the risk of loss of investment funds is low, the sums invested can be very large, so treasury management activities are included in the Council's Key Risk Register.

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.

Date	Document	File Ref
2021	CIPFA Updated Prudential Code for Capital Finance in Local Authorities	Accountancy Office
2021	CIPFA Updated Treasury Management Code of Practice	Accountancy Office

Equality Impact Assessment

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

Appendices

1. Minute of the Budget/Council Plan Committee 1 November 2022
2. Minute of the Executive Overview & Scrutiny Committee 3 November 2022
3. Minute of Cabinet 15 November 2022

Executive Overview and Scrutiny: 3rd November 2022

Cabinet: 15th November 2022

Report of: Director of Transformation, Housing and Resources

Relevant Portfolio Holder: Councillor Adam Yates

Contact for further information: **Elizabeth Morgan**
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SUBJECT: RESULTS OF CITIZEN SURVEYS 2022

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To bring to the attention of Executive Overview and Scrutiny and Cabinet the results of the Citizen Survey 2022.

2.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW AND SCRUTINY

2.1 That the results attached to this report be noted and any agreed comments be forwarded to Cabinet ahead of the main results reports being published on the Council website and submitted to the Local Government Association (LGA).

2.2 That the proposals for future actions set out in Section 7 of this report be endorsed.

3.0 RECOMMENDATIONS TO CABINET

3.1 That the results attached to this report be noted and any comments made by Executive Overview and Scrutiny be considered by Cabinet ahead of the main results reports being published on the Council website and submitted to the Local Government Association (LGA).

3.2 That the proposals for future actions set out in Section 7 of this report be endorsed.

4.0 BACKGROUND

4.1 As in previous years, the Council carried out a postal and online survey for residents, in order to gather views on satisfaction with various Council services. Due to the emergency response provided by the Council during the pandemic, the last full Citizen survey was undertaken in 2019. However, consultation in relation to the Council's Visions and Priorities was undertaken in 2020 and a consultation of the Budget in 2021.

4.2 The Citizen Survey was issued by post to 5,500 households in May 2022 with the option to be completed digitally and the survey closed in July 2022. A standard formula was adopted to ensure a weighted representative sample was achieved, which is best practice: see Appendix 1 for the main report. In addition, 190 people from the general population completed an online survey. These results however are not combined with the main survey as they do not guarantee to be representative, however they help with our customer insight and therefore are reported separately - Appendix 2.

4.3 As in previous years we make reference to the LGA, who complete a random survey sample annually. This year the random sample survey was completed by 1,002 British adults (aged 18 and over) gathering overall views of the general public about the reputation of local government on a national level. Although the same set of questions are asked with both LGA and WLBC's Citizens Surveys and helpful to make a comparison, it should be noted that there are differences in methodology between the two surveys, which limits the comparisons that can be made. See Appendix 4.

5.0 CLOSED SURVEY RESULTS

5.1 In total, 1104 questionnaires were returned, giving an overall response rate of 20%, which is a slight reduction on the 2019 survey. This provides a maximum standard error of +2.9% with a 95% confidence level from the responses that have been returned. This is a statistical measure to give assurance that the satisfaction results being reported are an accurate reflection. The full report on the survey results is attached in Appendix 1.

5.2 Some of the main findings in relation to satisfaction, along with comparisons to the 2019 results, are set out below. Overall, the results show an improved position on 2019 feedback.

	2019	**2022**	**% pt. diff.**
Satisfied with local area as a place to live	69%	78%	+9%
Satisfied with way WLBC runs things	51%	56%	+5%
Agree WLBC provides value for money	28%	37%	+9%
Feel very or fairly well informed by WLBC	43%	41%	-2%
Strongly belong to local area	65%	68%	+3%
Agree local area is a place where people from different	39%	59%	+20%

ethnic backgrounds get on well together			
Feel safe in local area after dark	60%	62%	+2%
Feel safe in local area during the day	86%	89%	+3%
Agree that generally West Lancashire is a safe and secure place to live	68%	70%	+2%

5.3 As stated in point 4.3, the LGA has a different methodology and conducted by phone which traditionally gives a higher satisfaction rate than postal surveys. The LGA measure resident satisfaction of Councils, 4 times a year. This data represents the results of the 32nd round of polling conducted in June 2022. The statistics show that for most of the indicators the variance gap against the LGA measures has been reduced.

	2019 WLBC	**2019 LGA**	**2022 WLBC**	**2022 LGA**	**% Change against LGA Base**
Satisfied with local area as a place to live	69%	81%	78%	81%	+9%
Satisfied with way WLBC runs things	51%	60%	56%	63%	+2%
Agree WLBC provides value for money	28 %	44%	37%	45%	+8%
Feel very or fairly well informed by WLBC	43%	59%	41%	57%	0%
Feel safe in local area after dark	60%	76%	62%	76%	+2%
Feel safe in local area during the day	86%	94%	89%	95%	+2%

(Please see 1.25 of Appendix 1 in relation to the 32nd polling of the LGA benchmarking data.)

5.4 In respect to household domestic waste and recycling collections. Most respondents expressed satisfaction at 86%. This has not changed significantly from the results in 2019 but has seen a very minor increase from 85% satisfaction.

5.5 Just under half of residents are satisfied with the cleanliness of streets (49%), which is a slight reduction from 2019 of a satisfaction level of 52%. However, there was a marked increase of 7% in the satisfaction of parks and open spaces returning a 56% satisfaction rate this year.

5.6 The most convenient way for residents to interact with the Council is to use the website to find information and self-serve. The survey reported back a usage of 71%, which is an increase from 65% in 2019. In addition, to apply for, or pay for a service online, or report a fault, has increased to 57% compared to 51% in 2019.

5.7 To gain an understanding of what would improve satisfaction based on the closed survey results, citizens have told us that the top 3 drivers to improve satisfaction are:

- Council keeps residents well informed, 41% compared to 43% in 2019
- Street cleaning, 47% compared to 52% in 2019
- Sport and leisure services 25%, compared to 28% in 2019

6.0 OPEN ACCESS SURVEY RESULTS

6.1 As per previous years (pre Covid) there has also been an open access survey for all residents to complete on the Council website. The survey was advertised through social media, in local press and through our Community Engagement Brief to the VCFSE Partners (Voluntary, Community, Faith and Social Enterprise). A total of 190 people responded which is a reduction from 361 in 2019.

The Council also undertook a stakeholder survey with 50 key partners who gave consent to be contacted by NWA, and around 100 local businesses, mainly in the retail and hospitality sector. 24 organisations responded and although this amount could not be considered as a representative sample the responses will also be reviewed alongside the open access survey results. Please see Appendix 3.

6.2 Full results are shown in Appendix 1 of the main results report. Based on the open access survey only, the top 3 drivers for improvements to satisfaction with the **local area** are:

- Trust the Council (a theme surveyed for the first time this year).
- Council acts on the concerns of residents.
- Council keeps residents informed.

Based on the open access survey only, the top 3 drivers for improvements to satisfaction with the **Council** are:

- Street Cleaning.
- Sports and leisure services.
- Pavement maintenance.

7.0 PROPOSED FUTURE ACTIONS

7.1 The data has provided some valuable insight and provides the Council clear indications where citizens would like to see improvements. We will share with all relevant stakeholders to develop the new Council's Plan which will commence in early January 2023.

7.2 We will share the data with relevant partners to inform their future delivery.

7.3 We will share the data with Senior Managers to help shape our operational delivery and service plans. An officer Task and Finish Group of relevant staff will be established to develop an action plan with the objective of identifying and progressing key outcomes to improve customer satisfaction with the services provided by the Council and partner agencies.

7.4 A communications plan will be developed to demonstrate the Task and Finish Group activities and outputs.

8.0 SUSTAINABILITY IMPLICATIONS

8.1 There are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder. The information gathered through the survey will be used to direct future plans and measure progress.

9.0 FINANCIAL AND RESOURCE IMPLICATIONS

8.1 There are no significant financial or resource implications arising from this report. However, any actions taken as a result of the findings may have financial implications.

10.0 RISK ASSESSMENT

10.1 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.

Appendices

1. 2022 Citizen Survey Results Closed Access
2. 2022 Survey Findings General Public Open Access
3. 2022 Stakeholder Survey Findings
4. 2022 June LGA Benchmarking Report
5. Minutes of Executive Overview & Scrutiny 3 November 2022 (to follow to Cabinet)

Appendix 1

Resident Survey 2022

Survey Report

17.08.2022

Analysis and report by

NWA Social Research

Contents

SURVEY FINDINGS

1. SUMMARY OF MAIN FINDINGS

1.1 NWA Research was commissioned by West Lancashire Borough Council to undertake a survey of residents, covering the topics of 'Your Local Area', 'Local Services', 'Community Safety', and 'Interaction with the Council'. The survey, which had an overall achieved sample size of 1,104, took place between 27 May and 8 July 2022, and tracked a similar survey conducted for the Council in 2019.

YOUR LOCAL AREA

1.2 Over three-quarters of all respondents (78%) were satisfied with their local area as a place to live, while 14% of respondents were dissatisfied, and 8% were 'neither satisfied nor dissatisfied'. Compared to the 2019 Survey (69% 'satisfied'/ 21% 'dissatisfied') these results represent both a significant rise (+9%) in satisfaction, and a significant fall in dissatisfaction (-7%).

1.3 More than half of all respondents (56%) were satisfied overall with the way West Lancashire Borough Council runs things, while 24% were 'neither satisfied nor dissatisfied', and 19% were dissatisfied. The level of satisfaction has shown a small (statistically significant) increase (+5%) over that from 2019 (51% 'satisfied'/ 28% 'dissatisfied'), and dissatisfaction has also decreased significantly (-9%).

1.4 Overall opinions were closely divided as to whether or not 'West Lancashire Borough Council provides value for money': 37% agreed that it does, while 27% disagreed, and a total of 37% of respondents gave 'neither agree nor disagree' (32%) or 'don't know' (5%) responses. These results do however represent statistically significant improvements over the 2019 figures of 28% 'agree' and 31% 'disagree', with agreement having increased by 9 percent and disagreement reducing by 4 percent.

1.5 Two-fifths of all respondents (39%) said that West Lancashire Borough Council acts on the concerns of local residents, either 'a great deal' (4%), or 'a fair amount' (35%), while a slightly higher percentage (42%) think that the Council does so 'not very much' (33%) or 'not at all' (9%), and 18% 'don't know'. (No comparative data from 2019.)

1.6 When asked how well informed they think West Lancashire Borough Council keeps residents about the services and benefits it provides, half (50%) of all respondents said that they are 'not very well informed' (34%) or 'not well informed at all' (16%), while 41% feel 'fairly well informed' (37%) or 'very well informed' (5%), and 9% 'don't know'. These results are not significantly different to the 2019 findings of 43% 'very/ fairly well informed'/ 53% 'not very/ not at all well informed'.

1.7 Respondents were asked *'On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?'* and the major response overall was that 'I have no views one way or another' (44%). However, positive views were slightly more prevalent than negative views, a total of 28% of all respondents saying that they speak positively about the Council either 'without being asked' (3%) or 'if asked about it' (25%); while 23% speak negatively about the Council either ‘without being asked’ (4%) or ‘if asked about it’ (19%). (5% ‘don’t know’.) (No comparative data from 2019.)

1.8 Half (51%) of all respondents trust West Lancashire Borough Council either ‘a great deal’ (5%) or ‘a fair amount’ (46%), while over a third (37%) trust it either ‘not very much’ (28%) or ‘not at all’ (9%), and 12% ‘don’t know’. (No comparative data from 2019.)

1.9 Just over two-thirds of all respondents (68%) feel that they belong to their local area ‘very strongly’ (24%) or ‘fairly strongly’ (45%); this is similar to the 2019 Survey result of 65% ‘very/ fairly strongly’. Overall, 27% of respondents do not feel a strong sense of belonging: 22% feel that they belong ‘not very strongly’, and 5% ‘not at all strongly’. (5% ‘don’t know’.)

1.10 Overall, 59% of respondents agreed that their local area ‘is a place where people from different ethnic backgrounds get on well together’ (16% ‘definitely agree’ and 43% ‘tend to agree’); this is a substantially higher level of agreement (+20%) than that reported in the 2019 Survey (39% ‘definitely/ tend to agree’). Overall, 7% of respondents expressed disagreement, 22% gave ‘neither agree nor disagree’ responses, and 12% ‘don’t know’.

SATISFACTION WITH LOCAL SERVICES

1.11 Respondents were asked to state their level of satisfaction with five services provided by West Lancashire Borough Council: In respect of ‘refuse and recycling collection’, the great majority of all respondents (86%) expressed satisfaction with this, 6% were ‘neither satisfied nor dissatisfied’, and 7% were dissatisfied. Respondents to the 2019 Survey were asked separately about ‘household domestic waste’ and ‘household recycling’ collections, the results being 85% ‘satisfied’/ 10% ‘dissatisfied’, and 78% ‘satisfied’/ 15% ‘dissatisfied’, respectively. Therefore, the current combined figure of 86% ‘satisfied’ is similar to that for ‘household domestic waste collections’ in 2019, but represents an improvement over that for ‘household recycling collections’; and dissatisfaction at 7% is significantly lower than both of the 2019 figures.

1.12 In respect of ‘street cleaning’, just under half (47%) of all respondents were satisfied, while a third (33%) were dissatisfied, 19% ‘neither satisfied nor dissatisfied’ and 2% ‘don’t know’. In the 2019 Survey, respondents were asked about their satisfaction with ‘street cleanliness’: a slightly higher percentage, 52%, were ‘satisfied’ with this service, and 37% were ‘dissatisfied’.

1.13 Satisfaction levels were lowest with ‘pavement maintenance’ – over half of all respondents (55%) expressed dissatisfaction with this, while a quarter (25%) were satisfied, 19% ‘neither satisfied nor dissatisfied’ and 2% ‘don’t know’. (No comparative data from 2019).

1.14 Satisfaction with ‘sport and leisure services’ was also low – a quarter (25%) expressed satisfaction with this, while 26% were ‘neither satisfied nor dissatisfied’, 31% were dissatisfied, and 17% ‘don’t know’. In 2019, 28% of respondents expressed satisfaction and 38% dissatisfaction with ‘sport and leisure facilities’ – compared to these figures, the current satisfaction level is similar, while the level of dissatisfaction has decreased by 7 percent.

1.15 Over half (56%) of all respondents said that they are satisfied with ‘parks and green spaces’, while 22% are dissatisfied, 18% are ‘neither satisfied nor dissatisfied’ and 4% ‘don’t know’. Compared to the 2019 Survey findings of 49% ‘satisfied’/ 28% ‘dissatisfied’, satisfaction has increased (+7%), and dissatisfaction has reduced (-6%), (both these changes being statistically significant).

COMMUNITY SAFETY

1.16 Respondents were asked to say how safe or unsafe they feel when outside in their local area after dark and during the day. After dark, nearly two-thirds of all respondents (62%) said that they feel safe – this being a similar figure to that of 60% ‘very/ fairly safe’ reported in 2019. Overall, 22% of respondents stated that they feel unsafe when outside after dark, and a further 16% gave ‘neither safe nor unsafe’ (13%) or ‘don’t know’ (3%) responses. (2019 ‘unsafe’ figure unavailable.)

1.17 During the day, the great majority of respondents (89%) said that they feel safe when outside in their local area, this being a slightly higher percentage than that recorded in the 2019 Survey (86%); while 7% feel ‘neither safe nor unsafe’, and 4% feel ‘unsafe’. (2019 ‘unsafe’ figure unavailable.)

1.18 When asked *‘To what extent do you agree or disagree that West Lancashire is a safe and secure place to live?’* the majority of all respondents (70%) agreed that it is, while 9% disagreed, 20% gave ‘neither agree nor disagree’ responses, and 1% ‘don’t know’. Compared to the 2019 Survey findings, when 68% agreed and 14% disagreed, the level of agreement is very similar, while disagreement has reduced by 5 percent.

1.19 Respondents were asked to say in respect of six types of anti-social behaviour/ crime issues how much of a problem they think each one is in their local area. As in 2019, ‘rubbish or litter lying around’ (2022, 34% ‘very/ fairly big problem’) was the aspect that was most likely to be considered a ‘big problem’: in 2019 the corresponding figure was similar at 36% ‘very/ fairly big problem’. Also considered to be a ‘big problem’ in the local area by more than a quarter of all respondents were ‘groups hanging around the streets’ (27%; a small reduction from 32% in 2019), and ‘people using or dealing drugs’ (26%; similar to the 2019 figure of 28%).

1.20 Next most likely to be regarded as ‘big’ problems were ‘vandalism, graffiti and other deliberate damage to property or vehicles’ (18%), and ‘people being drunk or rowdy in public places’ (14%), both of which figures have shown small (statistically significant) decreases of 4% compared to the 2019 findings of 22% and 18%, respectively.

1.21 Least likely of the six issues to be thought of as a ‘big problem’ was ‘noisy neighbours or loud parties’ (10% ‘very/ fairly big problem’); over half of all respondents here said that this is ‘not a problem at all’ (55%), and results were almost identical to those from 2019.

INTERACTION WITH THE COUNCIL

1.22 Respondents were asked if they have contacted or interacted with the Council in any of four different ways. One-in-eleven (9%) of all respondents said that in the last 12 months they have ‘visited a Council office to request information or a service’; a significant reduction compared to the 2019 figure of 19% ‘yes’.

1.23 Nearly half (45%) of all respondents have ‘telephoned a Council office to request information or a service’ in the last 12 months; this being similar to 2019, when 48% had done so. Reported usage of the Council website in the last 12 months, both ‘to find information’ (71% ‘yes’ compared to 65% in 2019) and ‘to apply for or pay for a service online or report a fault’ (57% ‘yes’ compared to 51% in 2019), has increased significantly in comparison to 2019.

DIRECTION OF TRAVEL – SUMMARY TABLES

1.24 In the tables below, responses from the current survey are compared with those from the previous Resident Survey in 2019.

Questions	Jul-22 (%)	Direction of travel	Diff. '22-'19 (%)	Jul-19 (%)
Q1: Overall, how satisfied or dissatisfied are you with your local area as a place to live? (Very/fairly satisfied)	78	↑	+9	69
Q2: Overall, how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things? (Very/fairly satisfied)	56	↑	+5	51
Q3: To what extent do you agree or disagree that West Lancashire Borough Council provides value for money? (Strongly/tend to agree)	37	↑	+9	28
Q5: Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides? (Very/fairly well informed)	41	-	-2	43
Q8: How strongly do you feel you belong to your local area? (Very/ fairly strongly)	68	-	+3	65
Q9: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (Definitely/ tend to agree)	59	↑	+20	39
Q11a: Refuse and recycling collection (Very/ fairly satisfied) [2019: 'Household domestic waste'/ 'Household recycling']	86	- / ↑	+1/+8	85/78
Q11b: Street cleaning (Very/ fairly satisfied) [2019: 'Street cleanliness']	47	↓	-5	52
Q11d: Sport and leisure services (Very/ fairly satisfied)	25	-	-3	28
Q11e: Parks and green spaces (Very/ fairly satisfied)	56	↑	+7	49
Q12a: How safe or unsafe do you feel when outside in your local area after dark? (Very/fairly safe)	62	-	+2	60
Q12b: How safe or unsafe do you feel when outside in your local area during the day? (Very/fairly safe)	89	↑	+3	86

(Green arrow equals 'positive statistically significant change'; Red arrow equals 'negative statistically significant change'; '-' equals 'no statistically significant change'; 'Don't know' responses included in the percentage bases.)

Questions	Jul-22 (%)	Direction of travel	Diff. '22-'19 (%)	Jul-19 (%)
Q13: To what extent do you agree or disagree that West Lancashire is a safe and secure place to live? (Strongly/ tend to agree)	70	-	+2	68
Q14a: Noisy neighbours or loud parties (Very/ fairly big problem)	10	-	-1	11
Q14b: Rubbish or litter lying around (Very/ fairly big problem)	34	-	-2	36
Q14c: Vandalism, graffiti and other deliberate damage to property or vehicles (Very/ fairly big problem)	18	↑	-4	22
Q14d: People using or dealing drugs (Very/ fairly big problem)	26	-	-2	28
Q14e: People being drunk or rowdy in public places (Very/ fairly big problem)	14	↑	-4	18
Q14f: Groups hanging around the streets (Very/ fairly big problem)	27	↑	-5	32

(Green arrow equals 'positive statistically significant change'; Red arrow equals 'negative statistically significant change'; '-' equals 'no statistically significant change'; 'Don't know' responses included in the percentage bases.)

Comparison with LGA's Survey 'Polling on Resident Satisfaction with Councils (June 2022)'

1.25 The following table compares the results for West Lancashire Borough Council's Resident Survey 2022 for the LG Inform questions included in both surveys with the latest results for these questions published in the Local Government Association's 'Polling on resident satisfaction with councils: Round 32' (June 2022). Please note that due to the differences in methodology* between the LGA Survey and WLBC's Resident Survey, comparisons in results between the two surveys should only be made with caution. (*See note overleaf.)

Questions	WLBC Jul-22 (%)	Diff. WLBC-LGA (%)	LGA Round 32 (%)
Q1: Overall, how satisfied or dissatisfied are you with your local area as a place to live? (Core A) (Very/fairly satisfied)	78	-3	81
Q2: Overall, how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things? (Core B) (Very/fairly satisfied)	56	-7	63
Q3: To what extent do you agree or disagree that West Lancashire Borough Council provides value for money? (Core C) (Strongly/tend to agree)	37	-8	45
Q4) To what extent do you think the Council acts on the concerns of local residents? (A great deal/ fair amount)	39	-13	52
Q5: Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides? (Very/fairly well informed)	41	-16	57
Q7) How much do you trust the Council? (A great deal/ fair amount)	51	-7	58
Q11a: Refuse and recycling collection (Very/ fairly satisfied)	86	+5	81
Q11b: Street cleaning (Very/ fairly satisfied)	47	-19	66
Q11c) Pavement maintenance (Very/ fairly satisfied)	25	-24	49
Q11d: Sport and leisure services (Very/ fairly satisfied)	25	-30	55
Q11e: Parks and green spaces (Very/ fairly satisfied)	56	-25	81
Q12a: How safe or unsafe do you feel when outside in your local area after dark? (Very/fairly safe)	62	-14	76
Q12b: How safe or unsafe do you feel when outside in your local area during the day? (Very/fairly safe)	89	-6	95

(WLBC '22: figures in red are significantly lower than LGA Round 32; figures in green significantly higher than LGA Round 32; and for figures in black there's no significant difference. 'Don't know' responses included in the percentage bases.)

[*This is a telephone survey conducted on behalf of the LGA – methodology as follows: "Between 13 June and 21 June 2022, a representative random sample of 1,002 British adults (aged 18 or over) was polled by telephone by Yonder Data Solutions. The same set of questions is asked in the same order each round to allow for the reporting of any changes in the overall views of the general public about the reputation of local government."]

2. BACKGROUND, OBJECTIVES & METHODOLOGY

Background

2.1 NWA Research was commissioned by West Lancashire Borough Council to undertake a survey of residents on the following topics:

- Your Local Area
- Local Services
- Community Safety; and
- Interaction with the Council.

2.2 Questions relating to the 'Local Area', 'Local Services' and 'Community Safety' include core questions from LG Inform benchmarking. (Data from LG Inform is gathered using telephone methodology).

2.3 The survey was administered by post, although residents could choose to complete the survey online by following the link provided in the covering letter. Initially, surveys were posted out to a randomly selected sample of 5,500 residents of the Council area, which was stratified to be representative by ward; the first mail-out was on 27 May 2022. Reminder letters were then posted out to non-respondents on 17 June, ahead of the closing date of 8 July 2022.

2.4 A total of 1,104 completed questionnaires were received at the time of analysis, of which 960 were completed by post and 144 were submitted online; and a further 73 questionnaires were received by post after the closing date. The overall valid response rate was 21%.

2.5 During the data collection period two additional online surveys were conducted: firstly, an identically worded resident survey was made available to the general public on the Council's website and social media channels; and secondly a Stakeholder Survey was sent out by email to the Council's list of businesses and charitable and community organisations operating in West Lancashire, (which had previously agreed to be contacted by email).

2.6 Overall, 190 'General Public' surveys, and 24 Stakeholder Surveys were received by the closing date, and results are summarised in the form of a questionnaire marked-up with top-line findings (unweighted) for the 'General Public' survey.

2.7 Data from the completed questionnaires for the Resident Survey was weighted to be representative of the Council area by age and gender (interlocked), by ward, and by ethnicity. (Details of the weights are shown in the table overleaf.)

