



Jacqui Sinnott-Lacey  
Chief Operating Officer  
52 Derby Street  
Ormskirk  
West Lancashire  
L39 2DF

Wednesday, 30 August 2023

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

**MUNICIPAL YEAR 2023/24**

**AUGUST 2023 - ISSUE NUMBER 2**

The content of this **CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY MEMBERS UPDATE** covers all the services.

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

**Articles:**

If a Member wants to place an item on the Committee agenda in connection with any article in the Update, please provide it to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) or telephone 01695 5833127 by **12 NOON FRIDAY, 8 SEPTEMBER 2023**.

**Members Item/Councillor Call for Action:**

If a Member wants to place an item on the Corporate and Environmental O&S Committee Agenda, please complete the attached Member Item/Councillor Call for Action Proforma (Appendix B) and return it to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) by **12 NOON FRIDAY, 8 SEPTEMBER 2023**.

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



APPENDIX A

## MEMBER UPDATE REQUEST

### CORPORATE AND ENVIRONMENTAL OVERVIEW SCRUTINY COMMITTEE

MEETING: 21 September 2023

This form must be received by Member Services, 52 Derby Street, Ormskirk before 12 noon on Friday 8 September 2023.

Member Update Issue: 2

Councillor:	
Article No:	
Subject:	

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

Please advise Member Services on 01695 583312 if at any time you wish to withdraw this item following receipt of further information or e-mail [member-services@westlancs.gov.uk](mailto:member-services@westlancs.gov.uk)

1. What are your reasons for requesting the item?

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

#### FOR MEMBER SERVICES USE ONLY

Received by:	Date of Committee:
Date: Time:	Chief Officer informed:
Head of Service informed:	Chairman informed:
Contact Officer informed:	Portfolio Holder informed:



APPENDIX B

**MEMBER ITEM / COUNCILLOR CALL FOR ACTION**  
**CORPORATE AND ENVIRONMENTAL OVERVIEW**  
**SCRUTINY COMMITTEE**  
**MEETING: 21 September 2023**

This form must be received by Member Services, 52 Derby Street, Ormskirk before 12 noon on Friday 8 September 2023.

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

Please advise Member Services on 01695 583312 if at any time you wish to withdraw this item following receipt of further information or e-mail [member-services@westlancs.gov.uk](mailto:member-services@westlancs.gov.uk)

Member Update Issue: 2

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

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

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

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

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

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

**FOR MEMBER SERVICES USE ONLY**

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

## CONTENTS

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

For further information, please contact:-  
Kirsty Breakell on 01695 583312  
Or email [Kirsty.Breakell@westlancs.gov.uk](mailto:Kirsty.Breakell@westlancs.gov.uk)

### **1. GENERAL**

1a MINUTES OF LANCASHIRE COUNTY COUNCILS HEALTH AND ADULT SERVICES

1b MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL

### **2. ACTIONS UNDER DELEGATED AUTHORITY**

2a COMMUNITY CHEST GRANTS

### **3. PERFORMANCE MONITORING**

3a LOCAL GOVERNMENT OMBUDSMAN ANNUAL REPORT 2022-23





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

**MEMBERS UPDATE 2023/24  
ISSUE: 2**

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

**Relevant Portfolio Holder: Councillor V Cummings (Portfolio Holder for Health & Wellbeing)**

**Contact for further information: Miss K Breakell (Extn 3022)  
(E-mail: [Kirsty.Breakell@westlancs.gov.uk](mailto:Kirsty.Breakell@westlancs.gov.uk))**

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**SUBJECT: MINUTES OF LANCASHIRE COUNTY COUNCILS HEALTH AND ADULT SERVICES SCRUTINY COMMITTEE**

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Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To keep Members apprised of developments in relation to Health and Adult Services Scrutiny Committee in Lancashire.

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### **2.0 BACKGROUND AND CURRENT POSITION**

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

2.2 The Health and Adult Services Scrutiny Committee at Lancashire County Council exercises the statutory functions of a health overview and scrutiny committee. The Membership of the Committee includes twelve non-voting Co-opted District Council Members.