WEIGHTS APPLIED TO SURVEY DATA				
Male	**West Lancashire Population %**	**Achieved Sample %**	**Age x Gender Weight**	**Weighted* Sample %**
18 to 34 years	13.2	1.1	12.28374	13.2

35 to 44 years	5.5	1.9	2.824108	5.5
45 to 54 years	8.1	5.0	1.625472	8.1
55 to 64 years	8.4	9.2	0.916931	8.4
65 to 74 years	6.9	13.4	0.516363	6.9
75 years and over	5.6	11.4	0.494922	5.6
				(* Weighted by Age x Gender Weight)
Female	**West Lancashire Population %**	**Achieved Sample %**	**Age x Gender Weight**	**Weighted* Sample %**
18 to 34 years	13.4	3.0	4.447014	13.4
35 to 44 years	6.4	4.1	1.558003	6.4
45 to 54 years	8.6	7.7	1.117783	8.6
55 to 64 years	8.8	14.0	0.625818	8.8
65 to 74 years	7.7	13.8	0.558809	7.7
75 years and over	7.4	15.4	0.478426	7.4
				(** Weighted by Ward Weight)
Ward	**West Lancashire Population %**	**Achieved (Weighted) %**	**Ward Weight**	**Weighted** Sample %**
Ashurst	5.4	5.6	0.976349	5.4
Aughton and Downholland	4.8	5.3	0.918568	4.8
Aughton Park	3.3	4.2	0.790433	3.3
Bickerstaffe	1.8	1.6	1.121268	1.8
Birch Green	3.4	3.0	1.160873	3.4
Burscough East	3.9	3.4	1.148038	3.9
Burscough West	4.1	6.2	0.6683	4.1
Derby	8.5	3.8	2.238883	8.5
Digmoor	3.8	2.2	1.735697	3.8
Halsall	1.9	2.8	0.671918	1.9
Hesketh-with-Becconsall	3.4	3.3	1.024542	3.4
Knowsley	5.1	4.0	1.268766	5.1
Moorside	3.1	1.3	2.358913	3.1
Newburgh	1.8	1.3	1.369104	1.8
North Meols	4.1	6.3	0.652545	4.1
Parbold	3.4	3.7	0.923939	3.4
Rufford	1.8	1.6	1.141219	1.8
Scarisbrick	3.7	1.9	1.950076	3.7
Scott	5.2	6.6	0.782335	5.2
Skelmersdale North	3.4	4.9	0.689119	3.4
Skelmersdale South	5.5	7.5	0.739751	5.5
Tanhouse	4.1	4.2	0.995362	4.1
Tarleton	5.2	6.5	0.799441	5.2
Up Holland	5.6	5.0	1.120323	5.6
Wrightington	3.5	4.0	0.879869	3.5
Ethnicity (Collapsed)	**West Lancashire Population %**	**Achieved (Weighted) %**	**Ethnicity Weight**	**Sample % – Weighted by Final Weight**
White - British	95.8	92.1	1.039268	95.7

Other than White - British	4.2	7.9	0.539865	4.3

(Note: the final weight was capped at '5' to limit the effects of large weights on small sub-groups)

2.8 Top-line findings were then produced in the form of a marked-up questionnaire, which included (where applicable) comparative data from the similar resident survey carried out by BMG Research in 2019. Data was analysed to tables showing unweighted counts and weighted count percentages for the overall sample and the following cross-breaks:

2.9 As with all self-completion questionnaires, some individuals did not complete all questions. This may be because they did not have an opinion on the question asked, but we cannot make this assumption in full confidence, and therefore 'missing data' has been excluded from the 'weighted' analysis.).

2.10 Figures are 'rounded' to the nearest whole percent by the statistical software (SPSS). Due to this 'rounding' process, in some instances tables of percentages may not add up to 100% (i.e. they may add up to 99% or 101%). Also, in some instances, again due to the rounding process, the reported 'total satisfaction/dissatisfaction' may not exactly equal the 'very' + 'fairly' responses, e.g. 'very satisfied' = 2.3% (reported as 2%) plus 'fairly satisfied' = 2.3% (reported as 2%) gives 'total satisfied' = 4.6% (reported as 5%).

2.11 All survey results are subject to a 'margin of error' ('Confidence Interval'): this is based on both the sample number and the proportion of respondents giving a particular response. The following table shows the Confidence Intervals at the '95% Confidence Level' relating to the sample sub-groups for 'gender', 'age', 'limiting long-term illness/ disability', 'ethnicity', 'ward', and for the overall sample.

			Confidence Intervals		
		Number	50/50	30/70	10/90
			+/-%	+/-%	+/-%
Gender	Male	442	4.7	4.3	2.8
	Female	614	4.0	3.6	2.4
Age Group	16 to 34 years	42	15.1	13.2	9.1
	35 to 44 years	62	12.4	11.4	7.5
	45 to 54 years	135	8.4	7.7	5.1
	55 to 64 years	244	6.3	5.7	3.8
	65 to 74 years	292	5.7	5.3	3.4
	75 years and over	285	5.8	5.3	3.5
Disability	Yes - self	161	7.7	7.1	4.6
	No	847	3.4	3.1	2.0
Ethnicity	White British	1015	3.1	2.8	1.8
	Other than White British	38	15.9	14.6	9.5
Ward	Ashurst	49	14.0	12.8	8.4
	Aughton and Downholland	74	11.4	10.4	6.8
	Aughton Park	45	14.6	13.4	8.8
	Bickerstaffe	20	21.9	20.1	13.1
	Birch Green	24	20.0	18.3	12.0
	Burscough East	42	15.1	13.2	9.1
	Burscough West	51	13.7	12.6	8.2
	Derby	52	13.6	12.5	8.2
	Digmoor	28	18.5	17.0	11.1
	Halsall	29	18.2	16.7	10.9
	Hesketh with Becconsall	46	14.4	13.2	8.7
	Knowsley	64	12.2	11.2	7.3
	Moorside	17	n/a	n/a	n/a
	Newburgh	18	n/a	n/a	n/a
	North Meols	51	13.7	12.6	8.2
	Parbold	49	14.0	12.8	8.4
	Rufford	21	21.4	19.6	12.8
	Scarisbrick	34	16.8	15.4	10.1
	Scott	62	12.4	11.4	7.5
	Skelmersdale North	36	16.3	15.0	9.8
	Skelmersdale South	51	13.7	12.6	8.2
	Tanhouse	36	16.3	15.0	9.8
	Tarleton	89	10.4	9.5	6.2
	Up Holland	65	12.2	11.1	7.3
	Wrightington	47	14.3	13.1	8.6
Total	**All respondents**	**1,104**	**2.9**	**2.7**	**1.8**

3. YOUR LOCAL AREA

Question 1: *'Overall, how satisfied or dissatisfied are you with your local area as a place to live?'* ***Q1a:*** *'Why do you say this?'*

Question 2: *'Overall, how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things?'* ***Q2a:*** *'Why do you say this?'*

Question 3: *'To what extent do you agree or disagree that West Lancashire Borough Council provides value for money?'*

Question 4: *'To what extent do you think West Lancashire Borough Council acts on the concerns of local residents?'*

Question 5: *'Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides?'*

Question 6: *'On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?'*

Question 7: *'How much do you trust West Lancashire Borough Council?'*

Question 8: *'How strongly do you feel you belong to your local area?'*

Question 9: *'To what extent do you agree or disagree that your local area is a place where people from different ethnic background get on well together?'*

Question 10: *'To what extent do you agree or disagree that people in this local area pull together to improve the local area?'*

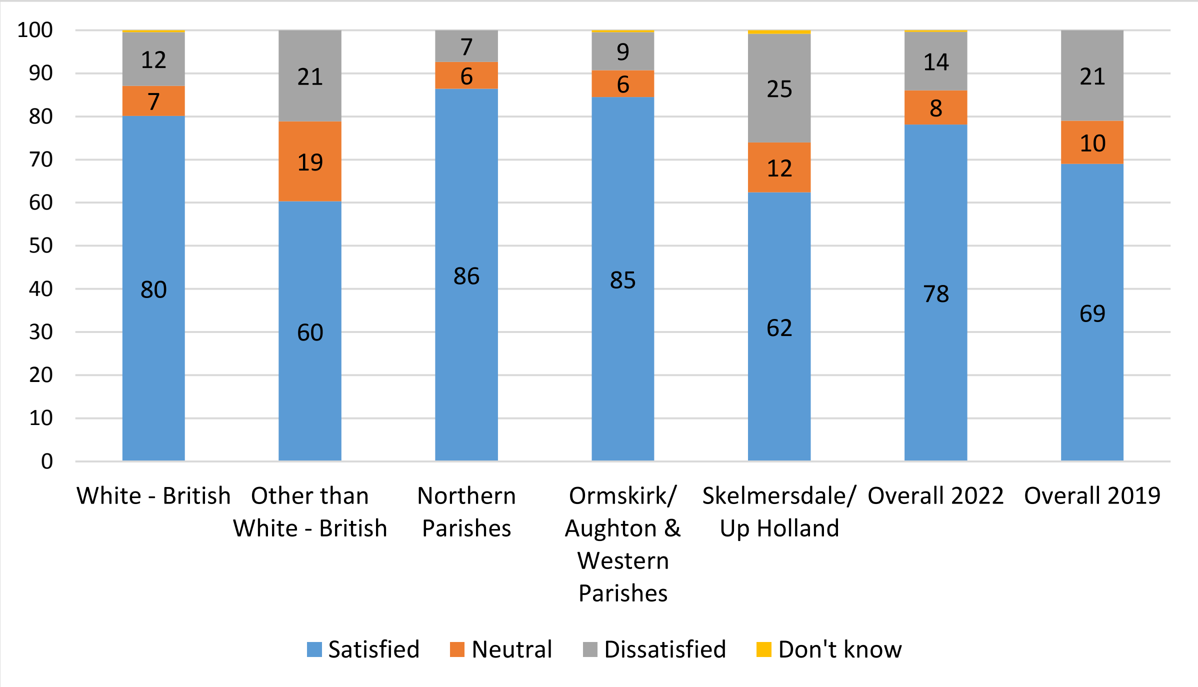
3.1 Local Area as a Place to Live

3.1.1 Over three-quarters of all respondents (78%) were satisfied with their local area as a place to live (33% 'very satisfied' and 46% 'fairly satisfied'), while 14% of respondents were dissatisfied (4% 'very dissatisfied' and 9% 'fairly dissatisfied'), and 8% were 'neither satisfied nor dissatisfied'. [0% (5) 'don't know'.] Compared to the 2019 Survey (69% 'satisfied'/ 21% 'dissatisfied') these results represent both a significant rise (+9%) in satisfaction, and a significant fall in dissatisfaction (-7%). (See chart overleaf.)

3.1.2 Residents' satisfaction with their local area as a place to live was higher in the 'Northern Parishes' (86%) and 'Ormskirk/ Aughton & Western Parishes' (85%) areas, but reduced to 62% 'satisfied' in 'Skelmersdale/ Up Holland', (where dissatisfaction rose to 25%). The only other statistically significant difference to note was that those respondents belonging to ethnic groups 'Other than White – British' (60% 'satisfied') were less likely to express satisfaction when compared to the overall sample response. (Differences by gender and age group were not significant.)

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

(Q1: % response – by ethnicity, area and overall)



3.1.3 By Ward, satisfaction levels rose to over 90% in Rufford (97% 'very/ fairly satisfied'), Aughton and Downholland (94%), and Parbold (92%); reducing to under two-thirds for residents of Moorside (50%), Ashurst (52%), Digmoor (52%), Tanhouse (62%), and Skelmersdale South (63%). [Satisfaction in Newburgh (96%) and Bickerstaffe (94%) was not significantly different to the overall sample response due to the small base numbers of respondents involved.]

3.1.4 Respondents were then asked to give their reasons for their answer at Question 1, i.e. why they are satisfied or dissatisfied with their local area as a place to live. Over three-quarters (79%) of the total weighted sample offered comments, with typical themes of response among those that are satisfied being that they live in a 'nice/ pleasant/ attractive area', that it's 'quiet/ peaceful', 'friendly' has 'convenient local facilities/ amenities', 'good transport links', 'clean', and 'safe – low levels of crime/ anti-social behaviour'. Those that are dissatisfied mentioned issues such as 'lack of general maintenance – unkempt/ overgrown', 'poor state of roads and pavements', 'poor cleanliness – litter/ dog-fouling', 'too much housing development', 'lack of facilities/ amenities', and 'poor local transport provision'.

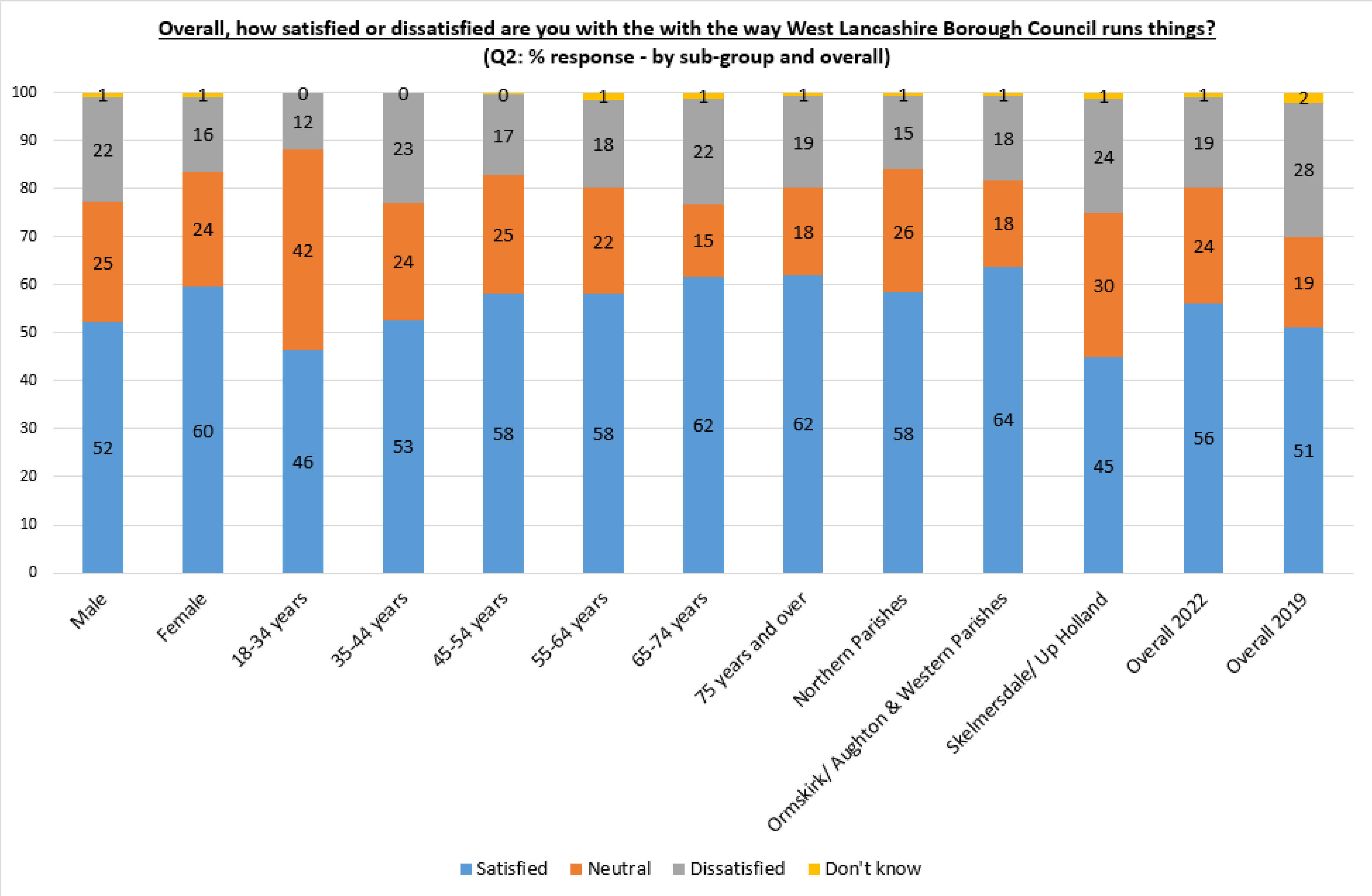
3.2 Satisfaction with the Way West Lancashire Borough Council Runs Things

3.2.1 More than half of all respondents (56%) were satisfied overall with the way West Lancashire Borough Council runs things (13% 'very satisfied' and 43% 'fairly satisfied'), while 24% were 'neither satisfied nor dissatisfied', and one-in-five (19%) were dissatisfied (7% 'very dissatisfied' and 12% 'fairly dissatisfied'). (1%, 13 respondents, 'don't know'). The level of satisfaction has shown a small (statistically significant) increase over that from 2019 (51% 'satisfied'/ 28% 'dissatisfied'), and dissatisfaction has also decreased significantly (-9%).

3.2.2 The level of satisfaction tended to increase with age, being lowest at 46% for those aged 18-34 years, and rising to 62% for those aged 65 years and over; and also rising to 64% for those that are 'retired from work', and to 60% each for female respondents and those who have been resident in West Lancashire for 'more than 10 years'. Satisfaction was significantly lower for those respondents whose ethnicity is 'Other than White – British' (28% 'satisfied'), those that have lived in West Lancashire 'all my life' (48% 'satisfied'/ 25% 'dissatisfied'), and those who are 'working full-time/ part-time' (52% 'satisfied'). Dissatisfaction was also higher among male respondents than female (22% 'dissatisfied' compared to 16%).

3.2.3 By area, satisfaction increased to 64% in 'Ormskirk/ Aughton & Western Parishes', while it was lower at 45% in 'Skelmersdale/ Up Holland'. Ward-level satisfaction responses varied widely from under a third in Birch Green (25% 'satisfied'), Tanhouse (30%), and Ashurst (31%), to 70%+ in Parbold (70%), Derby (71%) and Halsall (87%).

3.2.4 Again for this question respondents were asked to give their reasons as to why they are satisfied or dissatisfied, and 70% of the total weighted sample made comments overall. Those that are satisfied with the way the Council runs things were most likely to refer to the 'good bin/ refuse and recycling collection service', while others were happy with 'street cleanliness' (though this was dependent on area), or had 'no issues generally'. Issues highlighted by those respondents that are dissatisfied were 'poor general maintenance' (e.g. lack of grass cutting/ overgrown vegetation etc.), 'poor state of pavements/ roads', 'poor street cleanliness', 'problems with planning services/ housing developments', and a number of respondents were unhappy with the 'charging for garden waste'.


Overall, how satisfied or dissatisfied are you with the with the way West Lancashire Borough Council runs things?
(Q2: % response - by sub-group and overall)
100
90
80
70
60
50
40
30
20
10
0
Male
Female
18-34 years
35-44 years
45-54 years
55-64 years
65-74 years
75 years and over
Northern Parishes
Ormskirk/ Aughton & Western Parishes
Skelmersdale/ Up Holland
Overall 2022
Overall 2019
Satisfied
Neutral
Dissatisfied
Don't know

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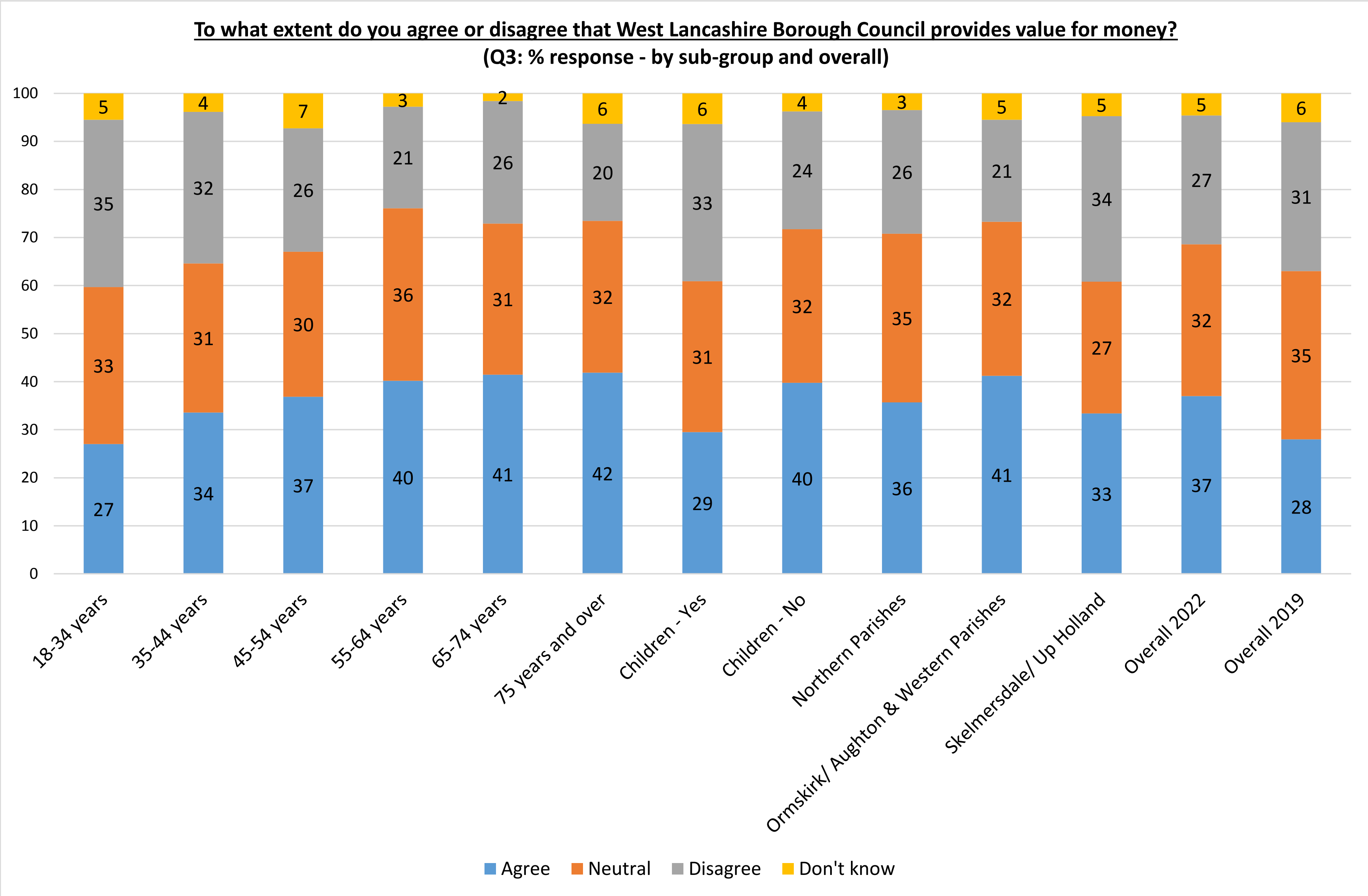

To what extent do you agree or disagree that West Lancashire Borough Council provides value for money?
(Q3: % response - by sub-group and overall)
100
90
80
70
60
50
40
30
20
10
0
18-34 years
35-44 years
45-54 years
55-64 years
65-74 years
75 years and over
Children - Yes
Children - No
Northern Parishes
Ormskirk/ Aughton & Western Parishes
Skelmersdale/ Up Holland
Overall 2022
Overall 2019
Agree
Neutral
Disagree
Don't know
5 35 33 27
4 32 31 34
7 26 30 37
3 21 36 40
2 26 31 41
6 20 32 42
6 33 31 29
4 24 32 40
3 26 35 36
5 21 32 41
5 34 27 33
5 27 32 37
6 31 35 28

3.3 West Lancashire Borough Council Provides Value for Money

3.3.1 Overall opinions were closely divided as to whether or not 'West Lancashire Borough Council provides value for money': 37% agreed that it does (3% 'strongly agree' and 34% 'tend to agree'), while 27% disagreed (6% 'strongly disagree' and 21% 'tend to disagree'), and a total of 37% of respondents gave 'neither agree nor disagree' (32%) or 'don't know' (5%) responses. These results do however represent an improvement over the 2019 figures of 28% 'agree' and 31% 'disagree', with agreement having increased by 9 percent and disagreement reducing by 4 percent, (both statistically significant changes). (See chart on previous page.)

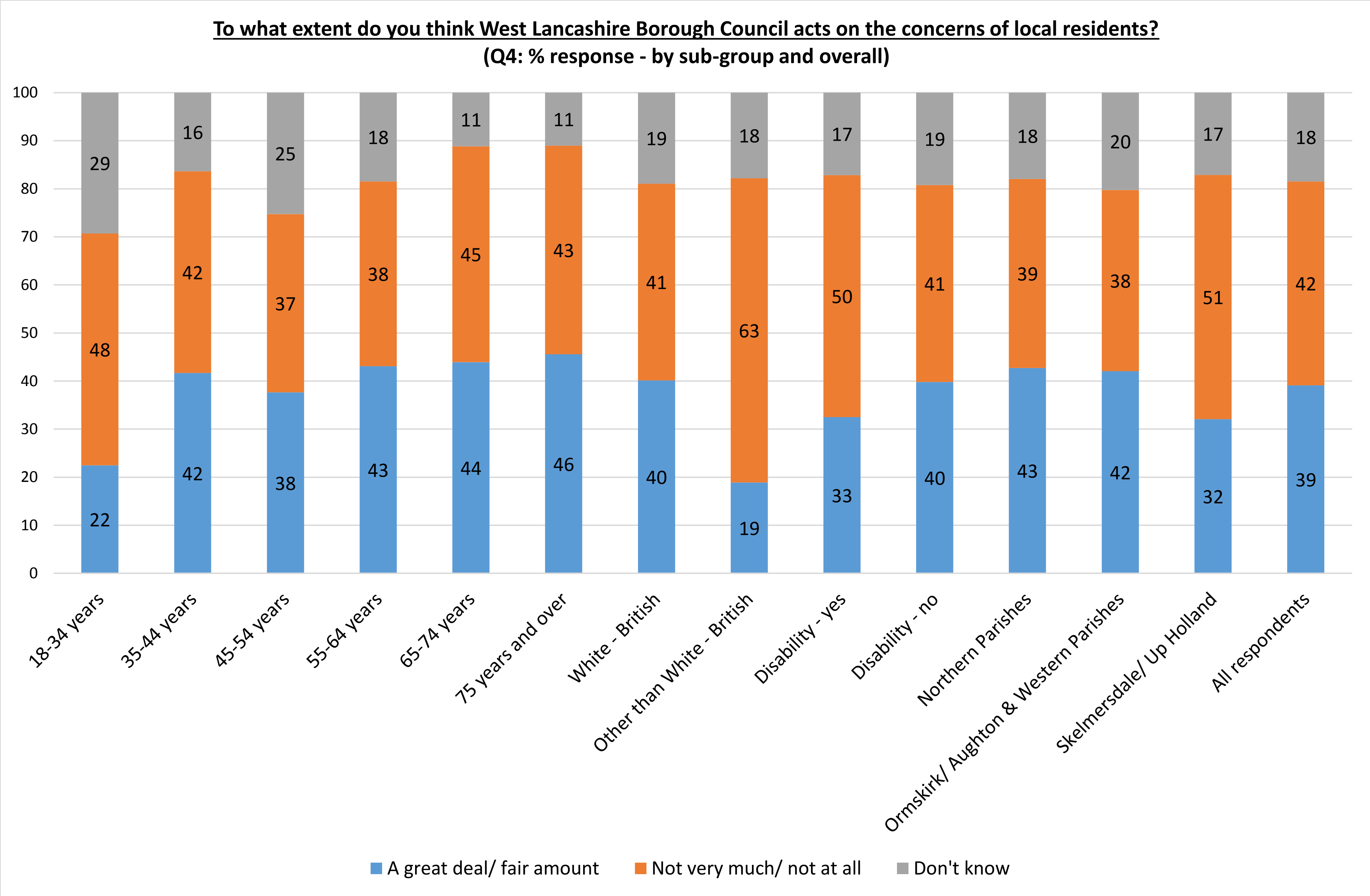
3.3.2 Agreement levels rose to over 40% for those in the older age groups '65-74 years' (41% 'agree') and '75+ years' (42%), and also for those respondents that are 'retired' (41%), and have lived in West Lancashire for 'more than 10 years' (41%). Agreement reduced to 29% for those that have lived in West Lancashire 'all my life', and also to 29% for those with children under 18 years in their households. Male respondents were more likely than females to disagree that the Council provides value for money (32% 'disagree' compared to 23%).

3.3.3 By area, agreement was higher at 41% in 'Ormskirk/ Aughton & Western Parishes', while the level of disagreement increased to 34% in 'Skelmersdale/ Up Holland'. Variations by ward were generally not significant – the exceptions being that agreement was higher in Halsall (68% 'agree'), and that disagreement was higher in Birch Green (49% 'disagree') and North Meols (44% 'disagree').

3.5 The Council Acts on the Concerns of Local Residents

3.5.1 Two-fifths of all respondents (39%) said that West Lancashire Borough Council acts on the concerns of local residents, either 'a great deal' (4%), or 'a fair amount' (35%), while a slightly higher percentage (42%) think that the Council does so 'not very much' (33%) or 'not at all' (9%), and 18% 'don't know'. (See chart overleaf.)

3.5.2 The numbers who believe that the Council acts on local residents' concerns 'a great deal or a fair amount' tended to increase with age, from 22% for those aged 18-34 years to 46% for those aged 75 years and over; with those respondents 'working full or part-time' (34% 'a great deal/ fair amount') less likely to believe this is the case than those who are 'retired' (46%). Other significant differences were that those respondents whose ethnicity is 'Other than White – British' (19% 'a great deal/ fair amount'/ 63% 'not very much/ not at all') were less likely to believe that the Council acts on residents' concerns; while those who have a disability (50% 'not very much/ not at all'), and those who have lived in West Lancashire 'all my life' (51%) were more likely to believe that the Council acts on residents' concerns 'not very much or not at all'.



To what extent do you think West Lancashire Borough Council acts on the concerns of local residents?
(Q4: % response - by sub-group and overall)
100
90
80
70
60
50
40
30
20
10
0
18-34 years
35-44 years
45-54 years
55-64 years
65-74 years
75 years and over
White - British
Other than White - British
Disability - yes
Disability - no
Northern Parishes
Ormskirk/ Aughton & Western Parishes
Skelmersdale/ Up Holland
All respondents
29 16 25 18 11 11 19 18 17 19 18 20 17 18
48 42 37 38 45 43 41 63 50 41 39 38 51 42
22 42 38 43 44 46 40 19 33 40 43 42 32 39
A great deal/ fair amount
Not very much/ not at all
Don't know

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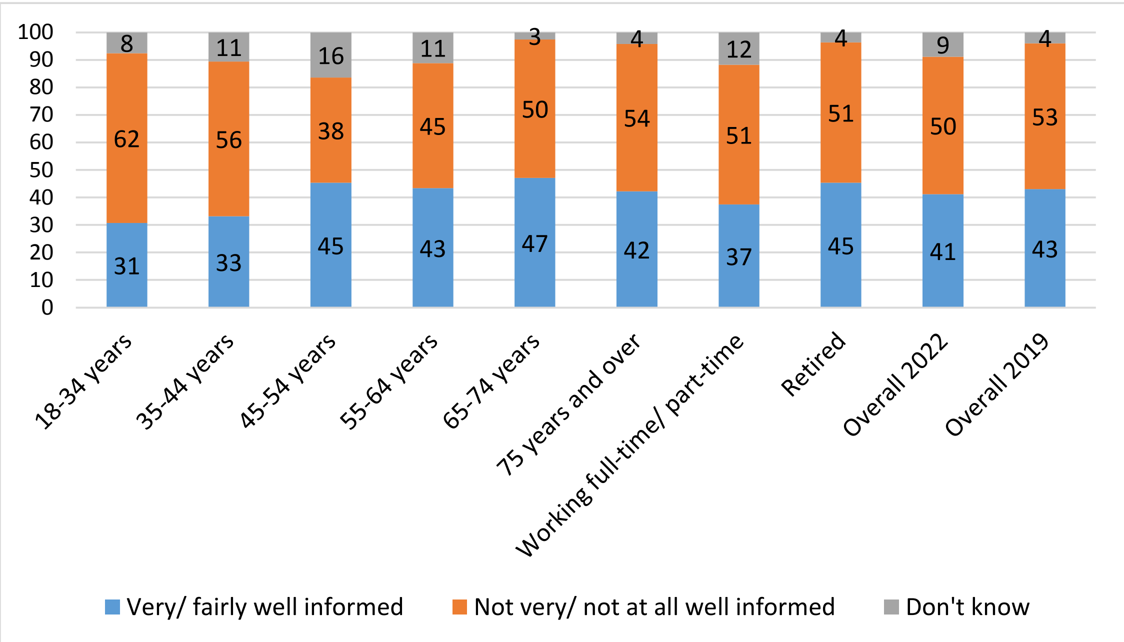
3.5.3 By area, residents of the ‘Northern Parishes’ (46% ‘a great deal/ fair amount’) were most likely to believe that the Council acts on their concerns, while residents of ‘Skelmersdale/ Up Holland’ (32% ‘a great deal/ fair amount’/ 51% ‘not very much/ not at all’) held significantly less positive views. Ward-level variations in responses were not generally significant; note only that positive responding rose to 61% ‘a great deal/ fair amount’ in Parbold, but reduced to 24% in Ashurst and 23% in Skelmersdale South.

3.6 How well informed by the Council?

3.6.1 When asked how well informed they think West Lancashire Borough Council keeps residents about the services and benefits it provides, half (50%) of all respondents said that they are ‘not very well informed’ (34%) or ‘not well informed at all’ (16%), while two-fifths (41%) feel ‘fairly well informed’ (37%) or ‘very well informed’ (5%), and 9% ‘don’t know’. These results are not significantly different to the 2019 findings of 43% ‘very/ fairly well informed’/ 53% ‘not very/ not at all well informed’.

Overall, how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides?

(Q5: % response – by sub-group and overall)



3.6.2 The numbers of respondents that feel ‘well informed’ about Council services and benefits was lowest for those aged 18-34 years (31% ‘very/ fairly well informed’) and 35-44 years (33%), with the majority of these respondents feeling ‘not well informed’, as was also the case for those aged 75 years and over (54% ‘not very/ not at all well informed’). Positive responding increase to 47% for those aged 65-74 years, although even in this sub-group 50% feel ‘not well informed’.

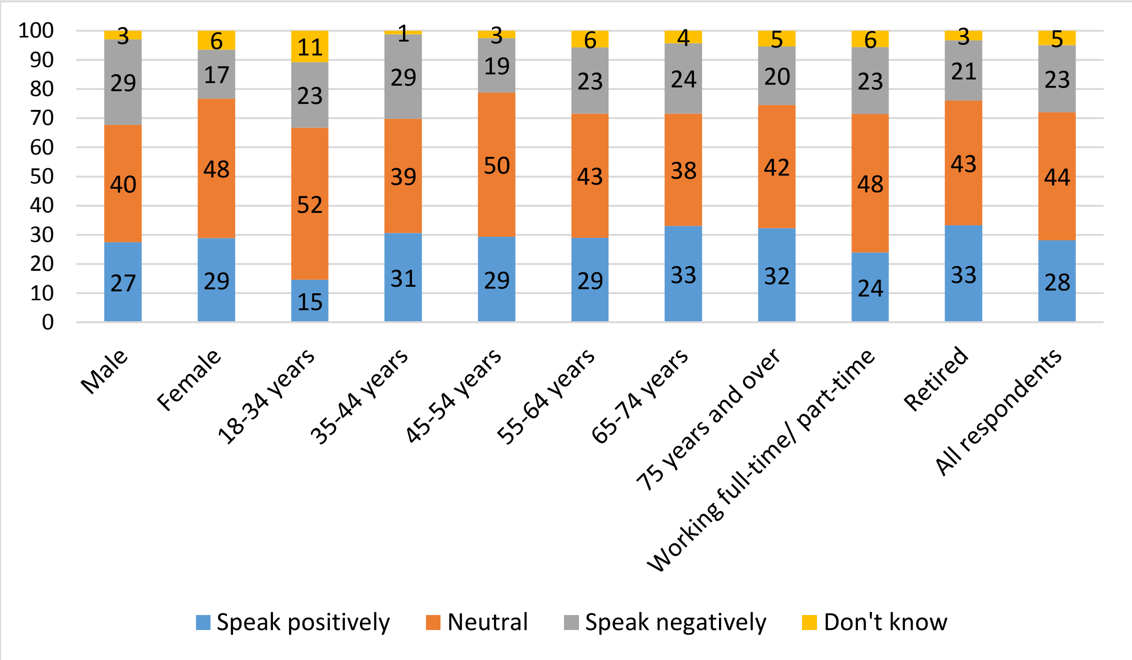
3.6.3 Differences by 'area' were not statistically significant for this question; however, there were a few variations by ward, with positive responses increasing to 55% 'very/ fairly well informed' in Parbold, but decreasing to 21% in North Meols and 20% in Skelmersdale South, while negative responses increased to 67% 'not very/ not at all well informed' in Hesketh with Becconsall and to 70% in Birch Green.

3.7 Views about the Council

3.7.1 Respondents were asked *'On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?'* and the major response overall was that 'I have no views one way or another' (44%). However, positive views were slightly more prevalent than negative views, a total of 28% of all respondents saying that they speak positively about the Council either 'without being asked' (3%) or 'if asked about it' (25%); while 23% speak negatively about the Council either 'without being asked' (4%) or 'if asked about it' (19%). (5% 'don't know'.)

On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council?

(Q6: % response – by sub-group and overall)



3.7.2 The numbers who speak positively about the Council increased to 33% each for those aged 65-74 years and those who are 'retired', falling to 24% for those 'working full or part-time' and to 22% for those who have lived in West Lancashire 'all my life'. Negative responses were higher among male respondents than females (29% 'speak negatively' compared to 17%), and increased to 31% for those respondents who have a disability, 35% for those who have lived in West Lancashire 'all my life', and to 29% for residents of 'Skelmersdale/ Up-Holland'.

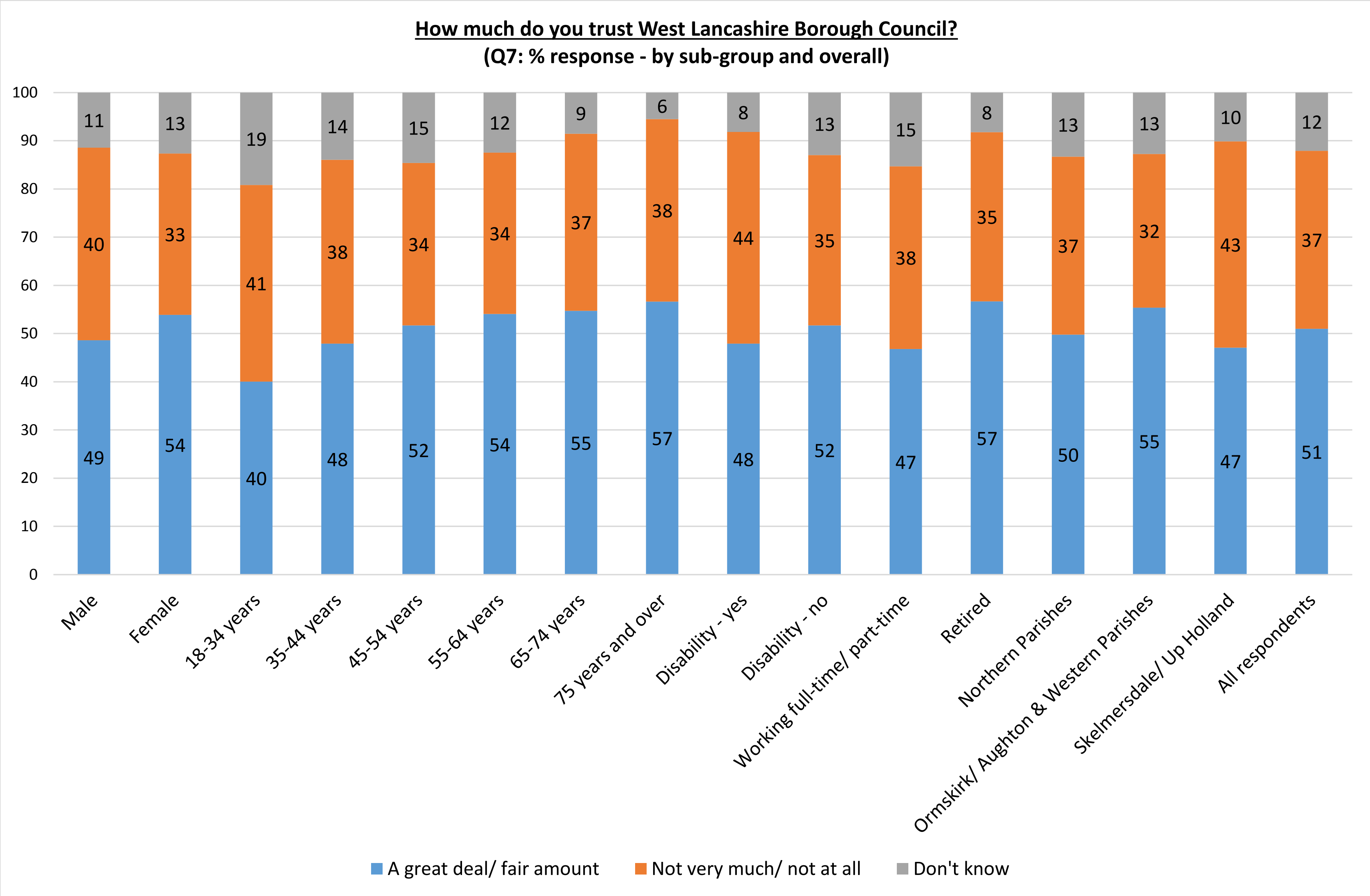
3.7.3 By ward, positive responding rose to 45% ‘speak positively’ in Halsall, reducing to 17% in Up Holland, 16% in Scott, and 9% in Bickerstaffe, while negative responding rose to 43% in Birch Green and 40% in Skelmersdale South.

3.8 How much do you trust West Lancashire Borough Council?

3.8.1 Half (51%) of all respondents trust West Lancashire Borough Council either ‘a great deal’ (5%) or ‘a fair amount’ (46%), while over a third (37%) trust it either ‘not very much’ (28%) or ‘not at all’ (9%), and 12% ‘don’t know’. (See chart overleaf.)

3.8.2 Levels of trust were greater for those respondents aged 75 years and over (57% ‘a great deal/ fair amount’), among females (54%), and those who are ‘retired’ (57%); falling to 47% for those ‘working full or part-time’. Those respondents with a disability (44% ‘not very much/ not at all’), those that have lived in West Lancashire ‘all my life’ (49%), and residents of ‘Skelmersdale/ Up Holland’ (43%) were more likely to trust the Council either ‘not very much’ or ‘not at all’, when compared to the overall sample response.

3.8.3 There were few significant variations by ward: the levels of trust were lowest in Birch Green (27% ‘a great deal/ fair amount’/ 62% ‘not very much/ not at all’), while in Burscough West 57% of respondents trust the Council ‘not very much’ or ‘not at all’.

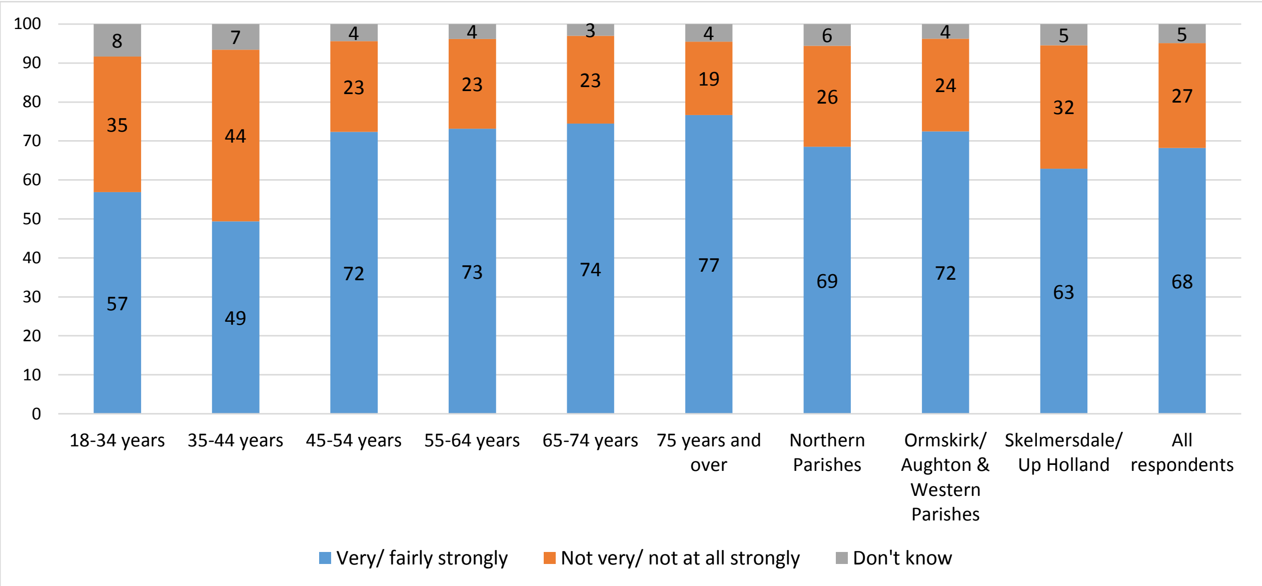

How much do you trust West Lancashire Borough Council?
(Q7: % response - by sub-group and overall)
100
90
80
70
60
50
40
30
20
10
0
Male 49 40 11
Female 54 33 13
18-34 years 40 41 19
35-44 years 48 38 14
45-54 years 52 34 15
55-64 years 54 34 12
65-74 years 55 37 9
75 years and over 57 38 6
Disability - yes 48 44 8
Disability - no 52 35 13
Working full-time/ part-time 47 38 15
Retired 57 35 8
Northern Parishes 50 37 13
Ormskirk/ Aughton & Western Parishes 55 32 13
Skelmersdale/ Up Holland 47 43 10
All respondents 51 37 12
A great deal/ fair amount
Not very much/ not at all
Don't know

3.9 Strength of Belonging to Your Local Area

3.9.1 Just over two-thirds of all respondents (68%) feel that they belong to their local area 'very strongly' (24%) or 'fairly strongly' (45%); this is similar to the 2019 Survey result of 65% 'very/ fairly strongly'. Overall, 27% of respondents do not feel a strong sense of belonging: 22% feel that they belong 'not very strongly', and 5% 'not at all strongly'. (5% 'don't know'.)

How strongly do you feel you belong to your local area?

(Q8: % response – by sub-group and overall)



3.9.2 Having a strong sense of belonging to the local area tended to increase with age: those aged 65-74 years (74% 'very/ fairly strongly') and 75 years and over (77%) were most likely to have 'strong' feelings of belonging, along with those that are 'retired' (75%), and those who have lived in West Lancashire for 'more than 10 years' (74%); this figure reducing to 49% for those aged 35-44 years.

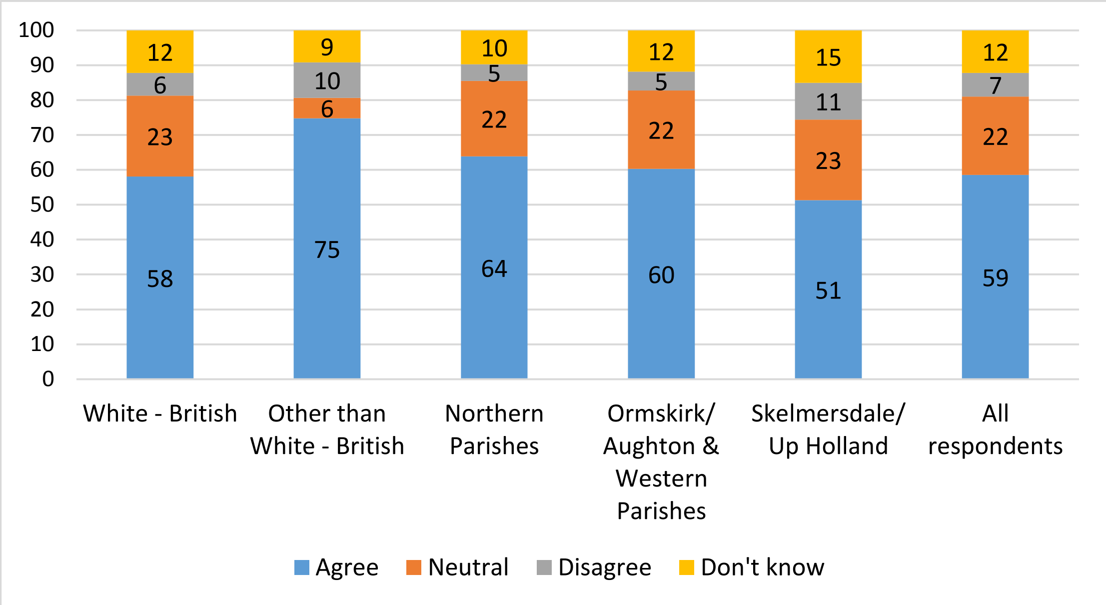
3.9.3 By area, residents of 'Ormskirk/ Aughton & Western Parishes' (72% 'very/ fairly strongly') were more likely to feel a 'strong' sense of belonging, while those in 'Skelmersdale/ Up Holland' (63% 'very/ fairly strongly'/ 32% 'not very/ not at all strongly') were less likely to hold such feelings, when compared to the overall sample responses. Ward-level responses varied from 47% 'very/ fairly strongly' in North Meols, and 52% in 'Skelmersdale South', rising to 84% in Parbold and 99% in Aughton Park.

3.10 Community Cohesion

3.10.1 Three-fifths of all respondents (59%) agreed that their local area 'is a place where people from different ethnic backgrounds get on well together' (16% 'definitely agree' and 43% 'tend to agree'); this is a substantially higher level of agreement (+20%) than that reported in the 2019 Survey (39% 'definitely/ tend to agree'). Overall, 7% of respondents expressed disagreement (3% 'definitely disagree' and 4% 'tend to disagree'), 22% gave 'neither agree nor disagree' responses, and 12% 'don't know'.

To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?

(Q9: % response – by sub-group and overall)



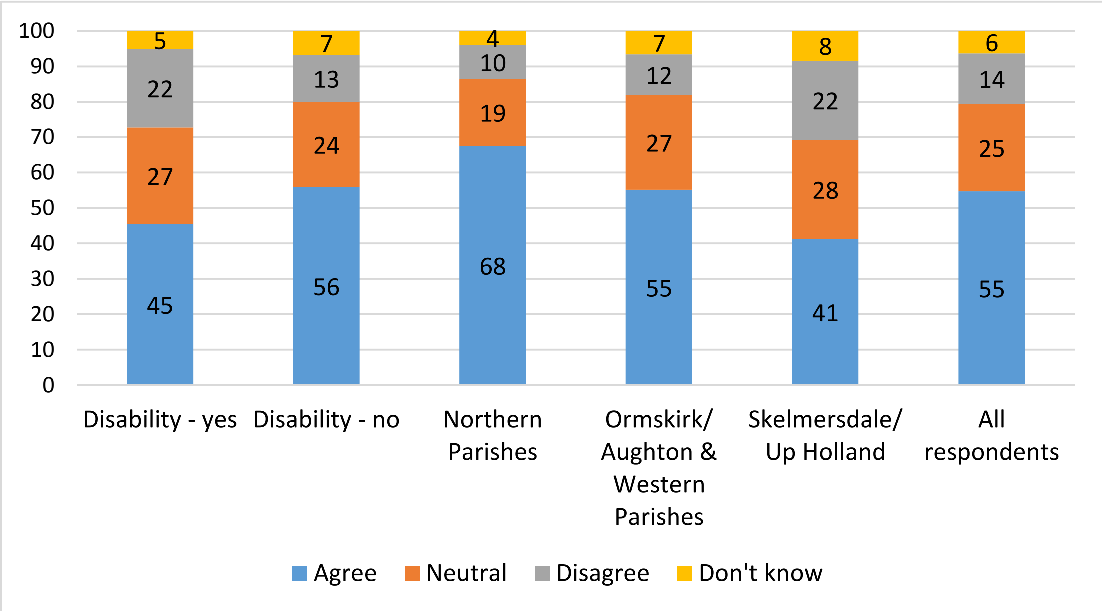
3.10.2 There were few statistically significant sub-group variations in responses for this question: note only that those respondents from ethnic backgrounds 'Other than White – British' (75%) were more likely to agree that people from different ethnic backgrounds get on well together in their local area than were 'White – British' respondents (58% 'agree'); and that by area, residents of the 'Northern Parishes' (64%) were more likely to express agreement, while residents of 'Skelmersdale/ Up Holland' (51% 'agree'/ 11% 'disagree') were less likely to agree and more likely to disagree that this is the case.

3.10.3 Agreement by ward rose to 73% in Wrightington, but fell to 45% in Ashurst, and 38% in Tanhouse. Disagreement levels were highest in Moorside (29% 'disagree'), Digmoor (22%), Halsall (18%), and North Meols (14%).

3.10.4 Over half (55%) of all respondents agreed that ‘people in this local area pull together to improve the local area’ (13% ‘definitely agree’ and 42% ‘tend to agree’), while one-in-seven (14%) disagreed (4% ‘definitely disagree’ and 10% ‘tend to disagree’), a quarter (25%) gave neutral ‘neither agree nor disagree’ responses and 6% ‘don’t know’.