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

### **3.0 SUSTAINABILITY IMPLICATIONS**

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

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

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

### **5.0 RISK ASSESSMENT**

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

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#### **Background Documents**

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

#### **Equality Impact Assessment**

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

#### **Appendices**

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

[Health and Adult Services Scrutiny Committee \(lancashire.gov.uk\)](https://www.lancashire.gov.uk/scrutiny/committees/health-and-adult-services-scrutiny-committee/)

12 July 2023





## CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

MEMBERS UPDATE 2023/2024  
ISSUE: 2

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

**Relevant Portfolio Holder:** Councillor G Dowling (Portfolio Holder for Planning & Community Safety/Deputy Leader)

**Contact for further information:** Miss Kirsty Breakell (Extn 3312)  
(E-mail: [Kirsty.Breakell@westlancs.gov.uk](mailto:Kirsty.Breakell@westlancs.gov.uk))

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

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Wards affected: Borough wide

### 1.0 PURPOSE OF ARTICLE

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

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

### **3.0 SUSTAINABILITY IMPLICATIONS**

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

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

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

### **5.0 RISK ASSESSMENT**

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

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#### **Background Documents**

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

#### **Equality Impact Assessment**

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

#### **Appendices**

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

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

18 July 2023



## CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

MEMBERS UPDATE 2023/24  
ISSUE: 2

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**Article of:** Corporate Director of Transformation, Housing and Resources.

**Relevant Portfolio Holder:** Councillor A Fennell (Portfolio Holder for Communities)

**Contact for further information:** Miss K Breakell (Extn. 3312)  
(E-mail: [Kirsty.Breakell@westlancs.gov.uk](mailto:Kirsty.Breakell@westlancs.gov.uk))

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**SUBJECT: COMMUNITY CHEST GRANTS**

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Wards affected: Borough wide

### 1.0 PURPOSE OF ARTICLE

1.1 To inform Members of the mechanism for dealing with grant applications from the Community Chest and advise of the grants awarded in the second tranche of bids for the financial year 2023/24.

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### 2.0 BACKGROUND

2.1 Applications for grants from the Community Chest are dealt with through the delegation procedures (see Constitution 4.3). The delegation in 2023/24 is to the Portfolio Holder for Communities.

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

### 3.0 CURRENT POSITION

3.1 Applications were considered under delegated authority by the Portfolio Holder for Communities, Councillor Anne Fennell.

3.2 The following grants were awarded from the General Fund.

3.3	BDS Training	£500
	Churches Together, Ormskirk and District	£500
	Amber Molyneux	£250
	Lucy Murphy	£500
	Hannah Faragher	£250
	Bella Rose Melia	£250
	Ashton Lee Joyce	£500
	Claybrow Junior Football Club	£500

#### **4.0 SUSTAINABILITY IMPLICATIONS**

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

#### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

5.1 The total remaining balance in the financial year 2023/24 is £26,240

5.2 The total spent in 2023/24 so far is £3,250

#### **6.0 RISK ASSESSMENT**

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

#### **Background Documents**

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

Application forms from:

BDS Training  
Churches Together, Ormskirk and District  
Amber Molyneux  
Lucy Murphy  
Hannah Faragher  
Bella Rose Melia  
Ashton Lee Joyce  
Claybrow Junior Football Club

## **Equality Impact Assessment**

There is a direct impact on members of the public, and stakeholders, therefore an Equality Impact Assessment is required. A formal Equality Impact Assessment is attached as an Appendix to this report, the results of which have been taken into account when undertaking the actions detailed within this Article.

## **Appendices**

1. Equality Impact Assessment.

# Equality Impact Assessment Form



<b>Directorate: Legal and Democratic Services</b>	<b>Service: Member Services</b>
<b>Completed by: Kirsty Breakell</b>	<b>Date: August 2023</b>
<b>Subject Title: Community Chest grants</b>	

## 1. DESCRIPTION

Is a policy or strategy being produced or revised:	No
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	Yes
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	No
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty ( <b>Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations</b> ):	Yes
Details of the matter under consideration:	Outcome of Community Chest Grant Applications

*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):	No
If <b>Yes</b> , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered <b>Yes</b> go to <b>Section 3</b></i>	
If you answered <b>No</b> to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	

## 3. EVIDENCE COLLECTION

Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Voluntary Organisations and Individuals under the age of 18.
If the work being carried out relates to a universal service, who needs or uses it most?	Voluntary Organisations and Individuals

(Is there any particular group affected more than others)?	under the age of 18.
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	Yes Yes Yes Yes Yes Yes Yes Yes Yes
<b>4. DATA ANALYSIS</b>	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Residents who are recipients of a service provided by a voluntary/community organisation
What will the impact of the work being carried out be on usage/the stakeholders?	A grant will assist the voluntary/community organisation in its activities
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Not known
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	Sought data on the application forms submitted by the voluntary/community organisations
If any further data/consultation is needed and is to be gathered, please specify:	None
<b>5. IMPACT OF DECISIONS</b>	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	A grant to a voluntary/community group will assist it in undertaking its activities within the Borough
<b>6. CONSIDERING THE IMPACT</b>	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	No

What actions do you plan to take to address any other issues above?	No actions
<b>7. MONITORING AND REVIEWING</b>	
When will this assessment be reviewed and who will review it?	