<u>To what extent do you agree or disagree that people in this local area pull together to improve the local area?</u>

(Q10: % response – by sub-group and overall)



3.10.5 Those respondents with a disability (45% ‘agree’/ 22% ‘disagree’) were less likely to agree, and more likely to disagree, that people in the local area pull together to improve the local area, and disagreement also increased slightly to 19% for those that have lived in West Lancashire ‘all my life’. By area, residents of the ‘Northern Parishes’ (68%) were most likely to express agreement, while residents of ‘Skelmersdale/ Up Holland’ (41% ‘agree’/ 22% ‘disagree’) were less likely to agree and more likely to disagree that people pull together in this way.

3.10.6 By ward, the level of agreement increased to around three-quarters or more in Halsall (93% ‘definitely/ tend to agree’), Parbold (89%), Newburgh (81%), Wrightington (79%), Hesketh with Becconsall (77%), and Burscough West (73%); but reduced to 40% or less in Ashurst (40%), Scott (39%), Skelmersdale North (38%), Skelmersdale South (30%), and Moorside (21%). The level of disagreement increased to 30% in Bickerstaffe, 32% in Moorside, and 42% in Skelmersdale South.

4 SATISFACTION WITH LOCAL SERVICES

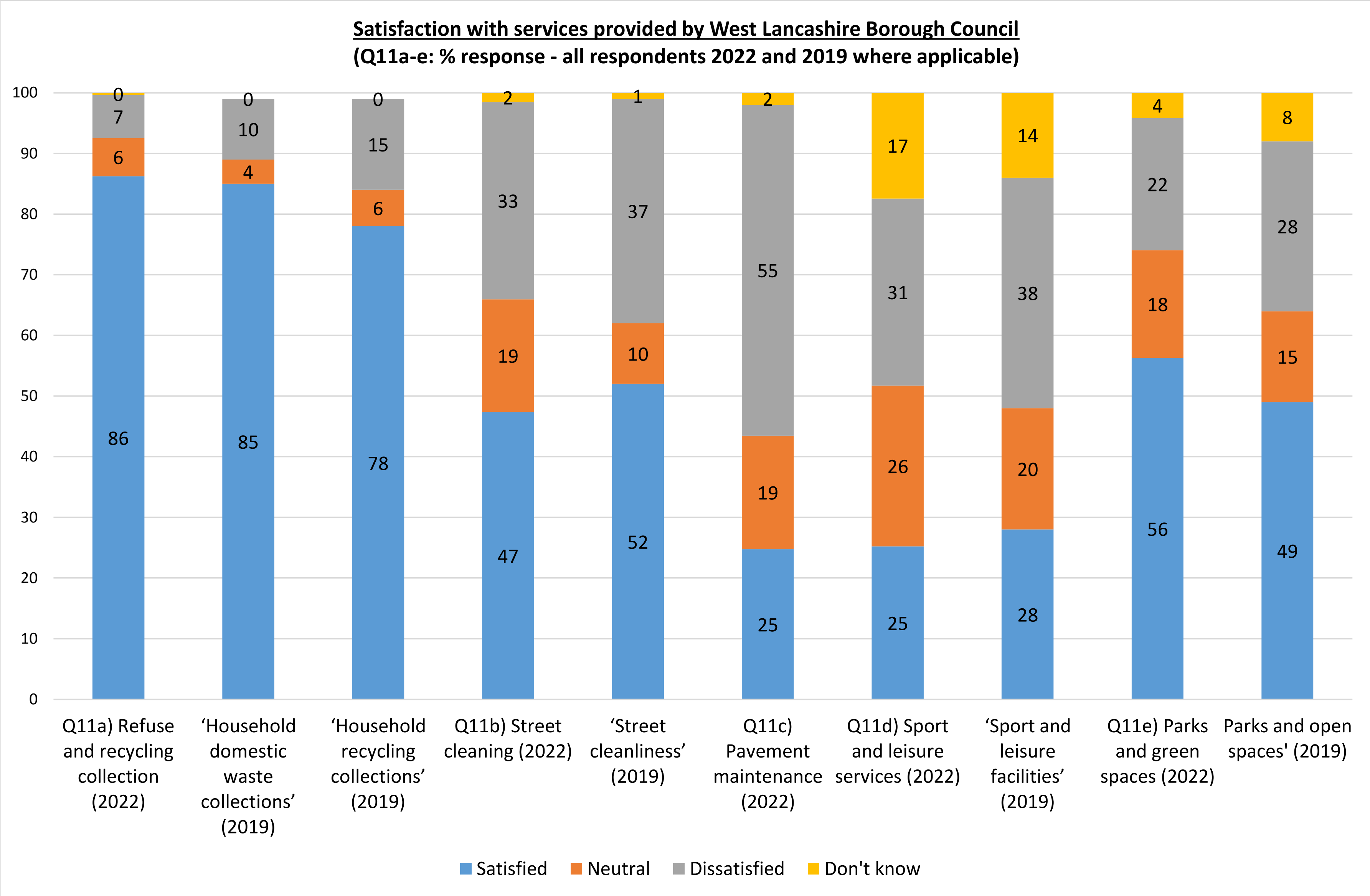
4.1 Respondents were asked to state their level of satisfaction with five services provided by West Lancashire Borough Council: ‘refuse and recycling collection’, ‘street cleaning’, ‘pavement maintenance’, ‘sport and leisure services’, and ‘parks and green spaces’. Overall results, together with comparative figures from the 2019 Survey are summarised in the chart overleaf.

4.2 In respect of the ‘refuse and recycling collection’ service, the great majority of all respondents (86%) expressed satisfaction with this (53% ‘very satisfied’ and 33% ‘fairly satisfied’), 6% were ‘neither satisfied nor dissatisfied’, and 7% were dissatisfied (2% ‘very dissatisfied’ and 5% ‘fairly dissatisfied’). (0%; 5 ‘don’t know’). Respondents to the 2019 Survey were asked separately about ‘household domestic waste collections’ and ‘household recycling collections’, the results being 85% ‘satisfied’/ 10% ‘dissatisfied’, and 78% ‘satisfied’/ 15% ‘dissatisfied’, respectively. Therefore, the current combined figure of 86% ‘satisfied’ is similar to that for ‘household domestic waste collections’ in 2019, but represents an improvement over that for ‘household recycling collections’; and dissatisfaction at 7% is significantly lower than both of the 2019 figures.

4.3 Area variations in responses were not significant; however, note that those respondents ‘working full or part-time’ were less likely to be satisfied with the ‘refuse and recycling collection’ than those who are ‘retired’ (81% ‘satisfied’ compared to 92%).

4.4 In respect of ‘street cleaning’, just under half (47%) of all respondents were satisfied (15% ‘very satisfied’ and 32% ‘fairly satisfied’), while a third (33%) were dissatisfied (15% ‘very dissatisfied’ and 18% ‘fairly dissatisfied’), 19% ‘neither satisfied nor dissatisfied’ and 2% ‘don’t know’. In the 2019 Survey, respondents were asked about their satisfaction with ‘street cleanliness’, and 52% were ‘satisfied’ and 37% ‘dissatisfied’ with this service. By area, satisfaction was lowest, and dissatisfaction highest, in ‘Skelmersdale/ Up Holland’ (41% ‘satisfied’/ 40% ‘dissatisfied’); while satisfaction rose to 55% in ‘Ormskirk/ Aughton & Western Parishes’. Other notable differences were that male respondents were less likely to be satisfied than females (42% compared to 53%), and that satisfaction reduced to 30% for those aged 18-34 years, and 28% for those whose ethnicity is ‘other than White – British’.

4.5 Of the five services listed, satisfaction levels were lowest with ‘pavement maintenance’ – over half of all respondents (55%) expressed dissatisfaction with this (26% ‘very dissatisfied’ and 28% ‘fairly dissatisfied’), while a quarter (25%) were satisfied (4% ‘very satisfied’ and 20% ‘fairly satisfied’), 19% ‘neither satisfied nor dissatisfied’ and 2% ‘don’t know’. (No comparative data from 2019). By area, satisfaction rose to 29% ‘satisfied’ in the ‘Northern Parishes’, but was lower in ‘Skelmersdale/ Up Holland’ at 20%.


Satisfaction with services provided by West Lancashire Borough Council
(Q11a-e: % response - all respondents 2022 and 2019 where applicable)
100
90
80
70
60
50
40
30
20
10
0
0
7
6
86
0
10
4
85
0
15
6
78
2
33
19
47
1
37
10
52
2
55
19
25
17
31
26
25
14
38
20
28
4
22
18
56
8
28
15
49
Q11a) Refuse and recycling collection (2022)
'Household domestic waste collections' (2019)
'Household recycling collections' (2019)
Q11b) Street cleaning (2022)
'Street cleanliness' (2019)
Q11c) Pavement maintenance (2022)
Q11d) Sport and leisure services (2022)
'Sport and leisure facilities' (2019)
Q11e) Parks and green spaces (2022)
Parks and open spaces' (2019)
Satisfied
Neutral
Dissatisfied
Don't know

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4.6 Satisfaction with 'sport and leisure services' was also low – a quarter (25%) expressed satisfaction with this (5% 'very satisfied' and 20% 'fairly satisfied'), while 26% were 'neither satisfied nor dissatisfied', 31% were dissatisfied (17% 'very dissatisfied' and 14% 'fairly dissatisfied'), and 17% 'don't know'. In 2019, 28% of respondents expressed satisfaction and 38% dissatisfaction with 'sport and leisure facilities' – compared to these figures, the current satisfaction level is similar (not significantly different), while the level of dissatisfaction has decreased by 7 percent. By area, satisfaction was higher in the 'Northern Parishes' (29% 'satisfied') and 'Ormskirk/ Aughton & Western Parishes' (31%); reducing to 16% in 'Skelmersdale/ Up Holland', where 45% of respondents expressed dissatisfaction. The level of dissatisfaction also increased among those respondents aged 35-44 years (49%), those with children under 18 years in their household (45%), and those who have lived in West Lancashire 'all my life' (39%).

4.7 Over half (56%) of all respondents said that they are satisfied with 'parks and green spaces' (16% 'very satisfied' and 40% 'fairly satisfied'), while 22% are dissatisfied (11% 'very dissatisfied' and 11% 'fairly dissatisfied'), 18% are 'neither satisfied nor dissatisfied' and 4% 'don't know'. Compared to the 2019 Survey findings of 49% 'satisfied'/ 28% 'dissatisfied', satisfaction has increased (+7%), and dissatisfaction has reduced (-6%); both these changes being statistically significant.

4.8 Satisfaction levels with 'parks and green spaces' were higher in the area of 'Ormskirk/ Aughton & Western Parishes' (70% 'satisfied'/ 12% 'dissatisfied') when compared to the overall sample responses; but lower in 'Skelmersdale/ Up Holland' (44% 'satisfied'/ 36% 'dissatisfied'). Also note that satisfaction rose to 64% for those respondents aged 45-54 years, and 65% for those who have lived in West Lancashire for 2-10 years.

5 COMMUNITY SAFETY

Question 12: *'How safe or unsafe do you feel when outside in your local area **a)** After dark, **b)** During the day?'*

Question 13: *'To what extent do you agree or disagree that West Lancashire is a safe and secure place to live'*

Question 14: *'Thinking about your local area, how much of a problem do you think each of the following are?'*

5.1 Respondents were asked to say how safe or unsafe they feel when outside in their local area after dark and during the day. After dark, nearly two-thirds of all respondents (62%) said that they feel safe (16% 'very safe' and 47% 'fairly safe') – this being a similar figure to that of 60% 'very/ fairly safe' reported in 2019. Overall, 22% of respondents stated that they feel unsafe when outside after dark (6% 'very unsafe' and 16% 'fairly unsafe'), and a further 16% gave 'neither safe nor unsafe' (13%) or 'don't know' (3%) responses. (See chart overleaf.) (Note: 2019 'unsafe' figure is unavailable.)

5.2 There were a number of significant sub-group variations in responses: women (56% 'safe'/ 25% 'unsafe') were less likely to feel safe, and more likely to feel unsafe, than men (70% 'safe'/ 19% 'unsafe') when outside in their local area after dark; while by age group, the numbers feeling safe increased from 53% for those aged 18-44 years, to 70% for those aged 45-54 years and 71% for those aged 55-64 years, then reducing to 55% for those aged 75 years and over. Those respondents with a disability (49% 'safe') were less likely to feel safe, compared to the overall sample response of 62%.

5.3 By area, residents of the 'Northern Parishes' (74%) and of 'Ormskirk/ Aughton & Western Parishes' (69%) were significantly more likely to feel safe, while those living in 'Skelmersdale/ Up Holland' (42% 'safe'/ 39% 'unsafe') were less likely to feel safe, and more likely to feel unsafe. Also note that those respondents aged 18-34 years (37% 'unsafe') and those whose ethnicity is 'other than White – British' (37%) were more likely to feel unsafe, (compared to the overall sample response).

5.4 Wards where respondents have a significantly higher perception of safety when outside after dark in their local area were Parbold (92% 'safe'), Newburgh (90%), Halsall (89%), Wrightington (82%), Aughton and Downholland (80%), and Tarleton (78%); while those living in Digmoor (39%), Skelmersdale North (39%), Ashurst (37%), Moorside (20%), and Tanhouse (19%) were significantly less likely to feel safe. The numbers feeling 'unsafe' rose to 61% in Tanhouse, 53% in Ashurst, 50% in Moorside, 37% in Skelmersdale North, and 36% in Skelmersdale South.

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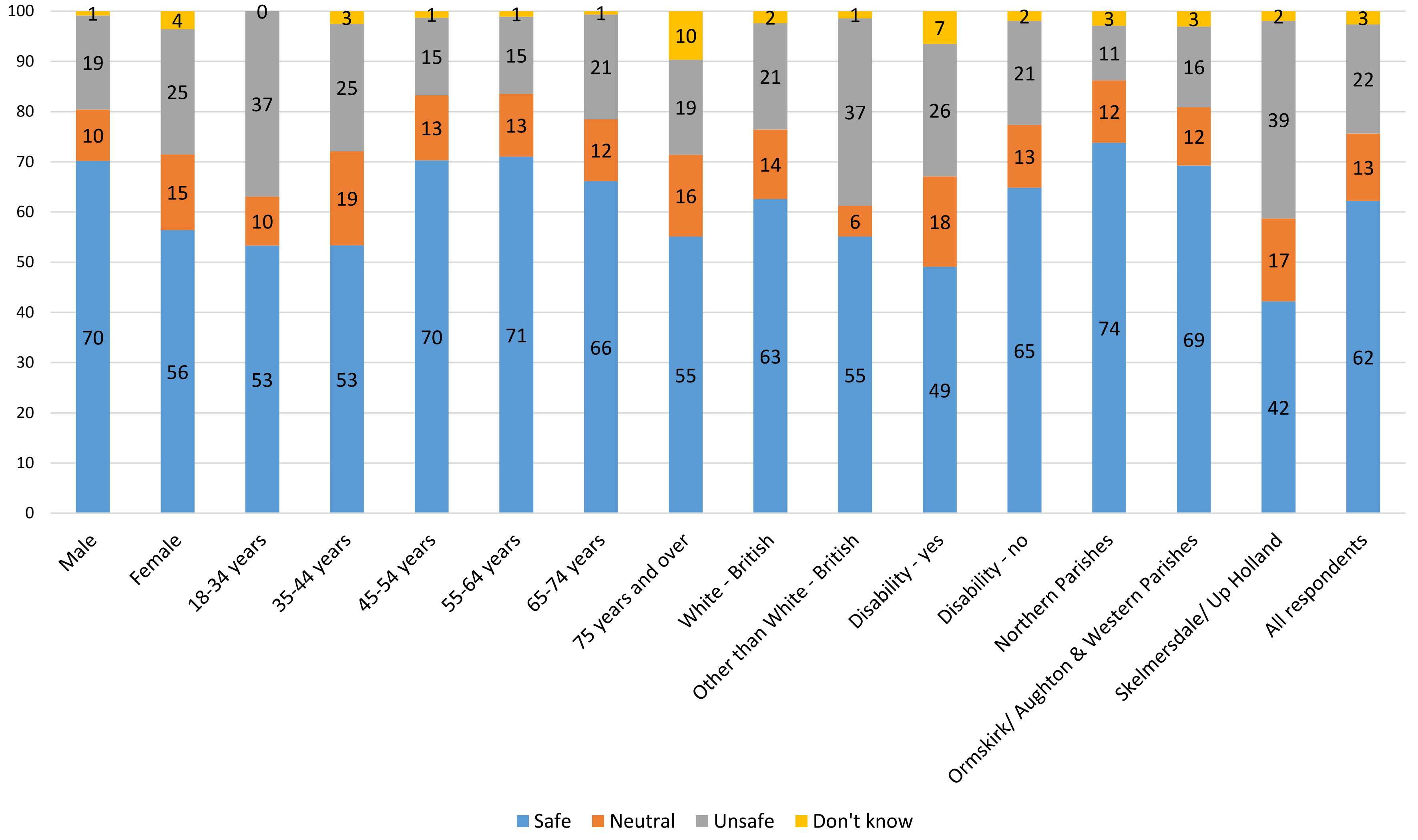
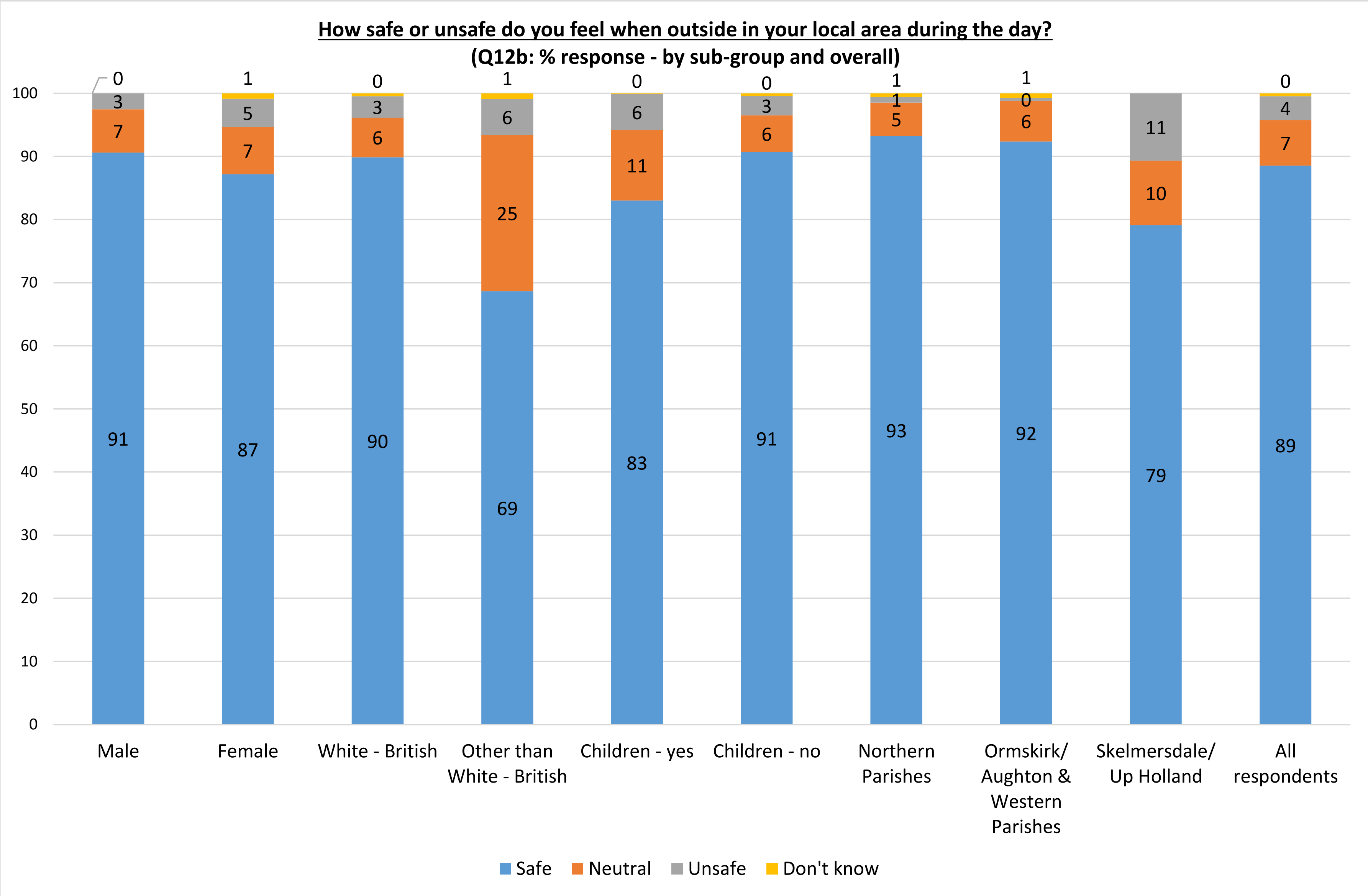
How safe or unsafe do you feel when outside in your local area after dark?
(Q12a: % response - by sub-group and overall)




How safe or unsafe do you feel when outside in your local area during the day?
(Q12b: % response - by sub-group and overall)
100
90
80
70
60
50
40
30
20
10
0
Male
Female
White - British
Other than White - British
Children - yes
Children - no
Northern Parishes
Ormskirk/ Aughton & Western Parishes
Skelmersdale/ Up Holland
All respondents
Safe
Neutral
Unsafe
Don't know

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5.5 During the day, the great majority of respondents (89%) said that they feel safe when outside in their local area (51% ‘very safe’ and 38% ‘fairly safe’), this being a slightly higher percentage than that recorded in the 2019 Survey (86%); while 7% feel ‘neither safe nor unsafe’, 4% feel ‘unsafe’ (1% ‘very unsafe’ and 3% ‘fairly unsafe’) and six respondents (0%) ‘don’t know’. (See chart on previous page.)

5.6 Women respondents were a little less likely to feel safe when outside during the day than men (87% compared to 91%), and the numbers feeling safe reduced to 83% for those with children under 18 years in their households, and 69% for those belonging to ethnic groups ‘other than White – British’. By area, residents of the ‘Northern Parishes’ (93%) and ‘Ormskirk/ Aughton & Western Parishes’ (92%) were more likely to feel safe; reducing to 79% in ‘Skelmersdale/ Up Holland’, where 11% feel ‘unsafe’. Respondents aged 35-44 years (10% ‘unsafe’) were more likely to feel ‘unsafe’, compared to the overall sample response, (this was the only significant variation by age group).

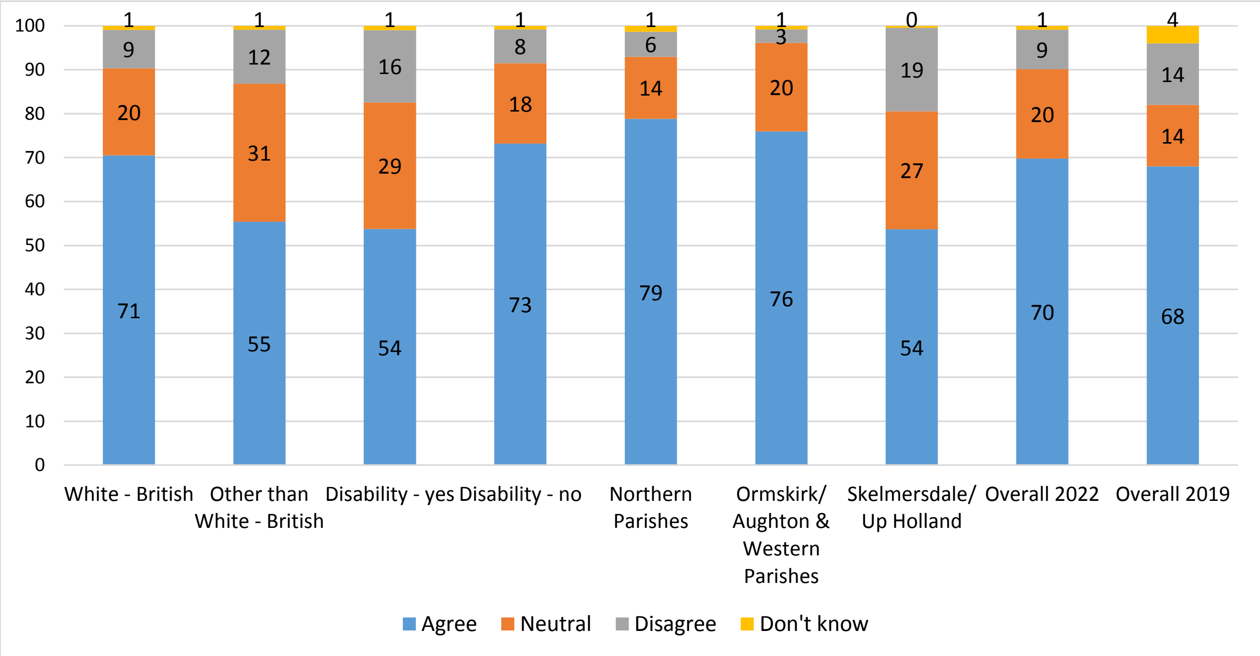
5.7 At ward-level, residents of Parbold (99% ‘safe’), Tarleton (98%), Aughton and Downholland (97%), and Knowsley (97%) were significantly more likely to feel safe when outside in their local area during the day; while those in North Meols (79%), Birch Green (75%), Ashurst (74%), Skelmersdale North (72%), Tanhouse (71%), and Digmoor (67%). Also note that the ‘unsafe’ response increased to 28% in Digmoor, 13% in Skelmersdale North, 16% in Moorside, and 12% in Ashurst.

5.8 When asked *‘To what extent do you agree or disagree that West Lancashire is a safe and secure place to live?’* the majority of all respondents (70%) agreed that it is (14% ‘strongly agree’ and 56% ‘tend to agree’), while 9% disagreed (2% ‘strongly disagree’ and 7% ‘tend to disagree’), 20% gave ‘neither agree nor disagree’ responses, and 1% ‘don’t know’. Compared to the 2019 Survey findings, when 68% agreed and 14% disagreed that West Lancashire is a safe and secure place to live, the level of agreement is very similar, while disagreement has reduced by 5 percent, (a statistically significant change). (See chart overleaf.)

5.9 Agreement levels were significantly lower for those respondents with a disability (54% ‘agree’/ 16% ‘disagree’), those belonging to ethnic groups ‘other than White – British’ (55% ‘agree’/ 12% ‘disagree’), and residents of the area of ‘Skelmersdale/ Up Holland’ (54% ‘agree’/ 19% ‘disagree’); while agreement increased to more than three-quarters for residents of the ‘Northern Parishes’ (79% ‘agree’/ 6% ‘disagree’), and ‘Ormskirk/ Aughton & Western Parishes’ (76% ‘agree’/ 3% ‘disagree’). (The level of agreement did not vary significantly by gender or age group.)

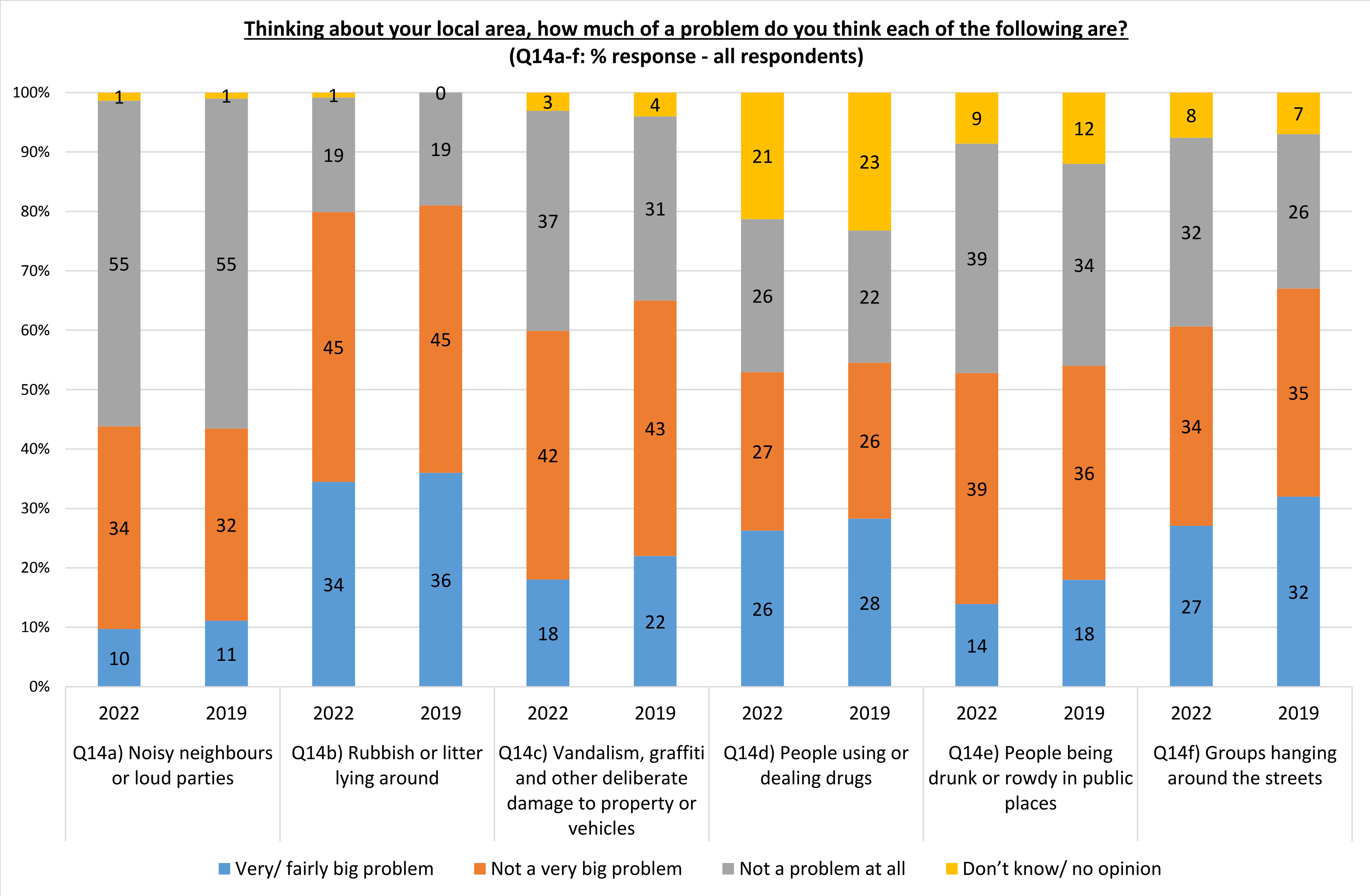
To what extent do you agree or disagree that West Lancashire is a safe and secure place to live?

(Q13: % response – by sub-group and overall)



5.10 Respondents were asked to say in respect of six types of anti-social behaviour/ crime issues how much of a problem they think each one is in their local area. Overall results, together with 2019 comparative data, are summarised in the chart overleaf. As in 2019, ‘rubbish or litter lying around’ (2022, 34% ‘very/ fairly big problem’) was the aspect that was most likely to be considered a ‘big problem’, (‘very big problem’ and ‘fairly big problem’ responses combined): in 2019 the corresponding figure was similar at 36% ‘very/ fairly big problem’.

5.11 Also considered to be a ‘big problem’ in the local area by more than a quarter of all respondents were ‘groups hanging around the streets’ (27%; a small reduction from 32% in 2019), and ‘people using or dealing drugs’ (26%; similar to the 2019 figure of 28%). Next most likely to be regarded as ‘big’ problems were ‘vandalism, graffiti and other deliberate damage to property or vehicles’ (18%), and ‘people being drunk or rowdy in public places’ (14%), both of which figures have shown small (statistically significant) decreases of 4% compared to the 2019 findings of 22% and 18%, respectively. Least likely of the six issues to be thought of as a ‘big problem’ was ‘noisy neighbours or loud parties’ (10% ‘very/ fairly big problem’); over half of all respondents here said that this is ‘not a problem at all’ (55%), and results were almost identical to those from 2019.



Thinking about your local area, how much of a problem do you think each of the following are?
(Q14a-f: % response - all respondents)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
1
55
34
10
1
55
32
11
1
19
45
34
0
19
45
36
3
37
42
18
4
31
43
22
21
26
27
26
23
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9
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14
12
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36
18
8
32
34
27
7
26
35
32
2022
2019
2022
2019
2022
2019
2022
2019
2022
2019
2022
2019
Q14a) Noisy neighbours or loud parties
Q14b) Rubbish or litter lying around
Q14c) Vandalism, graffiti and other deliberate damage to property or vehicles
Q14d) People using or dealing drugs
Q14e) People being drunk or rowdy in public places
Q14f) Groups hanging around the streets
Very/ fairly big problem
Not a very big problem
Not a problem at all
Don’t know/ no opinion

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5.12 The table below shows a breakdown of responses to Question 14 on anti-social behaviour problems by area of the borough. All of the issues were significantly more likely to be perceived as a 'big problem' in the area of 'Skelmersdale/ Up Holland' (figures in red text), whereas figures for the 'Northern Parishes' and 'Ormskirk/ Aughton & Western Parishes' were significantly lower (figures in green text), compared to the overall sample responses – the only exceptions being for Q14e and Q14f for 'Ormskirk/ Aughton & Western Parishes', where results were similar to the corresponding overall responses.

Thinking about your local area, how much of a problem do you think each of the following are?

(Q14: % 'very/fairly big problem' – by area and overall)

('Very/ fairly big problem' response %)	Q14a) Noisy neighbours or loud parties	Q14b) Rubbish or litter lying around	Q14c) Vandalism, graffiti and other deliberate damage to property or vehicles	Q14d) People using or dealing drugs	Q14e) People being drunk or rowdy in public places	Q14f) Groups hanging around the streets
Northern Parishes	6	25	7	18	6	19
Ormskirk/ Aughton & Western Parishes	7	27	14	22	16	25
Skelmersdale/ Up Holland	17	52	34	41	20	38
Overall 2022	**10**	**34**	**18**	**26**	**14**	**27**

5.13 Further sub-group variations in responses were as follows, (differences statistically significant compared to the corresponding overall sample responses): 'Noisy neighbours or loud parties' were more likely to be viewed as a 'big problem' by those respondents aged 35-44 years (19%), and those with a disability (16%); perception of 'rubbish or litter lying around' as a 'big problem' increased to 64% among 'other than White – British' respondents, but was lower at 26% for those aged 55-64 years; perception of 'vandalism, graffiti and other deliberate damage to property or vehicles' as a 'big problem' rose to 41% among 'other than White – British' respondents, 26% for those with children under 18 years in their households, and 22% for those 'working full or part-time', while it reduced to 12% each for those with a disability, and those who are 'retired'; 'people using or dealing drugs' was more likely to be considered a 'big problem' by those respondents with a disability (33%), and those that have lived in West Lancashire 'all my life' (35%); 'people being drunk or rowdy in public places' was more likely to be thought a 'big problem' by male respondents (17%), those whose ethnicity is 'other than White – British' (31%), and those that have lived in West Lancashire 'all my life' (19%), falling to 11% for female respondents; and 'groups hanging around the streets' was more likely to be thought a 'big problem' by respondents aged 18-44 years (39%, 18-34 years; and 41%, 35-44 years), those whose ethnicity is 'other than White – British' (45%), those that have lived in West Lancashire 'all my life' (33%), and those 'working full or part-time' (32%), reducing to 17% for those who are 'retired'.

6. INTERACTION WITH WEST LANCASHIRE BOROUGH COUNCIL

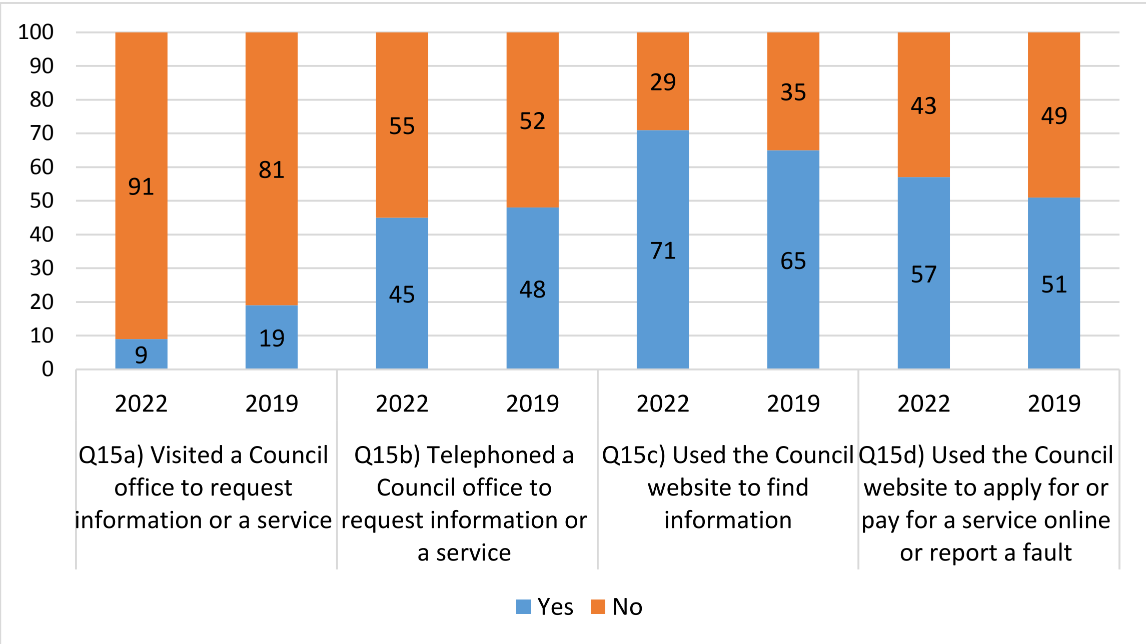
Question 15a: *'In the last 12 months have you …. ?'*

6.1 Respondents were asked if they have contacted or interacted with the Council in any of four different ways. One-in-eleven (9%) of all respondents, (rising to 15% for those respondents with a disability), said that in the last 12 months they have 'visited a Council office to request information or a service'; a significant reduction compared to the 2019 figure of 19% 'yes'.

6.2 Nearly half (45%) of all respondents have 'telephoned a Council office to request information or a service' in the last 12 months; this being similar to 2019, when 48% had done so. Respondents aged 18-34 years (63% 'yes'), those with a disability (58%), and those who have lived in West Lancashire for 'up to 2 years' (74%) were each more likely to have telephoned the Council for this purpose, when compared to the overall sample response; while those aged 75 years and over (37%), those that have lived in West Lancashire for 'more than 10 years' (39%), and those who are 'retired' (41%) were less likely to have done so.

In the last 12 months have you …. ?

(Q15a-d: % response – all respondents)



6.3 Reported usage of the Council website in the last 12 months, both ‘to find information’ (71% ‘yes’ compared to 65% in 2019) and ‘to apply for or pay for a service online or report a fault’ (57% ‘yes’ compared to 51% in 2019), has increased significantly in comparison to 2019. Usage of the Council website to find information was higher among those respondents who are ‘working full or part-time’ (79% ‘yes’), those who have lived in West Lancashire for ‘up to 2 years’ (85%), and those living in ‘Ormskirk/ Aughton & Western Parishes’ (75%); while it reduced to 66% for those aged 65-74 years, 40% for those aged 75 years and over, 64% for those with a disability, and 59% for those who are ‘retired’.

6.4 Usage of the Council website in the last 12 months ‘to apply for or pay for a service online or report a fault’ increased to 80% for those respondents that have lived in West Lancashire for ‘up to 2 years’, while it reduced to 43% for those aged 75 years and over, 53% for those who are ‘retired’, and 51% for those who have lived in West Lancashire ‘all my life’.

7. ABOUT YOU

Question 16: *'How long have you lived in West Lancashire'*
Question 17: *'Are you …. ?' (Gender)*
Question 18: *'Does your gender identity match the sex as registered at birth?'*
Question 19: *'What is your marital status?'*
Question 20: *'What was your age on your last birthday?'*
Question 21: *'Are there any children under 18 years in your household?'*
Question 22: *'Which of these best describes your situation?' (Employment status)*
Question 23: *'Do you have a disability as defined by the Equality Act?'*
Question 24: *'What is your sexual orientation?*
Question 25: *'What is your ethnic origin?'*
Question 26: *'What is your religion?'*

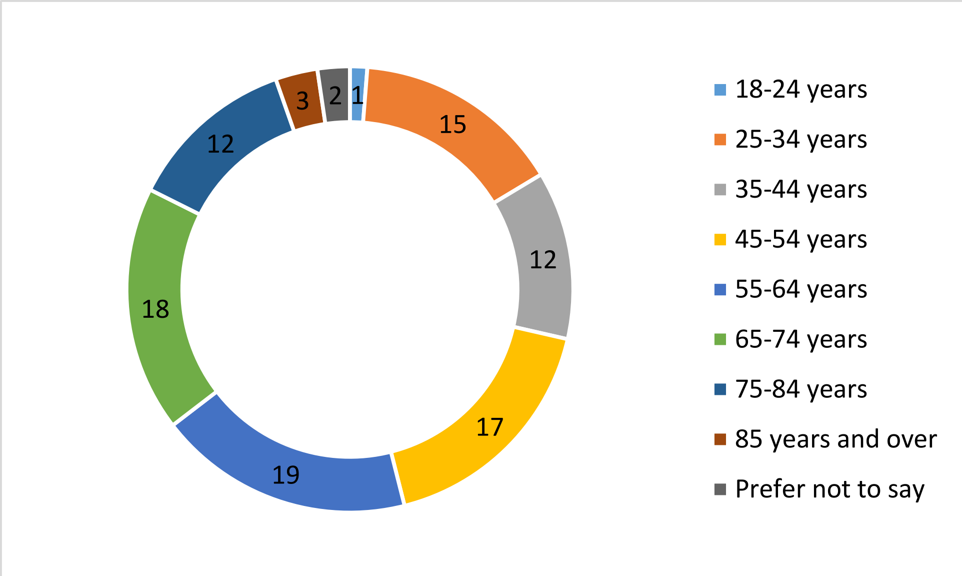
7.1 The survey data was weighted on age and gender (interlocked), by ward and by ethnicity (White – British'/ 'Other than White – British'), as noted earlier in the report.

7.2 In terms of length of residency in the Council area, the majority of all respondents said that they have lived in West Lancashire for 'more than 10 years' (48%) or 'all my life' (25%), while smaller minorities said that they have lived in the area for 'up to 6 months' (2%), '6+ months to 1 year' (2%), '1+ to 2 years' (5%), '2+ to 5 years' (9%), and '5+ to 10 years' (8%). (1% 'prefer not to say'.)

7.3 Overall, 43% of respondents stated that they are 'male', and 55% 'female', while 2% 'prefer not to say', and one person (0%) preferred to 'self-describe'. When asked if their gender identity matches their sex as registered at birth, all but five respondents (0%) said that it does: 97% 'Yes', 0% (5) 'No', 3% 'Prefer not to say'.

7.4 Age groups are shown in the figure below. Only 1% (3 respondents) were aged 18-24 years; the largest numbers falling into the 55-64 years, and 65-74 years age brackets.

Age Group: (% response: Base Number = 1,086)



7.5 When asked about their marital status, just over half of all respondents (53%) said that they are 'married/ in a Civil Partnership', while 28% are 'single/ not living with a partner', 15% are 'living with a partner', and 4% 'prefer not to say'.

7.6 A quarter (24%) of all respondents said that there are 'children aged under 18 years' living in their household, while 75% said there are no children in their household, and 2% 'prefer not to say'.

7.7 Over half (54%) of all respondents were working: 43% full-time (30+ hours per week), and 11% part-time (less than 30 hours per week); while 37% said that they are 'wholly retired from work'. Small numbers said that they are 'not working' (3%), 'looking for work' (2%), and 'in education' (0%; two respondents). (3% 'prefer not to say'.)

7.8 One-in-eight of all respondents (13%) consider themselves to have a disability ('as defined by the Equality Act 2010'); while 82% do not, and 5% 'prefer not to say'.

7.9 Nine-in-ten of all respondents (90%) said they are 'heterosexual/ straight', while 2% said that they are a 'gay man', 1% that they are 'bisexual', 1% 'other', 0% (6) 'gay woman or lesbian', and 6% preferred not to answer the question.

7.10 The great majority (93%) of all respondents described their ethnic group as 'White – British', while 3% were 'White – Other', and 0% (5) 'White – Irish'. Small numbers of respondents (1% in total) said that they belong to BME Groups, of which the largest number were from 'Mixed' ethnic backgrounds (0%; 6).

7.11 When asked to state their religion, two-thirds (66%) of all respondents said they are 'Christian', while 26% have 'no religion/ faith', and 6% 'prefer not to say'. Small numbers said that their religion is 'Hindu' (0%; 3), 'Buddhist' (0%; 2), 'Muslim' (0%; 2), 'Sikh' (0%; 2), 'Jewish' (0%; 1), and 'other religion' (2%; 9).

7.12 Two-fifths of the total weighted sample indicated that they would be willing for NWA Research or West Lancashire Borough Council to contact them in relation to

Focus Groups, (which ‘may be conducted to help understand the results of this survey’): 39% ‘Yes’, 17% ‘No’, 44% ‘missing data’.

Appendix 2

Open Access Resident Survey 2022 Results

Questionnaire marked-up with top-line findings – General Public Sample (Responses via Council Website, social media channels, etc.)

Results based on 190 completed questionnaires, (data unweighted).
(Comparative data from the 2022 Resident Survey of 1,104 residents shown in blue; and from the 2019 Resident Survey of 1,263 residents shown in red, where applicable. NB: these datasets were weighted to be representative of the Council area)

KEY	
BLACK TEXT	2022 General Public Survey Results
BLUE TEXT	2022 Resident Survey
RED TEXT	2019 Resident Survey

Section 1 – Your Local Area

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

1 Overall how satisfied or dissatisfied are you with your local area as a place to live? Please tick ✓one box only.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
18%	52%	5%	13%	12%	1%
33%	46%	8%	9%	4%	0%
25%	44%	10%	14%	7%	0%

1a Why do you say this – your answer to Question 1? Please write in the box below:

Your local area receives services from two councils, West Lancashire Borough and Lancashire County Council. This survey asks about West Lancashire Borough Council which is responsible for services such as refuse collection, street cleaning and planning.

2 Overall how satisfied or dissatisfied are you with the way West Lancashire Borough Council runs things? Please tick ✓ one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
10%	38%	14%	20%	18%	
13%	43%	24%	12%	7%	1%
12%	39%	19%	16%	12%	2%

2a Why do you say this – your answer to Question 2? Please write in the box below:

In considering the next question, please think about the range of services that West Lancashire Borough Council provides to the community as a whole as well as the services your household uses. It doesn't matter if you don't know all of the services West Lancashire Borough Council provides to the community. We would like your general opinion.

3 To what extent do you agree or disagree that West Lancashire Borough Council provides value for money? Please tick ✓ one box only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
5%	27%	28%	22%	15%	3%
3%	34%	32%	21%	6%	5%
3%	26%	35%	20%	11%	6%

4 To what extent do you think West Lancashire Borough Council acts on the concerns of local residents? Please tick ✓one box only

A great deal	A fair amount	Not very much	Not at all	Don't know
5%	20%	44%	22%	9%
4%	35%	33%	9%	18%

5 Overall how well informed do you think West Lancashire Borough Council keeps residents about the services and benefits it provides? Please tick ✓one box only

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
5%	27%	44%	20%	4%
5%	37%	34%	16%	9%
4%	39%	35%	18%	4%

6 On balance, which of the following statements comes closest to how you feel about West Lancashire Borough Council? Please tick ✓one box only

a.	I speak positively about the Council without being asked	4%	3%
b.	I speak positively about the Council if I am asked about it	22%	25%
c.	I have no views one way or another	28%	44%
d.	I speak negatively about the Council if I am asked about it	34%	19%
e.	I speak negatively about the Council without being asked	11%	4%
f.	Don't know	1%	5%

7 How much do you trust West Lancashire Borough Council? Please tick ✓one box only

A great deal	A fair amount	Not very much	Not at all	Don't know
6%	34%	33%	21%	5%
5%	46%	28%	9%	12%

8 How strongly do you feel you belong to your local area? Please tick ✓one box only

Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
24%	44%	19%	11%	2%
24%	45%	22%	5%	5%

65% 'very/ fairly strongly'

9 To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together we mean treating each other with respect. Please tick ✓one box only

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Don't know
13%	37%	26%	8%	4%	11%
16%	43%	22%	4%	3%	12%

39% 'definitely/ tend to agree'

10 To what extent do you agree or disagree that people in this local area pull together to improve the local area? Please tick ✓one box only

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Don't know
15%	37%	25%	13%	7%	3%
13%	42%	25%	10%	4%	6%

Section 2 – Local Services

11 Listed below are a number of different types of service that are provided by West Lancashire Borough Council. For each service, please indicate how satisfied or dissatisfied you are overall with the Council's ……?

Please tick ✓one box on each line

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Refuse and recycling collection	44%	41%	2%	8%	5%	1%
	53%	33%	6%	5%	2%	0%
('Household domestic waste collections')	85% 'very/ fairly satisfied'		4%	10% 'very/ fairly dissatisfied'		0%
('Household recycling collections')	78% 'very/ fairly dissatisfied'		6%	15% 'very/ fairly dissatisfied'		0%
Street cleaning	8%	29%	14%	22%	24%	3%
	15%	32%	19%	18%	15%	2%
('Street cleanliness')	52% 'very/ fairly satisfied'		10%	37% 'very/ fairly dissatisfied'		1%
Pavement maintenance	2%	15%	16%	26%	39%	2%
	4%	20%	19%	28%	26%	2%
Sport and leisure services	3%	13%	23%	25%	24%	12%
	5%	20%	26%	14%	17%	17%
('Sport and leisure facilities')	28% 'very/ fairly satisfied'		20%	38% 'very/ fairly dissatisfied'		16%
Parks and green spaces	12%	37%	19%	14%	15%	4%
	16%	40%	18%	11%	11%	4%
('Parks and open spaces')	49% 'very/ fairly satisfied'		15%	28% 'very/ fairly dissatisfied'		8%

Section 3 – Community Safety

12 **How safe or unsafe do you feel when outside in your local area …. ?**
Please tick ✓one box on each line

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a)....after dark?	15%	41%	16%	16%	11%	1%
	16%	47%	13%	16%	6%	3%
	60% 'very/ fairly safe'					

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
b)....during the day?	42%	43%	6%	6%	2%	1%
	51%	38%	7%	3%	1%	0%
	86% 'very/ fairly safe'					

13 To what extent do you agree or disagree that West Lancashire is a safe and secure place to live? Please tick ✓one box only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
12%	45%	28%	9%	4%	1%
14%	56%	20%	7%	2%	1%
68% 'strongly/ tend to agree'		14%	14% 'strongly/ tend to disagree'		4%

14 Thinking about your local area, how much of a problem do you think each of the following are? Please tick ✓one box on each line

	A very big problem	A fairly big proble m	Not a very big problem	Not a problem at all	Don't know/ no opinion
a) Noisy neighbours or loud parties	6%	6%	42%	44%	2%
	4%	6%	34%	55%	1%
(11% 'very/fairly big problem')	4%	8%	32%	55%	1%
b) Rubbish or litter lying around	16%	36%	38%	8%	1%
	12%	22%	45%	19%	1%
(36% 'very/fairly big problem')	14%	22%	45%	19%	0%
c) Vandalism, graffiti and other deliberate damage to property or vehicles	7%	20%	49%	21%	4%
	6%	12%	42%	37%	3%
(22% 'very/fairly big problem')	9%	13%	43%	31%	4%
d) People using or dealing drugs	16%	25%	30%	16%	13%
	9%	18%	27%	26%	21%
(28% 'very/fairly big problem')	13%	16%	26%	22%	23%
e) People being drunk or	8%	11%	45%	26%	10%

rowdy in public places					
	3%	11%	39%	39%	9%
(18% 'very/fairly big problem')	7%	11%	36%	34%	12%
f) Groups hanging around the streets	13%	22%	40%	20%	6%
	8%	19%	34%	32%	8%
(32% 'very/fairly big problem')	14%	18%	35%	26%	7%

Section 4– Interaction with West Lancashire Borough Council

15 In the last 12 months have you….? Please tick ✓one box on each line

		Yes	No
a)	Visited a Council office to request information or a service	16%	84%
		9%	91%
		19%	81%
b)	Telephoned a Council office to request information or a service	45%	55%
		45%	55%
		48%	52%
c)	Used the Council website to find information	86%	14%
		71%	29%
		65%	35%
d)	Used the Council website to apply for or pay for a service online or report a fault	69%	31%
		57%	43%
		51%	49%

Section 5 – About you

We will use this information to make sure the services we provide meet the needs of different types of people. It will not be used to identify anyone individually. All the information you give will be kept confidentially. We recognise that you might consider some of these questions to be personal or sensitive, in which case please select 'Prefer not to say' or leave the question blank.