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**Article of: Head of Legal & Democratic Services**

**Contact for further information: Mr Tom Lynan – Electoral Services Manager  
(E-mail: [tom.lynan@westlancs.gov.uk](mailto:tom.lynan@westlancs.gov.uk))**

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**SUBJECT: LOCAL GOVERNMENT OMBUDSMEN – STATISTICS 2022/23**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To inform Members of the Council's performance in respect of the Local Government Ombudsmen statistics 2022/23.
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## **2.0 BACKGROUND**

- 2.1 The Council is overseen by two ombudsmen following changes brought about by the Localism Act 2011.
- 2.2 The Housing Ombudsman (HO) deals with complaints by Council housing tenants about matters such as estate management, repairs to Council house properties, rent and service charges, possession proceedings and mutual exchanges.
- 2.3 The Local Government and Social Care Ombudsman (LGSCO) deals with all other complaints against the Council across all the services it provides, including complaints by Council housing tenants about matters such as housing improvement grants, homelessness and statutory noise nuisance. The Council's response to enquiries and complaints received from the LGSCO are co-ordinated by the Head of Legal & Democratic Services, and the Electoral Services Manager.
- 2.4 In July 2023 the LGSCO published its annual review letter which provides a summary of statistics on enquiries and complaints made in respect of the Council for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023. The annual review letter can be found at Appendix 1.
- 2.5 At the time of publication there have been no complaints investigated by the HO.
- 2.6 Complaints to the Ombudsman should not always be seen as a negative. Complaints provide a valuable learning and transformation opportunity to improve service delivery.

### 3.0 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN PERFORMANCE-2022/23

3.1 During 2022/23 the LGSCO made decisions on 18 enquiries and complaints about the Council. This is 2 more than the previous year.

3.2 Of those 18 matters, 7 were referred to the Council for local resolution (because the Council had not had an opportunity to properly consider the enquiry or complaint). 7 were closed after initial enquires, and 3 were outside of the remit of the LGSCO. 1 formal investigation was completed during this period, which was upheld.

Service Area	Number Referred	Upheld	Not Investigated	Premature Complaint	Out of Jurisdiction
Planning & Regulatory	10	1	4	3	2
Environmental Services	3	0	2	1	0
Housing Services	3	0	1	1	1
Technical Services	1	0	0	1	0
Council Tax & Benefits	1	0	0	1	0
<b>TOTAL</b>	<b>18</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>3</b>

3.3 The upheld case related to planning enforcement and unauthorised development. The Council were asked to apologise and pay £300 to the complainant, update them on enforcement in the area, and complete a service review (which the Council was in the processes of doing). Please contact the Electoral Services Manager for further information.

3.4 Using information available from the LGSCO website, the table below allows a comparison of the Council's performance with the 11 other non-unitary district councils within Lancashire. Across Lancashire there were 22 detailed investigations (average 1.8 per authority) of which 15 (average 1.3 per authority) were upheld, a reduction of 9 and 4 respectively from 21/22.

Council	Investigations	Complaints Upheld
Burnley	5	4
Chorley	1	1
Flyde	2	2
Hyndburn	2	0
Lancaster	2	1
Pendle	1	1
Preston	4	2
Ribble Valley	1	1
Rossendale	1	0
South Ribble	0	0
<b>West Lancashire</b>	<b>1</b>	<b>1</b>
Wyre	2	2
<b>Total</b>	<b>22</b>	<b>15</b>
<b>Lancashire Average</b>	<b>1.8</b>	<b>1.3</b>

3.5 Compared to the other District Authorities in Lancashire, West Lancashire had a lower number of investigations and upheld complaints than the average.

3.6 Across Lancashire, and nationally, there has been an increase in the percentage of investigations which result in the complaint being upheld, whilst at the same time the total number of investigations has fallen. In their Annual Letter (Appendix 1) the LGSCO have noted that, following a process review, they are now more selective about the cases they investigate, prioritising the public interest and taking on fewer 'borderline' cases. As a result, a higher proportion of investigations are finding fault than previous years. Across Lancashire 68% of investigated complaints were upheld compared to 61% in 21/22.

#### **4.0 SUSTAINABILITY IMPLICATIONS**

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

#### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

#### **6.1 RISK ASSESSMENT**

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

#### **7.0 HEALTH AND WELLBEING IMPLICATIONS**

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

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#### **Background Documents**

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

#### **Equality Impact Assessment**

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

#### **Appendices**

Appendix 1: Local Government and Social Care Ombudsman – Annual Review Letter – West Lancashire Borough Council – 2022/23