16 How long have you lived in West Lancashire? Please tick ✓ one box only

Up to 6 months	1%	Over 5 years and up to 10 years	10%
Over 6 months and up to 1 year	2%	More than 10 years	45%
Over 1 year and up to 2 years	3%	All my life	27%
Over 2 years and up to 5 years	10%	Prefer not to say	1%

17 Are you……. ? Please tick ✓ one box only

Male	37%	Prefer not to say	2%
Female	61%	Prefer to self-describe (Please write in box below)	

18 Does your gender identity match the sex as registered at birth? Please tick ✓ one box only

Yes	96%	Prefer not to say	4%
No			

19 What is your marital status? Please tick ✓ one box only

Single/ not living with a partner	23%	Married/ in a civil partnership	54%
Living with a partner	15%	Prefer not to say	7%

20 What was your age on your last birthday? Please tick ✓one box

18-24	1%	45 - 54	24%	75-84	7%
25-34	10%	55 - 64	19%	85 and over	
35-44	18%	65 -74	18%	Prefer not to say	2%

21 Are there any children under 18 in your household? Please tick ✓ one box only

Yes	25%	No	73%	Prefer not to say	2%

22 Which of these best describes your situation? Please tick ✓one box

Working full time (30+ hours per week)	52%	In education	
Working part time (less than 30 hours per week)	11%	Retired	26%
Looking for work		Not working	5%
		Prefer not to say	6%

23 The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. : Do you have a disability as defined by the Equality Act? Please tick ✓one box

Yes	16%	No	78%	Prefer not to say	5%

24 What is your sexual orientation? Please tick ✓one box

Bisexual	1%	Lesbian/gay woman	1%	Prefer not to say	14%
Gay man	1%	Heterosexual/	83%	Other	1%

Straight

25 What is your ethnic origin? Please tick ✓one box

White – British/ English/ Scottish/ Welsh/ Northern Irish	92%	Other Asian background	
White Irish	1%	Chinese	
Other White background	1%	Arab	
Gypsy or Traveller		Mixed – White and Black Caribbean	
Black or Black British - Caribbean		Mixed – White and Black African	
Black or Black British - African		Mixed – White and Asian	
Other Black background		Other Mixed background	1%
Asian or Asian British - Pakistani		Other ethnic background	
Asian or Asian British - Bangladeshi		Not known	
Asian or Asian British - Indian		Prefer not to say	6%

26 What is your religion? Please tick ✓one box

Christian	53%	Sikh	
Buddhist	1%	Other religion	2%
Hindu		No religion/ faith	33%
Jewish	1%	Prefer not to say	11%
Muslim			

Section 6 – Getting involved further

We may conduct a series of focus groups to help us understand the results of this survey. If you would be willing to take part in one of these groups please enter your details below. We will not link this information with your survey answers. NWA Research or West Lancashire Borough Council may use this information to contact you in relation to taking part in these groups.

I am happy for NWA Research or West Lancashire Borough Council to contact me in relation to focus groups:………………….

‘Yes’ 29%, ‘No’ 71%, ‘Missing’ 1%

Please print your:

Name……………………………………………………………………………………………..

Telephone Number……………………………………………………………………………

Email address (if applicable)………………………………………………………………….

Section 7 – Further comments

If you have any further comments you would like to make, then write them in the box below. If you have no further comments, please leave it blank.

Thank you very much for taking part in this survey.
Please return the questionnaire in the pre-paid envelope provided.
All questionnaires are carried out in accordance with the Market Research Society Code of Conduct
www.mrs.org.uk
www.nwaresearch.co.uk

Appendix 3: Stakeholder Results

		Frequency	Percent
Which of the following best describes the organisation you represent?	Charity	2	8
	Business	13	54
	Statutory body, e.g. parish council	4	17
	Other community organisation	5	21
	Total	24	100

		Count	Col %
Which 3 issues does your organisation think are the most important for the Council to focus on?	Obesity in children and adults	11	46
	Physical inactivity	13	54
	Dementia	10	42
	Substance misuse (drugs and alcohol)	10	42
	Mental health	19	79
	Air quality	4	17
	Other	4	17
	Total	24	100

		Frequency	Percent
Other		20	83
	Destruction of green space and greenbelt by building development	1	4
	Isolation in the elderly and vulnerable members of society	1	4
	Loneliness	1	4
	Prevention and diagnosis of early onset disease, e.g. cancers, diabetes, respiratory conditions (COPD)	1	4
	Total	24	100

		Frequency	Percent
Overall, how well informed do you think West Lancashire Borough Council keeps your organisation or business about the services it provides?	Very well informed	3	13
	Fairly well informed	12	50
	Not very well informed	6	25
	Now well informed at all	3	13
	Total	24	100

		Frequency	Percent
How satisfied or dissatisfied is your organisation with the way West Lancashire Borough Council runs things?	Very satisfied	4	17
	Fairly satisfied	8	33
	Neither satisfied nor dissatisfied	5	21
	Fairly dissatisfied	4	17
	Very dissatisfied	3	13
	Total	24	100

		Frequency	Percent
Overall, how satisfied or dissatisfied are you with West Lancashire as a place to operate your organisation or business in?	Very satisfied	6	25
	Fairly satisfied	11	46
	Neither satisfied nor dissatisfied	3	13
	Fairly dissatisfied	2	8
	Very dissatisfied	2	8
	Total	24	100

		Frequency	Percent
When did you, as a representative of your organisation, last visit the West Lancashire Borough Council website (www.westlancs.gov.uk)?	In the last week	7	29
	In the last month	9	38
	In the last six months	4	17
	Longer ago	1	4
	Never	3	13
	Total	24	100

		Frequency	Percent
To pay bills, e.g. business rates ?	Aware and have used	8	33
	Aware, but not used	13	54
	Not aware	2	8
	Don't know	1	4
	Total	24	100

		Frequency	Percent
To request a service, e.g. ask for business support?	Aware and have used	8	33
	Aware, but not used	11	46
	Not aware	5	21
	Total	24	100

		Frequency	Percent
To make an application, e.g. for planning permission or for a licence to sell alcohol?	Aware and have used	9	38
	Aware, but not used	14	58
	Not aware	1	4
	Total	24	100

		Frequency	Percent
To report a problem, e.g. breach in planning control?	Aware and have used	8	33
	Aware, but not used	13	54
	Not aware	2	8
	Don't know	1	4
	Total	24	100

		Frequency	Percent
To make an enquiry, e.g. about commercial property?	Aware and have used	6	25
	Aware, but not used	12	50
	Not aware	5	21
	Don't know	1	4
	Total	24	100

		Frequency	Percent
To find information, e.g. about business events?	Aware and have used	3	13
	Aware, but not used	10	42
	Not aware	9	38
	Don't know	2	8
	Total	24	100

		Frequency	Percent
To Find out about how to apply for funding or finance?	Aware and have used	11	46
	Aware, but not used	6	25
	Not aware	7	29
	Total	24	100

		Frequency	Percent
I prefer to use the Council website rather than contact the Council by phone	Strongly agree	4	17
	Tend to agree	6	25
	Neither agree nor disagree	6	25
	Tend to disagree	5	21
	Strongly disagree	3	13
	Total	24	100

		Frequency	Percent
I can easily find what I need on the Council website	Strongly agree	1	4
	Tend to agree	7	29
	Neither agree nor disagree	8	33
	Tend to disagree	7	29
	Don't know	1	4
	Total	24	100

		Frequency	Percent
The Council website is easy to use	Strongly agree	1	4
	Tend to agree	5	21
	Neither agree nor disagree	9	38
	Tend to disagree	6	25
	Strongly disagree	2	8
	Don't know	1	4
	Total	24	100

		Frequency	Percent
I do not use the website as I do not need to contact the Council	Strongly agree	1	4
	Tend to agree	2	8
	Neither agree nor disagree	6	25
	Tend to disagree	4	17
	Strongly disagree	9	38
	Don't know	2	8
	Total	24	100

Research

Local Government Association

Polling on resident satisfaction with councils: Round 32

Research Report

June 2022

Acknowledgements

The Local Government Association (LGA) Research and Information Team would like to thank Yonder Data Solutions for their input to this work. We would also like to thank all the participants who took part in the polling.

To view more research from the Local Government Association Research and Information team please visit: https://www.local.gov.uk/our-support/research

Contents

Summary

The Local Government Association (LGA) measures resident satisfaction with councils every four months. This report presents the results of the 32nd round of polling conducted in June 2022.

Six key indicators are used to measure residents' views of their local council. Respondents are also asked to indicate their level of satisfaction with nine council services. Other questions focus on perceptions of safety, trust in politicians and government, and media coverage of councils. Additional questions are occasionally asked.

Methodology

Between 13th June and 21st June 2022, a representative random sample of 1,002 British adults (aged 18 or over) was polled by telephone by Yonder Data Solutions. The same set of questions is asked in the same order each round to allow for the reporting of any changes in the overall views of the general public about the reputation of local government. A full set of interview questions is included in Annex B for information.

Key messages

Five of the six key measures of satisfaction received positive feedback from most respondents. There were no significant changes compared to February 2022; slight increases were observed for satisfaction with one's area as a place to live and perceptions of feeling informed by one's council, whereas slight decreases were observed for the remaining four. Trust in local councillors remains high; 71 per cent of respondents selected 'local councillors' rather than 'members of parliament' or 'government ministers' when asked who they most trust to make decisions about local service provision.

The proportion of respondents who agreed that their council acts on the concerns of residents was just over half, the joint lowest result across all rounds. Perceived value for money delivered by one's council, and levels of trust in one's council, were comparatively low; they had increased significantly during the pandemic. Parks and greens spaces, and waste collection, received the highest levels of satisfaction with council services across all rounds of polling, whereas satisfaction with sport and leisure services and services and support for children and young people reached record lows (but sizable neutral responses were a factor for both).

Results

- 81 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 63 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.

- 58 per cent of respondents trust their local council ‘a great deal’ or ‘a fair amount’.

- 57 per cent of respondents think their local council keep residents ‘very well informed’ or ‘fairly well informed’ about the services and benefits it provides.

- 52 per cent of respondents think their local council acts on the concerns of residents ‘a great deal’ or ‘a fair amount’.

- 45 per cent of respondents ‘strongly agree’ or ‘tend to agree’ that their council provides value for money – and 28 per cent neither agree nor disagree.

- 70 per cent of respondents said they most trust their ‘local council’ to make decisions about how services are provided in their local area compared to 14 per cent who said they most trusted ‘the government’ and 14 per cent who said ‘neither’.

- 71 per cent of respondents singled out ‘local councillors’ rather than ‘members of parliament’ (eight per cent) or ‘government minsters’ (six per cent), as the individuals they most trust to make decisions about how services are provided in their local area.

- Most respondents were satisfied with five of the nine councils services presented in this round. Parks and greens spaces, and waste collection, received the highest levels of satisfaction; 81 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with these services.

- 76 per cent of respondents that said they felt ‘very safe’ or ‘fairly safe’ when outside in their local area after dark and 95 per cent said they felt ‘very safe’ or ‘fairly safe’ during the day.

- 24 per cent of respondents said they have observed positive media coverage of their local council the last few months. For ‘local councils across the country’ this figure is 16 per cent and 11 per cent of respondents reported having observed positive media coverage of the government.

Introduction

This report outlines the 32nd set of results in a series of regular Local Government Association (LGA) public polls on resident satisfaction with local councils, conducted every four months.[1]

As well as providing a regular, long-term view of public opinions of councils at a national level, this polling also provides comparator figures for councils who wish to benchmark their own local survey results. To assist with this, we have developed a set of questions and guidance for councils conducting surveys within their own area.

Tracking national changes in satisfaction with councils, alongside other questions on related issues about residents' local areas, can provide valuable information on what is driving resident perceptions and, therefore, what councils can do to serve their local communities better.

Many additional factors will influence resident views of councils at a local level, including local demographics, economic factors and social circumstances. It is important, therefore, that polling results are viewed as complementary to a wider approach aimed at understanding and responding to communities at a local level.

Comparison against national polls provides context and trends, and helps to identify possible relationships with other variables, but councils could include additional questions in their local surveys and conduct other engagement activities. Analysis of this information might help diagnose what other factors are driving satisfaction levels locally.

[1] Note that until October 2014, the polling was conducted quarterly. It was later changed to once every four months.

Methodology

Between 13th June and 21st June 2022, a representative random sample of 1,002 British adults (aged 18 or over) was polled by telephone.[2] Respondents were given the following preamble at the outset:

"I would like to ask you some questions about your local council. Local councils are responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

If you live in an area with more than one council, please think about the way in which they deliver services to you overall. This would include district and county councils. We are doing this to keep the survey simple as it is part of a national study."

A full set of interview questions is included in Annex B for information. Where the questions cover the same topics as the [question set for local surveys](), the same question ordering, wording, definitions and preamble have been used to allow comparability.[3]

Notes

Where tables and figures report the base, the description refers to the group of people who were asked the question. The number provided refers to the unweighted number of respondents who answered each question.

This is the 32nd round of polling in this series, and the paper examines trends since the first round in September 2012.[4] Differences between results are highlighted within the report where this is statistically significant.[5]

Please note the following when reading the report:

- Throughout the report percentages in figures and tables may add to more than 100 due to rounding.
- The following conventions are used in tables: '*' - less than 0.5 per cent; '0' – no observations; '-' – category not applicable/data not available.

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[2] Quotas were set on age, gender and region and the data weighted to the known British profile of age, gender, region, social grade, taken a foreign holiday in the last three years, tenure, number of cars in the household, working status, and mobile only households. The polling was conducted by Yonder Data Solutions, formerly Populus Data Solutions.
[3] The mode of data collection can have a marked impact on results; therefore, results are only comparable with surveys conducted via telephone.
[4] The full papers outlining the results of previous polls can be found here: https://www.local.gov.uk/our-support/research/research-publications/residents-satisfaction-surveys
[5] Statistical significance is tested at the 95 per cent level.

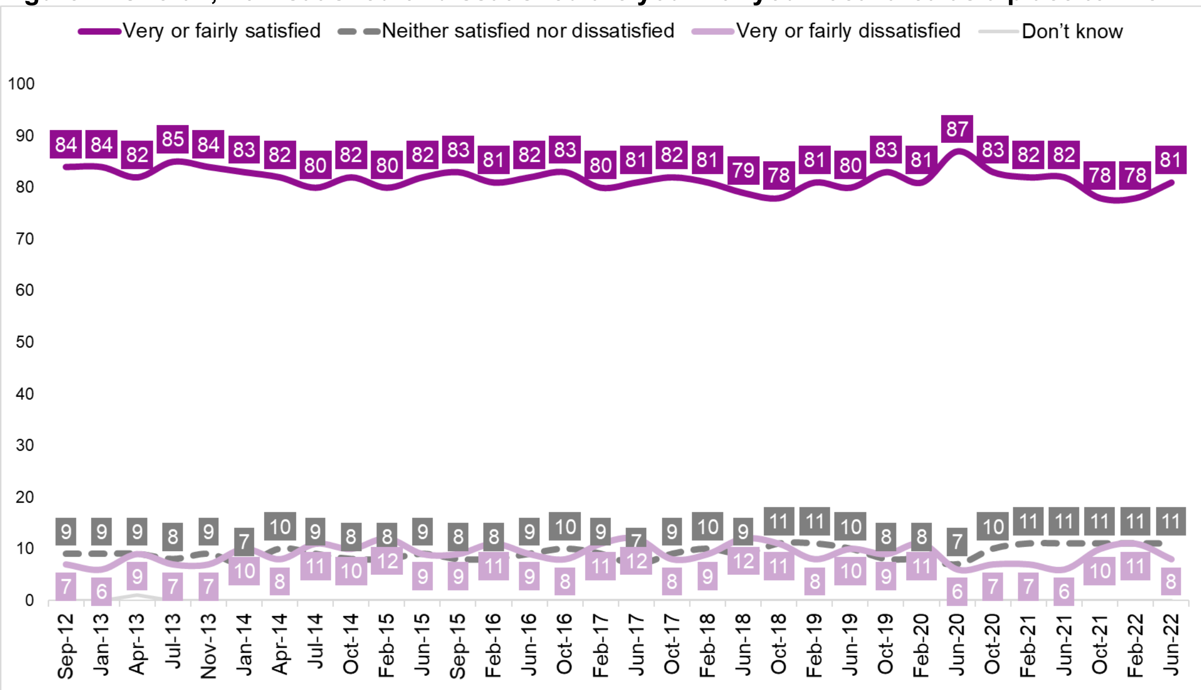
Polling on resident satisfaction with councils

This section outlines the polling results for June 2022. Tables showing the full response breakdowns for every answer option for this round can be found in Annex A. In addition, [Annex C]() – a full set of Excel tables showing all results for all years – accompanies this report.

Overall satisfaction with local area

A total of 81 per cent of respondents reported being ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live in this round. This level of satisfaction is higher than the last two rounds and similar to June 2021. While not a significant increase from February, satisfaction has returned to a level above 80 per cent. See Figure 1.

Figure 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?[6]



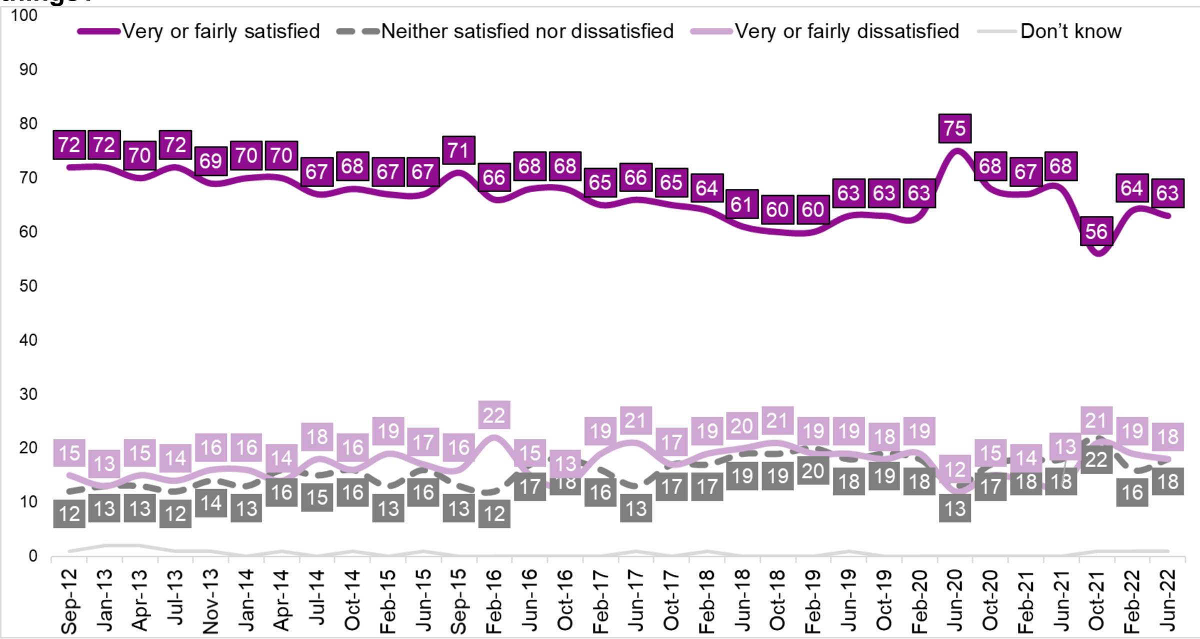
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Overall satisfaction with local council

A total of 63 per cent of respondents said they were ‘very satisfied’ or ‘fairly satisfied’ with how their council runs things. This round’s result is a significant increase from the 56 per cent reported in October 2021 (comfortably the lowest to-date) and similar to the figure reached in February 2022 (64 per cent). See Figure 2.

[6] Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Figure 2: Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?

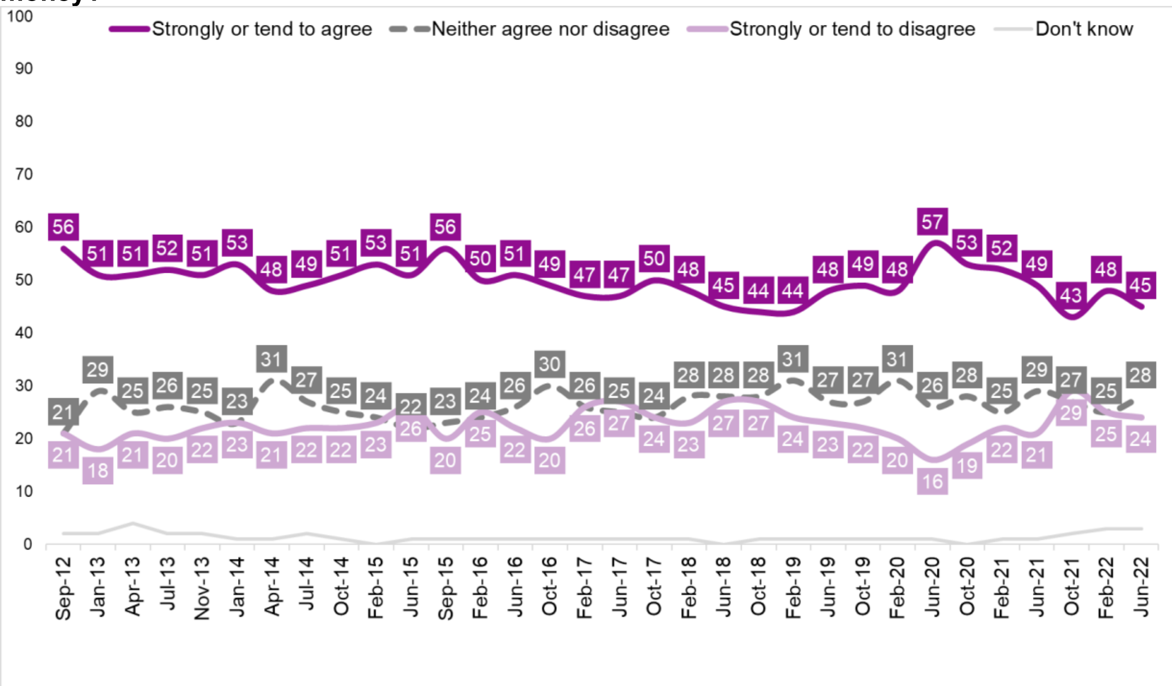


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Value for money

Forty-five per cent of respondents agreed that their council provides value for money (see Figure 3). This result is one of the lowest assessments for this indicator in the last couple of years (agreement increased to over 50 per cent during the pandemic). More than a quarter of respondents (28 per cent) gave a neutral reply. Of the six indicators of resident satisfaction, perceptions about value for money have always received much lower positive ratings than the other measures. This is largely due to a greater proportion of respondents giving neutral responses (i.e. neither agreeing nor disagreeing with the statement) relative to the other indicators of satisfaction.

Figure 3: To what extent do you agree or disagree that your local council(s) provides value for money?[7]



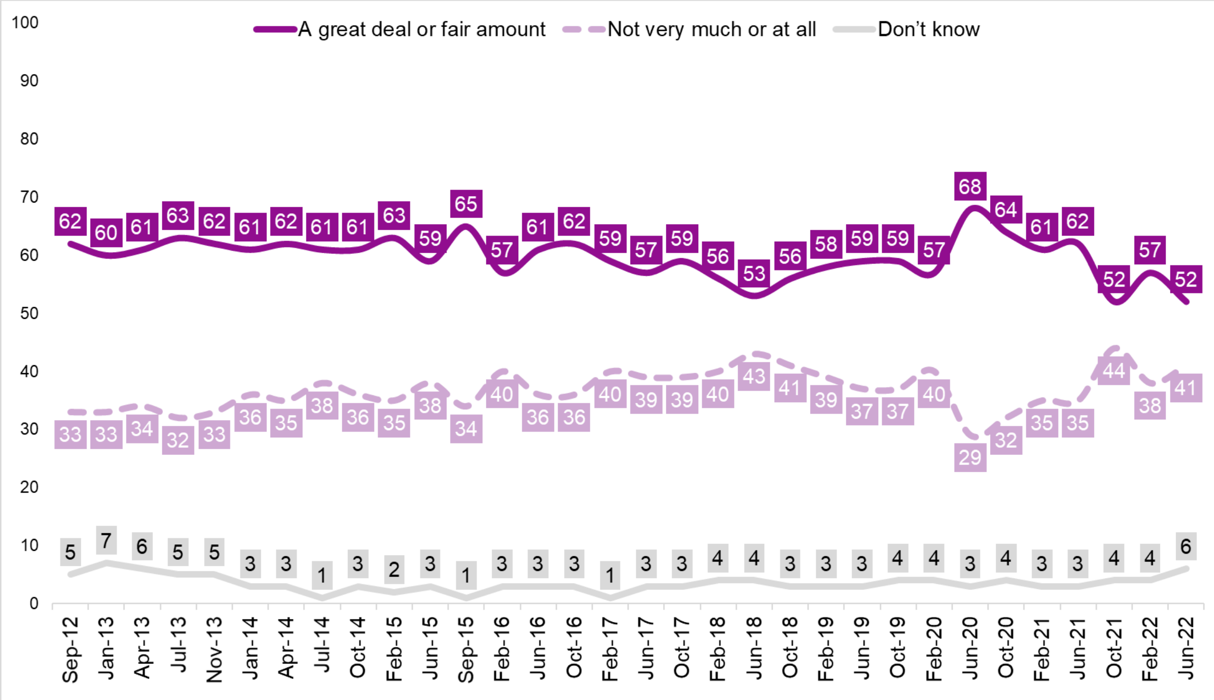
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Council responsiveness

Fifty-two per cent of respondents said their council acts on the concerns of local residents either ‘a great deal’ or ‘a fair amount’. While this represents the majority of respondents, it is the joint lowest result for this indicator (with October 2021). Between June 2020 and June 2021, about two-thirds of respondents gave a positive answer to this question. Acting on the concerns of local people is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems (see Figure 4).

[7] The following preamble was used: “In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion.”

Figure 4: To what extent do you think your local council(s) acts on the concerns of local residents?

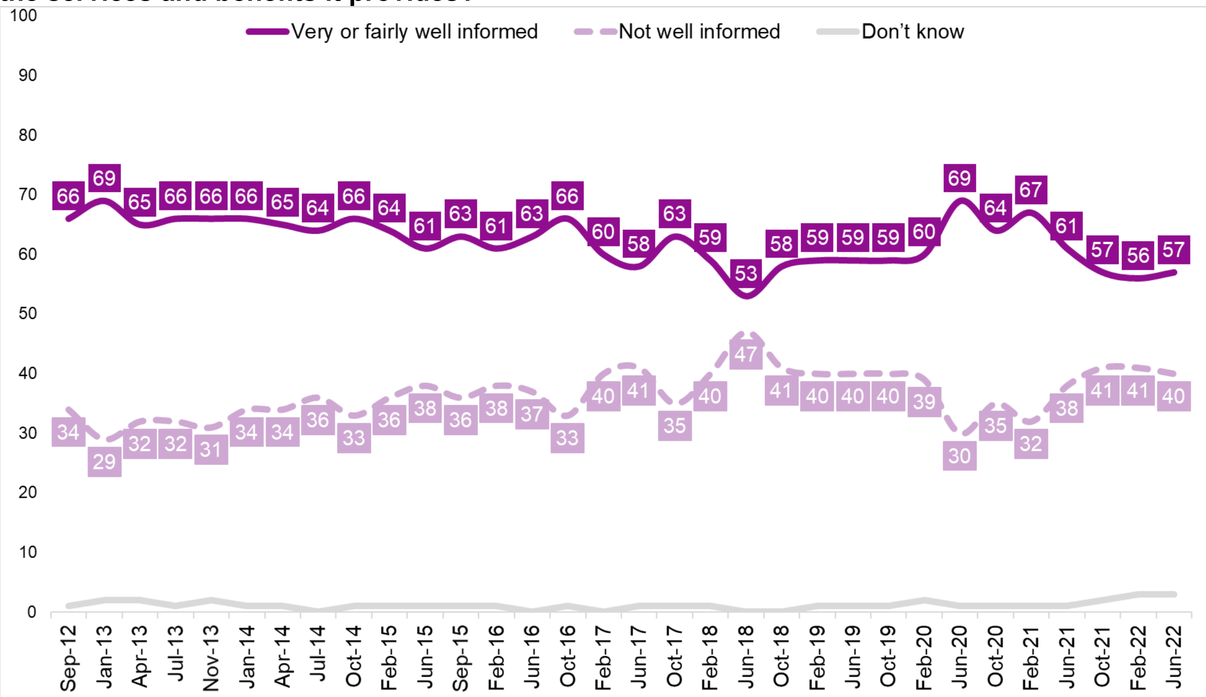


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Informed about the council

Fifty-seven per cent of respondents were satisfied with the information received from their local council about the services and benefits it provides. This follows similar results in the last two rounds. Significantly higher results were observed between June 2020 and February 2021. This round's figure is similar to those reported before the pandemic, in 2019. See Figure 5.

Figure 5: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?

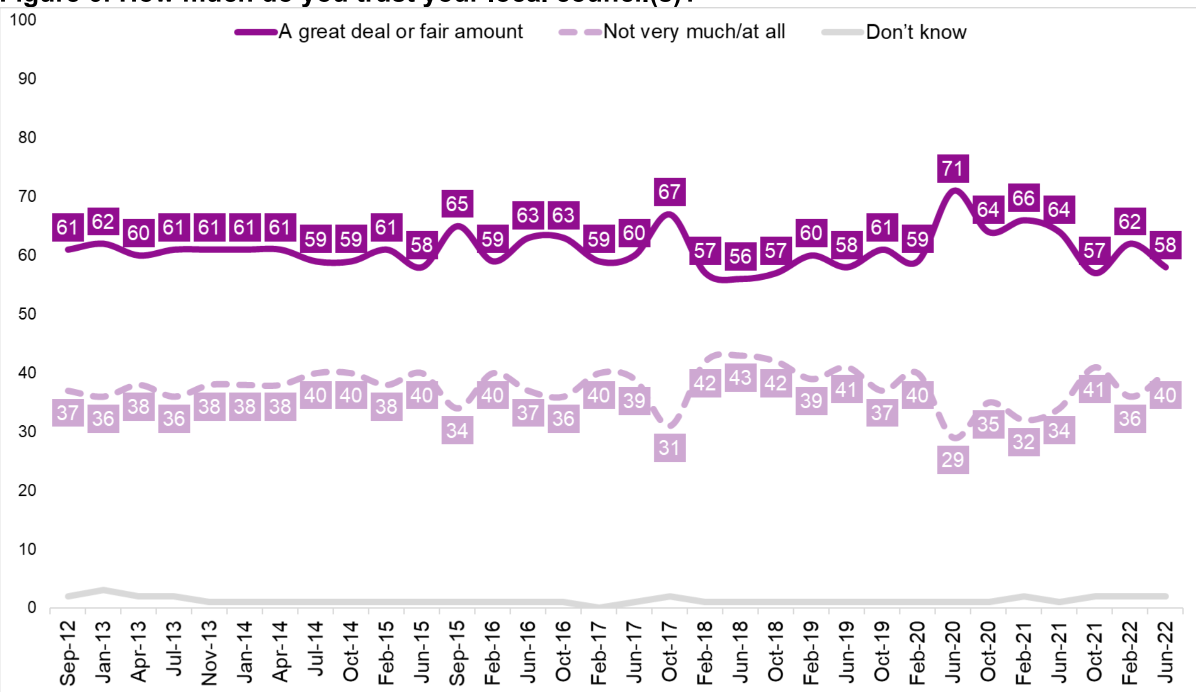


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Trust in forms of government

Fifty-eight per cent of respondents reported trusting their local council either 'a great deal' or 'a fair amount'. This figure is lower than the polling average (61 per cent) for this question. It shows a decrease from the last round, and while not a significant decrease, it sees levels of trust drop below the 60 per cent bracket. See Figure 6.

Figure 6: How much do you trust your local council(s)?

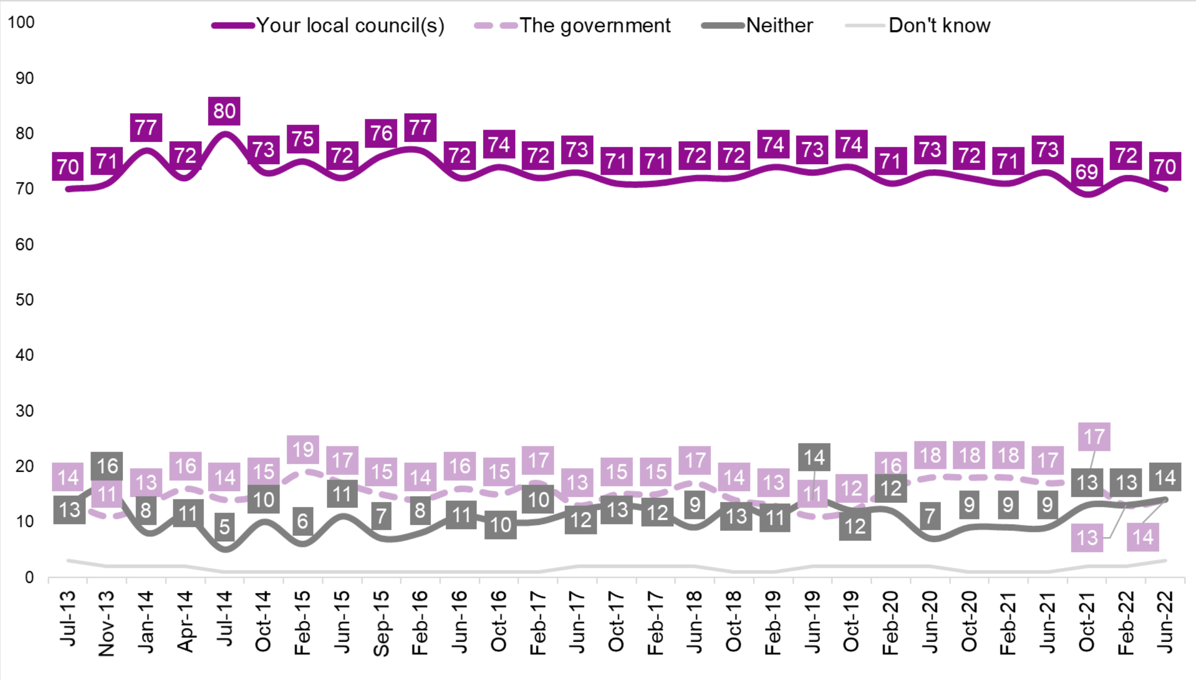


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Seven out of ten respondents (70 per cent) said they trusted their 'local council', as opposed to 'the government', to make decisions about how services are provided in their local area (see Figure 7

Figure 7). This result is broadly consistent with all previous rounds. Fourteen per cent of respondents answered 'the government', 14 per cent said 'neither' and three per cent were unsure.

Figure 7: Who do you trust most to make decisions about how services are provided in your local area?[8]

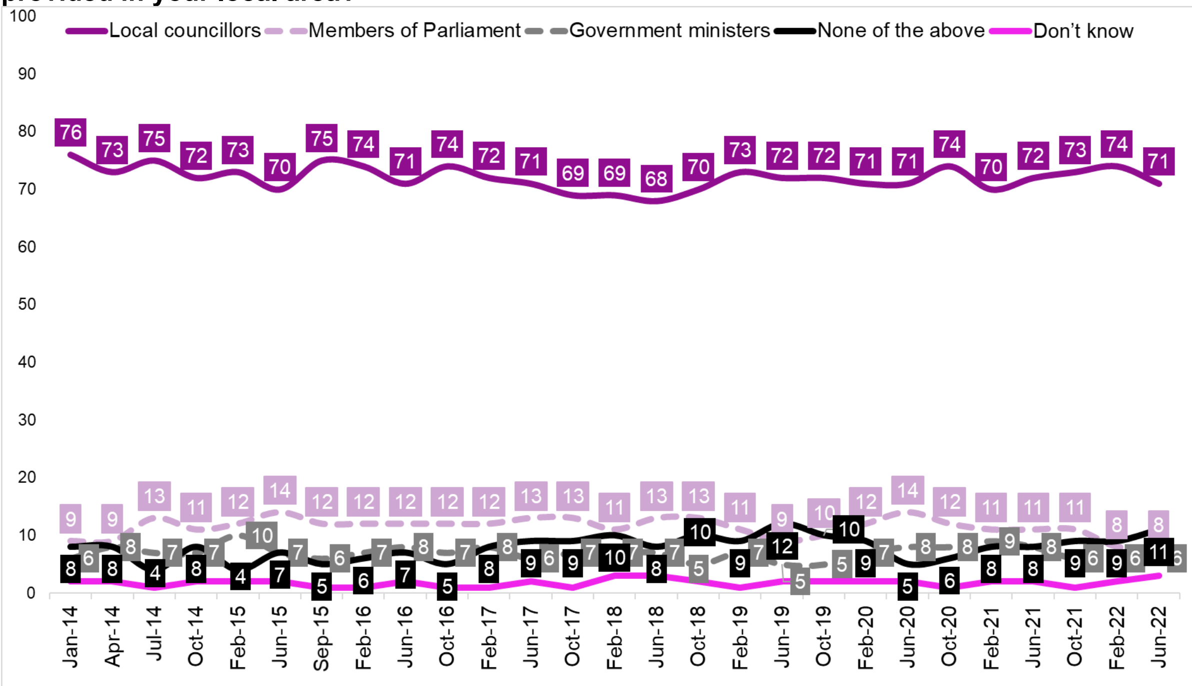


Base (all respondents): Between 1000 and 1036 British adults per round from Jul-13 to Jun-22

Seventy-one percent of respondents selected 'local councillors', rather than 'members of parliament' or 'government minsters', as the individuals they most trusted to make decisions about how services were provided in their local area (see Figure 8). Eight per cent of respondents selected 'members of parliament', six per cent selected 'government minsters', 11 per cent selected 'none of these' and three per cent were unsure.

[8] 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

Figure 8: Which individuals do you trust most to make decisions about how services are provided in your local area?[9]



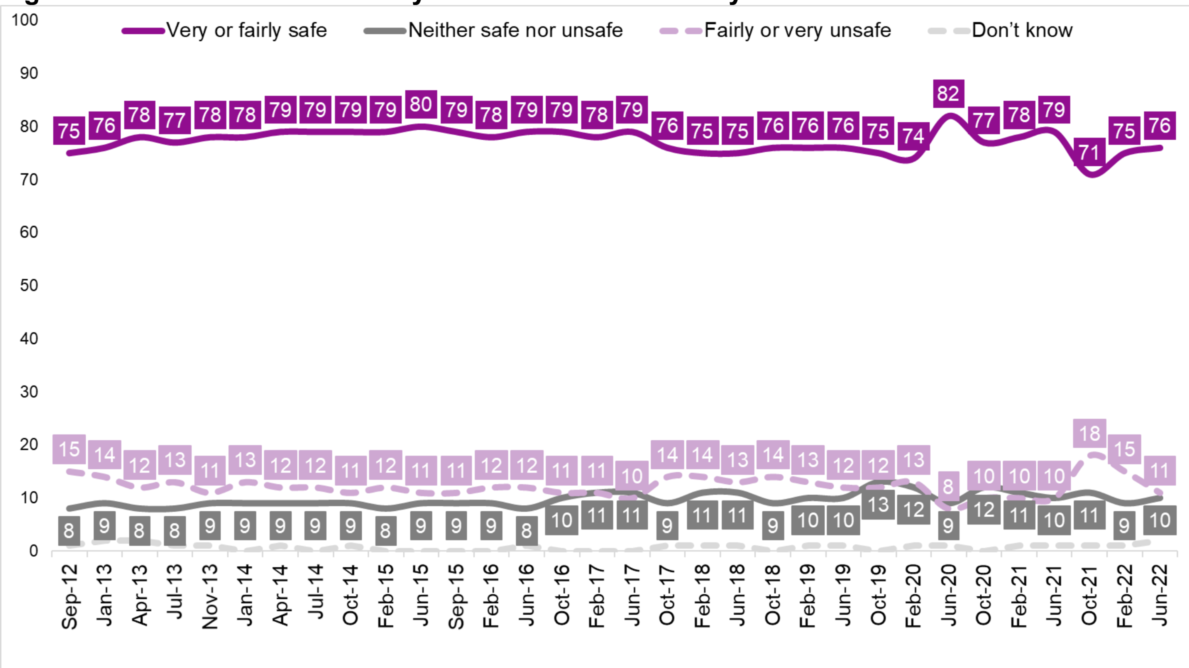
Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Jun-22. This question was introduced in January 2014.

Community safety

More than three-quarters of respondents reported feeling safe after dark when outside in their local area (76 per cent). This is similar to the polling average for perceptions of safety after dark (77 per cent). See Figure 9.

[9] 'None of the above' was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously.

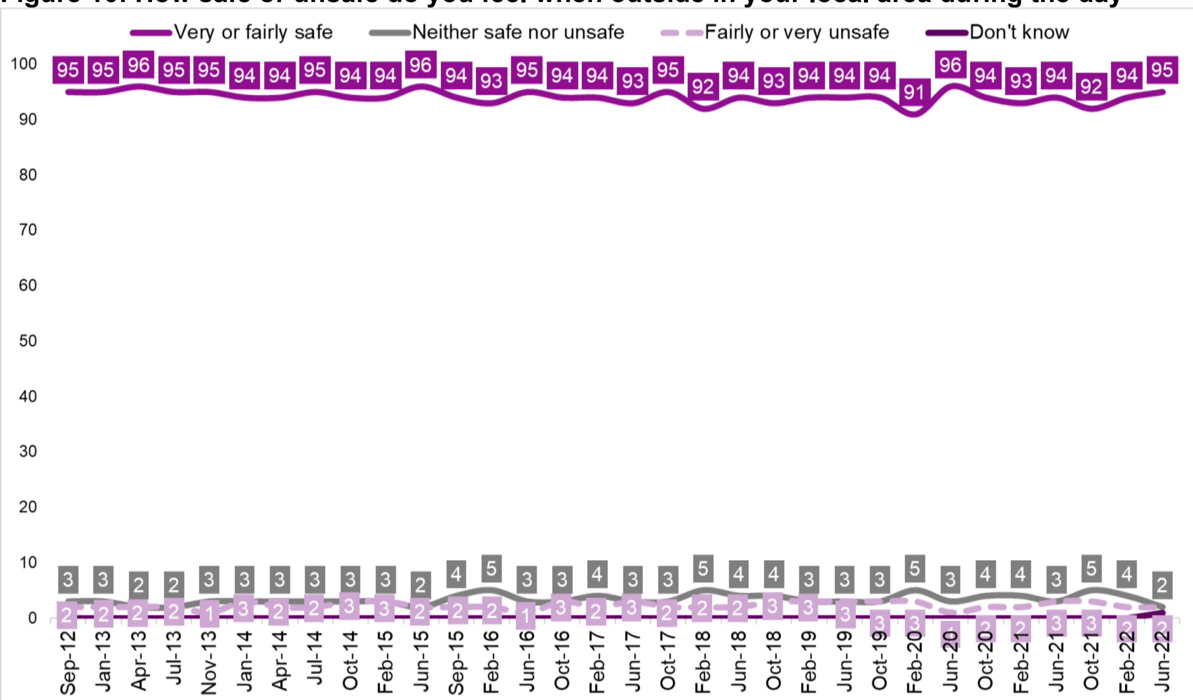
Figure 9: How safe or unsafe do you feel when outside in your local area after dark[10]



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Perceptions of feeling safe during the day remain very high. Ninety-five per cent of respondents said they feel 'very safe' or 'fairly safe' during the day in their local area. See Figure 10.

Figure 10: How safe or unsafe do you feel when outside in your local area during the day[11]



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

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[10] Local area was defined as "the area within 15 to 20 minutes walking distance from your home".
[11] Local area was defined as "the area within 15 to 20 minutes walking distance from your home".

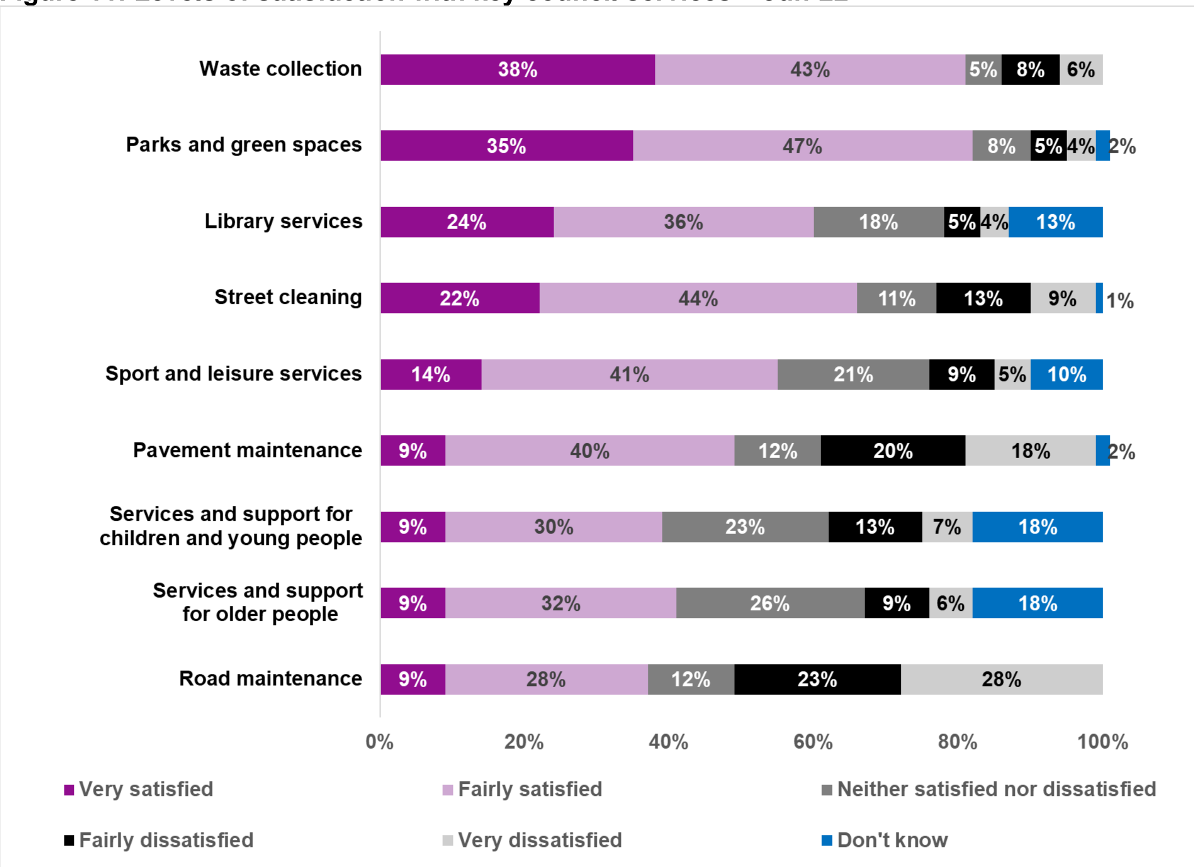
Service-specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services[12]: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; services and support for children and young people; and parks and green spaces. Tables showing the full set of service-specific satisfaction results can be found at Annex B.

Five of the nine services presented in this round received positive feedback from over half of the respondents (see Figure 11). The highest levels of satisfaction were with parks and green spaces and waste collection; 81 per cent of respondents were 'very satisfied' or 'fairly satisfied' with these services. The third highest level of satisfaction was with street cleaning (66 per cent). These results are higher than overall satisfaction with how one's council runs things (63 per cent, see Figure 2).

Overall, road maintenance continues to have the highest level of dissatisfaction of all services; 51 per cent of respondents were either 'very dissatisfied' or 'fairly dissatisfied' with the service provided by their council.

Figure 11: Levels of satisfaction with key council services – Jun-22

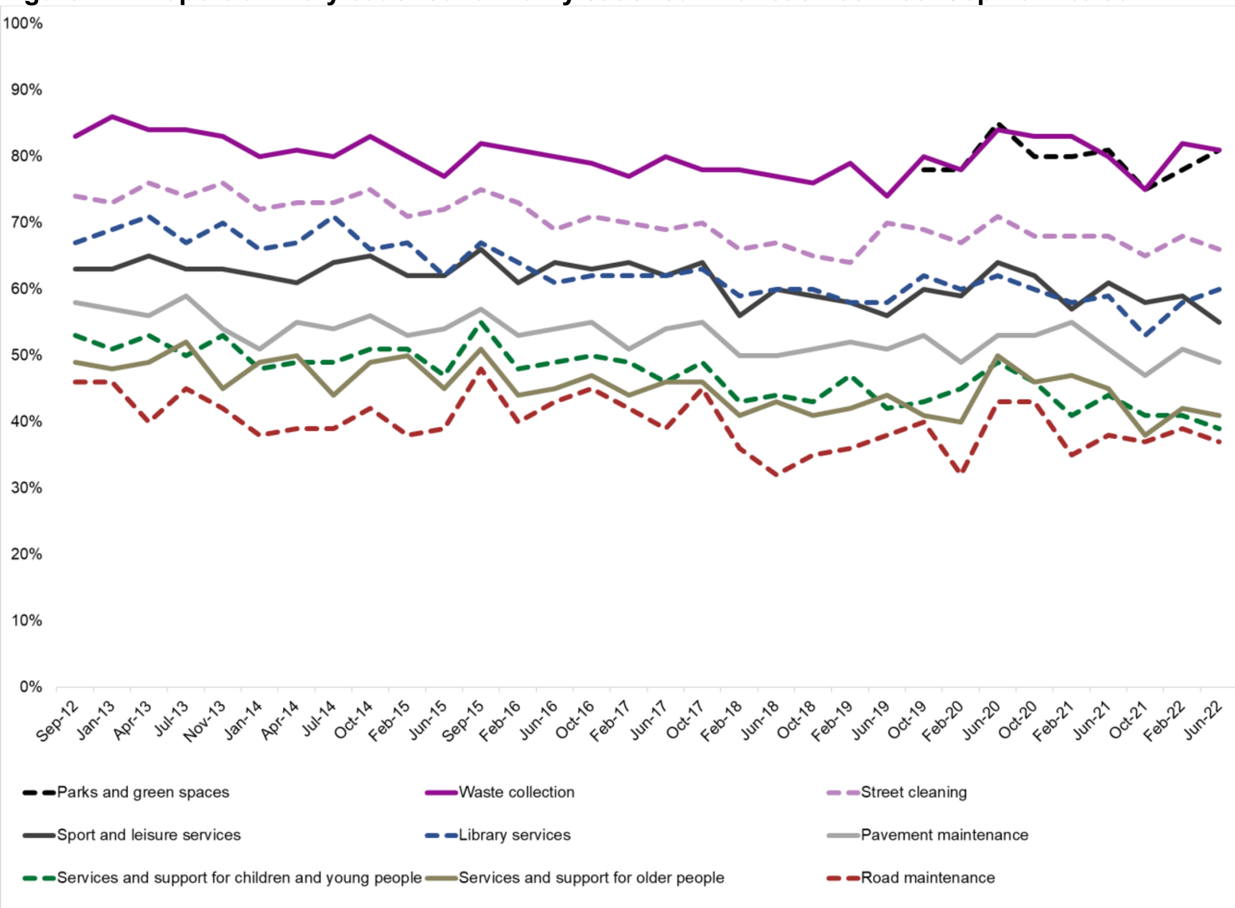


Base (all respondents): 1002 British adults in Jun-22

[12] Note that these questions were asked of all respondents, and the bases include those who may not have used particular services.

The general trend for satisfaction with services across the polling time-series is shown in Figure 12. In this round, satisfaction with two of the nine services was observed to be at a level higher than the polling average. More respondents were satisfied with parks and green spaces and also library services than in the previous round, although not significantly higher numbers. Record low levels of satisfaction were observed for sports and leisure services and services and support for children and young people, but 31 and 41 per cent, respectively, gave either a neutral or don't know answer.

Figure 12: Proportion 'very satisfied' or 'fairly satisfied' with each service: Sep-2012 to Jun-22



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Media portrayal of government

Respondents were asked whether, overall, they thought that the media has viewed the following forms of government positively or negatively in the last few months: 'the government'; 'local councils across the country'; and their 'own local council'.

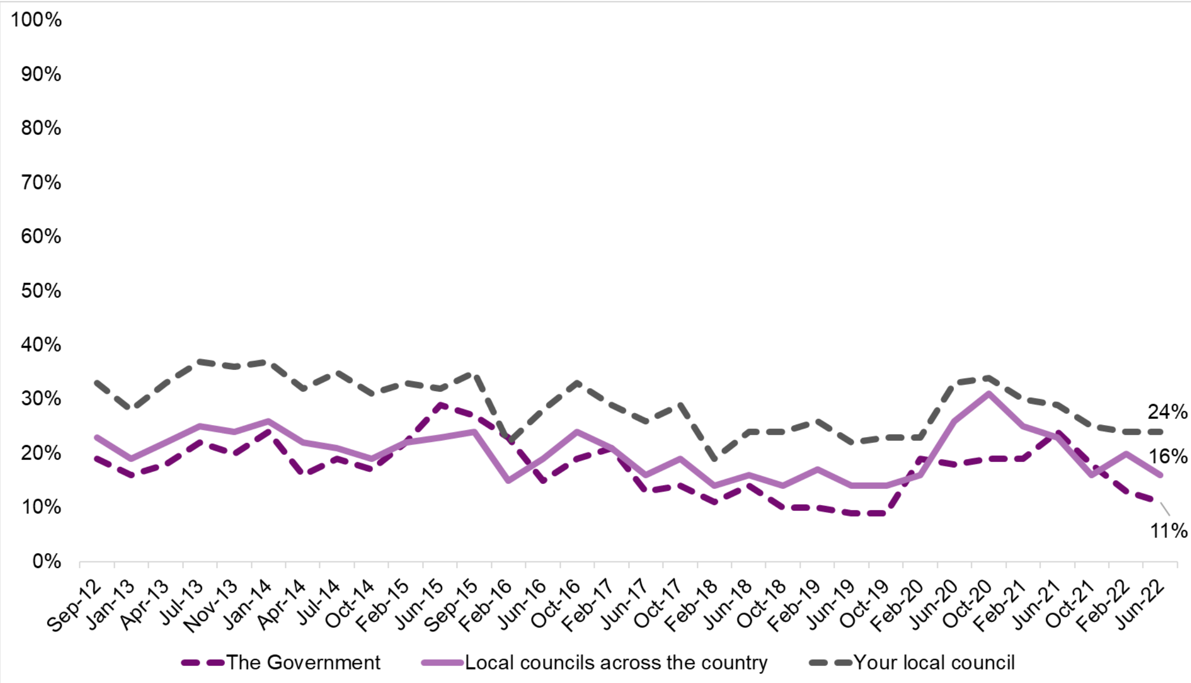
Regarding 'the government', the proportion of respondents observing positive coverage was 11 per cent. This is the lowest proportion of results for positive coverage since October 2019. The proportion observing negative coverage was 67 per cent (significantly higher than 23 previous rounds) and the proportion who responded 'neither positively nor negatively' was 17 per cent.

Concerning the media's coverage of 'local councils across the country', 16 per cent of respondents observed positive coverage – a significant decrease from 20 per cent in the previous round, but similar to results recorded in the two years before the pandemic. The proportion of respondents observing negative coverage was 32 per cent and 41 per cent of respondents observed neither positive nor negative coverage.

Asked about media coverage of their ‘own local council’, 24 per cent of respondents observed positive coverage. Sixteen per cent of respondents reported negative coverage and 45 per cent of respondents observed neither positive nor negative coverage.

Figure 13 shows the proportion of respondents who said that media coverage had been positive, since September 2012. The full set of figures can be found at Annex A.

Figure 13: Overall, do you think that the media has viewed the following positively in the last few months?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-22

Annex A: Data Tables – Round 32

Overall satisfaction with local area

Table A1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Per cent
Very or fairly satisfied	**81**
Very satisfied	30
Fairly satisfied	51
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	4
Very dissatisfied	3
Don't know	*

Base (all respondents): 1002

Overall satisfaction with local council

Table A2: Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?	Per cent
Very or fairly satisfied	**63**
Very satisfied	16
Fairly satisfied	47
Neither satisfied nor dissatisfied	18
Fairly dissatisfied	10
Very dissatisfied	8
Don't know	1

Base (all respondents): 1002

Value for Money

Table A3: To what extent do you agree or disagree that your local council(s) provides value for money?	Per cent
Strongly or tend to agree	**45**
Strongly agree	9
Tend to agree	36
Neither agree nor disagree	28
Tend to disagree	15
Strongly disagree	9
Don't know	3

Base (all respondents): 1002

Council responsiveness

Table A4: To what extent do you think your local council(s) acts on the concerns of local residents?	Per cent
A great deal or fair amount	**52**
A great deal	8
A fair amount	45
Not very much	34
Not at all	7
Don't know	6

Base (all respondents): 1002

Informed about the council

Table A5: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?	Per cent
Very or fairly well informed	**57**
Very well informed	13
Fairly well informed	44
Not very well informed	28
Not well informed at all	12
Don't know	3

Base (all respondents): 1002

Trust

Table A6: How much do you trust your local council(s)?	Per cent
A great deal or a fair amount	**58**
A great deal	9
A fair amount	49
Not very much	28
Not at all	11
Don't know	2

Base (all respondents): 1002

Table A7: Who do you trust most to make decisions about how services are provided in your local area?	Per cent
Your local council(s)	70
The government	14
Neither	14
Don't know	3

Base (all respondents): 1002

Table A8: And which individuals do you trust most to make decisions about how services are provided in your local area?	Per cent
Local councillors	71
Members of parliament	8
Government ministers	6
None of the above	11
Don't know	3

Base (all respondents): 1002

Community safety – After dark

Table A9: How safe or unsafe do you feel when outside in your local area after dark?	Per cent
Very or fairly safe	**76**
Very safe	34
Fairly safe	42
Neither safe nor unsafe	10
Fairly unsafe	8
Very unsafe	4
Don't know	2

Base (all respondents): 1002

Community safety – During the day

Table A10: How safe or unsafe do you feel when outside in your local area during the day?	Per cent
Very or fairly safe	**95**
Very safe	63
Fairly safe	33
Neither safe nor unsafe	2
Fairly unsafe	2
Very unsafe	1
Don't know	1

Base (all respondents): 1002

Service specific satisfaction

Table A11: How satisfied or dissatisfied are you overall with your council's waste collection?	Per cent
Very or fairly satisfied	**81**
Very satisfied	38
Fairly satisfied	43
Neither satisfied nor dissatisfied	5
Fairly dissatisfied	8
Very dissatisfied	6
Don't know	*

Base (all respondents): 1002

Table A12: How satisfied or dissatisfied are you overall with your council's street cleaning?	Per cent
Very or fairly satisfied	**66**
Very satisfied	22
Fairly satisfied	44
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	13
Very dissatisfied	9
Don't know	1

Base (all respondents): 1002

Table A13: How satisfied or dissatisfied are you overall with your council's road maintenance?	Per cent
Very or fairly satisfied	**37**
Very satisfied	9
Fairly satisfied	28
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	23
Very dissatisfied	28
Don't know	*

Base (all respondents): 1002

Table A14: How satisfied or dissatisfied are you overall with your council's pavement maintenance?	Per cent
Very or fairly satisfied	**49**
Very satisfied	9
Fairly satisfied	40
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	20
Very dissatisfied	18
Don't know	2

Base (all respondents): 1002

Table A15: How satisfied or dissatisfied are you overall with your council's library services?	Per cent
Very or fairly satisfied	**60**
Very satisfied	24
Fairly satisfied	36
Neither satisfied nor dissatisfied	18
Fairly dissatisfied	5
Very dissatisfied	4
Don't know	13

Base (all respondents): 1002

Table A16: How satisfied or dissatisfied are you overall with your council's sport and leisure services?	Per cent
Very or fairly satisfied	**55**
Very satisfied	14
Fairly satisfied	41
Neither satisfied nor dissatisfied	21
Fairly dissatisfied	9
Very dissatisfied	5
Don't know	10

Base (all respondents): 1002

Table A17: How satisfied or dissatisfied are you overall with your council's services and support for older people?	Per cent
Very or fairly satisfied	**41**
Very satisfied	9
Fairly satisfied	32
Neither satisfied nor dissatisfied	26
Fairly dissatisfied	9
Very dissatisfied	6
Don't know	18

Base (all respondents): 1002

Table A18: How satisfied or dissatisfied are you overall with your council's services for children and young people?	Per cent
Very or fairly satisfied	**39**
Very satisfied	9
Fairly satisfied	30
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	13
Very dissatisfied	7
Don't know	18

Base (all respondents): 1002

Table A19: How satisfied or dissatisfied are you overall with your council's parks and green spaces?	Per cent
Very or fairly satisfied	**81**
Very satisfied	35
Fairly satisfied	47
Neither satisfied nor dissatisfied	8
Fairly dissatisfied	5
Very dissatisfied	4
Don't know	2

Base (all respondents): 1002

Media coverage

Table A20: Overall, do you think that the media has viewed the government positively or negatively in the last few months	Per cent
Positively	11
Negatively	67
Neither positively nor negatively	17
Don't know	5

Base (all respondents): 1002

Table A21: Overall, do you think that the media has viewed local councils across the country positively or negatively in the last few months	Per cent
Positively	16
Negatively	32
Neither positively nor negatively	41
Don't know	12

Base (all respondents): 1002

Table A22: Overall, do you think that the media has viewed your local council positively or negatively in the last few months	Per cent
Positively	24
Negatively	16
Neither positively nor negatively	45
Don't know	14

Base (all respondents): 1002

Annex B: Polling questions

NOTE TO INTERVIEWERS: On treatment of 'don't know' throughout the survey: a specific reference to 'don't know' should not be included in the answer lists. The interviewer can, however, code this answer if it is given spontaneously.

INTRODUCTION

I would like to ask you some questions about your local council. Local councils are responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

If you live in an area with more than one council please think about the way in which they deliver services to you overall. This would include district and county councils. We are doing this to keep the survey simple as it is part of a national study.

1. **Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

   Please consider your local area to be the area within 15–20 minutes walking distance from your home.

   SELECT ONE ANSWER ONLY

   - Very satisfied
   - Fairly satisfied
   - Neither satisfied nor dissatisfied
   - Fairly dissatisfied
   - Very dissatisfied

2. **Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?**

   SELECT ONE ANSWER ONLY

   - Very satisfied
   - Fairly satisfied
   - Neither satisfied nor dissatisfied
   - Fairly dissatisfied
   - Very dissatisfied

In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion.

3. **To what extent do you agree or disagree that your local council(s) provides value for money?**

   SELECT ONE ANSWER ONLY

   - Strongly agree
   - Tend to agree
   - Neither agree nor disagree
   - Tend to disagree
   - Strongly disagree

4. **To what extent do you think your local council(s) acts on the concerns of local residents?**

   SELECT ONE ANSWER ONLY

   - A great deal
   - A fair amount
   - Not very much
   - Not at all

5. **Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?**

   SELECT ONE ANSWER ONLY

   - Very well informed
   - Fairly well informed
   - Not very well informed
   - Not well informed at all

6. **How much do you trust your local council(s)?**

   SELECT ONE ANSWER ONLY

   - A great deal
   - A fair amount
   - Not very much
   - Not at all

7. **Who do you trust most to make decisions about how services are provided in your local area?**

   SELECT ONE ANSWER ONLY
   RANDOMISE ORDER

   - Your local council(s)
   - The government
   - Neither (not read out but the interviewer can code if given spontaneously)

8. **And which <u>individuals</u> do you trust most to make decisions about how services are provided in your local area?**

   SELECT ONE ANSWER ONLY
   RANDOMISE ORDER

   - Local councillors
   - Members of parliament
   - Government ministers
   - None of the above (not read out but the interviewer can code if given spontaneously)

9. **How safe or unsafe do you feel when outside in your local area <u>after dark</u>?**

   Please consider your local area to be the area within 15–20 minutes walking distance from your home

SELECT ONE ANSWER ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

10. **How safe or unsafe do you feel when outside in your local area <u>during the day</u>?**

    Please consider your local area to be the area within 15 – 20 minutes walking distance from your home

SELECT ONE ANSWER ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

11. **I am going to read out a number of different types of services that are provided by your council(s) in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's…**

SELECT ONE ANSWER ONLY PER OPTION

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

RANDOMISE ORDER

- Waste collection
- Street cleaning
- Road maintenance

- Pavement maintenance
- Library services
- Sport and leisure services
- Services and support for older people
- Services and support for children and young people
- Parks and green spaces

12. Overall, do you think that the media has viewed the following positively or negatively in the last few months?

SELECT ONE ANSWER ONLY PER OPTION

- Positively
- Neither positively nor negatively
- Negatively

RANDOMISE ORDER

- The Government
- Local council(s) across the country
- Your local council

End and thanks.

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EXECUTIVE OVERVIEW SCRUTINY: 3 November 2022

LANDLORD SERVICES: 9 November 2022

CABINET: 15 November 2022

Report of: Corporate Director of Transformation, Housing and Resources

Relevant Portfolio Holder: Councillor N Pryce-Roberts

Contact for further information: Jonathan Mitchell (Extn. 5244)
(jonathan.mitchell@westlancs.gov.uk)

SUBJECT: HOUSING STRATEGY

Wards Affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To provide an update about the Councils Housing Strategy.

1.2 To seek Cabinet endorsement of the Housing Strategy vision and delivery objectives.

2.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

2.1 That the Committee consider the report and that the agreed comments of the Executive Overview and Scrutiny Committee on the Housing Strategy report be passed to Cabinet for their consideration

3.0 RECOMMENDATIONS TO CABINET

3.1 That Cabinet note the current position as it relates to the development of an updated Housing Strategy.

3.2 That Cabinet endorse the use of the Housing Strategy vision and delivery objectives as shown in Section 6 of this report until March 2024.

4.0 BACKGROUND

4.1 In March 2014 Cabinet approved a new Housing Strategy for the period 2014-2019 which was subsequently extended to June 2021, following Cabinet consideration in March 2020.

4.2 Housing strategies can assist in:

- Providing an overview of housing related issues in the area
- Identifying any mismatch between housing supply and demand and identify issues such as matters related to housing conditions, affordability, needs of vulnerable groups etc
- Setting out the key housing objectives for the authority and its partners
- Establishing priorities for action and spending priorities
- Providing an action plan and policy direction to address the housing challenges and problems in the borough

4.3 To enable Cabinet to consider whether to extend the Housing Strategy operating term in March 2020, they were informed that:

- If a new housing strategy were to be developed at this time (March 2020) it would be based upon the existing evidence base which will soon become superseded, within the next 18 months, by the new evidence and research that will be undertaken as part of Local Plan formulation.
- That would create a situation where the Housing Strategy and Local Plan would each be based upon different evidence strands which could undermine Local Plan formulation and any subsequent planning appeals.

4.4 Cabinets endorsement for the extension of the Housing Strategy, meant that the Housing and Economic Development Needs Assessment (HEDNA) which had been commissioned to support the development of a new Local Plan could be used as an updated evidence base to both inform development of the new Local Plan and an updated Housing Strategy. From a Housing Strategy perspective this is because the HEDNA provides an Affordable and Specialist Housing Need study as part of its reporting outputs.

5.0 CURRENT POSITION

5.1 Cabinet will be aware that the timetable for the development of the new Local Plan has changed with Cabinet approving amendments to the Local Development Scheme timetable in March 2022.

5.2 Work on updating the Housing Strategy has not commenced as it remains prudent to wait for the publication of the HEDNA, as this will provide the baseline housing need information which would ordinarily inform strategy development. The publication of the HEDNA will take place in line with the amended Local Development Scheme timetable.

5.3 In the meantime Officers feel it would be helpful at this time to:

a) Provide this short report to explain the Housing Strategy development position and its links to the publication of up-to-date evidence
b) Advise that once up to date evidence, has been published, a new housing strategy delivery timetable will be developed
c) Confirm that progress continues to be made against the current Housing Strategy delivery objectives in the form of inward investment and day to day activity which is supporting the delivery of new affordable housing and supported housing for vulnerable client groups
d) Seek Cabinet endorsement to amend one of the six delivery objectives and continue with the remaining Housing Strategy delivery objectives and vision until such time that an updated Housing Strategy, (based on up to date and published evidence) has been developed and subsequently considered by Cabinet in the future.

5.4 In relation to bullet point c and achievements, the Council has worked directly and with partners to deliver a number of positive Housing Strategy related outcomes all of which aim to improve the lives of our residents. The list below is not a full list but presents some achievements:

- Secured Homes England Investment Partner status, enabling the Council to directly benefit from Homes England grant funding of £4,345,000 to date, to develop 117 units across five affordable housing schemes

- Established Tawd Valley Development Company which supports the development of Homes England grant funded units referred to above as well as other residential / commercial development opportunities in line with its Business Plan

- Assisted the Liberty Centre, as part of a Lancashire wide bid, to secure £200k one off funding from the Ministry for Housing Communities and Local Government which enhanced Domestic Abuse service provision in the Borough

- Made available two Council properties to the Birchwood Centre to operate a complex needs service funded by Lancashire County Council

- Provided Council land and worked with the Birchwood Centre, Registered Provider (Calico Homes) and Homes England to enable the development of a 24 bed Foyer for young people, levering into the Borough £750,000 Homes England grant. Building work started on site in December 2021. with the scheme nearing completion.

- Developed a new Tenancy Strategy 2022 – 2025

- Using new burdens funding to fund a Domestic Abuse Co-Ordinator to assist the Council meet its obligations under the Domestic Abuse Act 2021

- Continuing to provide timely input into section 106 agreements and deed of variations where affordable housing is to be provided

- Redeveloped the former Westec Council Offices site in Ormskirk developing 27 residential dwellings, including 9 affordable

- During the periods shown below, a total of 785 affordable homes have been completed:

• 2014/15 = 16	• 2018/19 = 23
• 2015/16 = 92	• 2019/20 = 210
• 2016/17 = 95	• 2020/21 = 133
• 2017/18 = 71	• 2021/22 = 155
The above provides the total year-on-year affordable housing outturn figures which include affordable homes developed by the Council, Registered Providers and market housing developers, through affordable housing planning obligations.	

5.5 In Cabinet re-affirming the Housing Strategy vision and delivery objectives, it will enable Officers to communicate a continuation of those delivery objectives with confidence to partners and those interested in developing housing in the Borough. This is helpful, given that Cabinet had previously agreed an extension to the existing Housing Strategy to June 2021 with an expectation that by then an updated Housing Strategy would have been prepared. That has not been possible for the reason outlined above.

6.0 HOUSING STRATEGY VISION AND DELIVERY OBJECTIVES

6.1 It is proposed that the current Housing Strategy vision as shown below remains:

- The provision of good quality housing, in the right locations which also supports our economic and regeneration priorities, meets people's changing needs and is situated within pleasant, safe and sustainable communities

6.2 It is proposed that the five delivery objectives that would remain are:

- Achieve the right supply of new homes including maximising affordable housing
- Regenerate and remodel areas of Skelmersdale
- Make the best use of all existing homes
- Encourage well managed and maintained homes across all tenures
- Encourage investment to meet specialist housing requirements

6.3 The following delivery objective of:

- Deliver the Council's Sustainable Energy Strategy 2012- 2020 Residential and Domestic Sector objectives.

Would be replaced with:

- Deliver Priority 4, the Residential Sector objectives of the Council's Climate Change Strategy 2020-2030

6.4 The replacement is being proposed because the Councils Sustainable Energy Strategy 2012- 2020 has expired and has been replaced by the Climate Change Strategy 2020-2030 of which delivery priority 4 relates to the residential sector.

7.0 STATUTORY REQUIREMENT

7.1 Although the Council has not yet updated its Housing Strategy, it is not in breach of any Government requirement as there is no statutory requirement for the Council to produce a Housing Strategy.

7.2 Councils that decide to develop a Housing Strategy have full discretion about when to do so, and how they document their Housing Strategy.

8.0 SUSTAINABILITY IMPLICATIONS

8.1 The Housing Strategy vision and delivery objectives are in harmony with the Councils overall Corporate Priorities particularly those which aim to:

- Create empowered, engaged, and inclusive communities
- Become a Greener West Lancashire
- A clean, safe environment with affordable homes to buy or rent for everyone in West Lancashire
- Everyone to be healthy, happy, safe and resilient

9.0 FINANCIAL AND RESOURCE IMPLICATIONS

9.1 There are no financial and resource impacts by virtue of this report.

10.0 RISK ASSESSMENT

10.1 To date, the absence of an updated Housing Strategy has not created a risk to the Council making progress in meeting housing need. This is because Officers have been able to successfully engage with stakeholders based on the previously established and endorsed Housing Strategy vision and delivery objectives. It is, however, important for Cabinet to re-affirm their commitment to the Housing Strategy vision and delivery objectives in Section 6 of this report. In doing so, it will provide up to date confirmation and in turn, will give confidence to our partners that the vision and delivery objectives remain relevant at this time.

10.2 Going forward, and to avoid the risk of the existing delivery objectives potentially becoming outdated, it will still be necessary to review and refresh the Housing Strategy to take account of the latest evidence base (once published). This is to ensure that the Housing Strategy and its delivery objectives remain strategically relevant for the term of the new strategy.

11.0 HEALTH AND WELLBEING IMPLICATIONS

11.1 The Housing Strategy vision referred to in paragraph 6.1 sets out the Councils aspirations for the housing offer in West Lancashire. It is considered that by working to achieve that vision there will be positive benefits in respect of health and wellbeing, particularly as it is recognised that living in a safe environment in good quality housing can have positive benefits on good physical and mental health. In contrast, poor quality and inadequate housing contributes to health problems such as chronic diseases and injuries and can have harmful effects on childhood development.

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
There is a direct impact on members of the public, employees, elected members and / or stakeholders. Therefore, an Equality Impact Assessment is required. A formal Equality Impact Assessment is attached as an Appendix A to this report.

Appendices

A - Equality Impact Assessment

B – Minute of Executive O&S Committee – 3 November 2022

C – Minute of Landlord Services Committee – 9 November 2022

Equality Impact Assessment Form

Directorate: **Housing & Resources**	**Service:** **Housing Strategy**
Completed by: **Jonathan Mitchell**	**Date:** **3 October 2022**
Subject Title: **Housing Strategy**	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	Yes, Housing Strategy period revised by virtue of being extended.
Is a service being designed, redesigned or cut back:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	No
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	Yes
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:	Seeking: a) Approval to extend the life of the existing Housing Strategy and b) re-endorsement of existing Housing Strategy delivery priorities with an amendment to one of the priorities
*If you answered **Yes** to any of the above **go straight to Section 3*** *If you answered **No** to all the above **please complete Section 2***	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	N/A
If **Yes,** provide details of how this impacts on service users, staff or Councillors (stakeholders): *If you answered **Yes** go to **Section 3***	N/A
If you answered **No** to both Sections 1and 2 provide details of why there is no impact on these three groups: *You do not need to complete the rest of this form.*	N/A

3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is / are the stakeholder(s)?	Council Departments, partner organisations, current and future users of Council Services, residents of the borough and those interested in moving to West Lancashire.
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)?	The housing strategy aims to deliver interventions that support the housing strategy vision of, "the provision of good quality housing, in the right locations which also supports our economic and regeneration priorities, meets people's changing needs and is situated within pleasant, safe and sustainable communities" In that regard, any interventions are aimed at having a positive impact across all EIA groups who are regarded as being in housing need in line with national guidance, legislation and policy.
Which of the protected characteristics are most relevant to the work being carried out? Age Gender Disability Race and Culture Sexual Orientation Religion or Belief Gender Reassignment Marriage and Civil Partnership Pregnancy and Maternity	Potentially, all by virtue of the fact that the housing strategy aims to address housing need across the borough.
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?	Current and future users of Councils Services and those households looking to secure housing /move to or within the borough.
What will the impact of the work being carried out be on usage / the stakeholders?	The strategy aims to have a positive impact by working towards achieving the housing strategy vision of, "the provision of good quality housing, in the right locations which also supports our economic and regeneration priorities, meets people's changing needs and is situated within pleasant, safe and sustainable communities"
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?	The Housing Strategy does not relate to any one single service area. It aims to shape local policy and intervention across a range of service areas and wider partnerships in the private sector, voluntary and statutory sectors to try and improve housing circumstances in West Lancashire in a manner that helps with housing

	need whilst also providing health and wellbeing benefits and broader economic benefits.
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?	By regularly reviewing our achievements to date we can measure success when measured against the housing strategy vision and delivery priorities.
If any further data / consultation is needed and is to be gathered, please specify:	
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)?	The Housing Strategy will assist in the Council meeting its duties under the Equality Act 2010.
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.).	We do not envisage any negative impact associated with the proposed extension of the housing strategy operating period.
What actions do you plan to take to address any other issues above?	N/A
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	It is not proposed to review this particular EIA due to the fact that a new longer term housing strategy will be developed in the next 18 months which will require a new Equality Impact Assessment.

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

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Agenda Item 8b

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
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