













APPENDIX 1: Corporate Delivery Plan Monitoring Report 2017/18


Action Status		
		
Action completed	Action in progress	Milestone overdue / tbc


Ambitious for our Economy


Retain and grow jobs, increase skills levels and encourage business and wealth



Summary		
Action	Key Outcomes	
Skelmersdale Town Centre Regeneration Project	Create a modern town centre for Skelmersdale offering an improved night-time economy and attractive public realm.	
Land Auction	Meet the objectives of the Local Plan and raise capital to invest in the priorities of the council	
Economic Development Strategy & Delivery	Build a prosperous Borough with skilled and trained local residents to ensure that West Lancashire continues to be a great place to live, work, study and invest	
Ormskirk Town Centre Strategy & Delivery	Ensure the long term economic and social viability of the town and improve its attractiveness as a visitor destination.	
Infrastructure Delivery (via H&T Masterplan)	Support the delivery of improvements to transport infrastructure including around rail links and roads.	
Combined Authority for Lancashire	Assist West Lancashire's profile and ambitions within the wider regional agenda	
Engagement with Liverpool City Region	Assist West Lancashire's profile and ambitions within the wider regional agenda	
Branding of Skelmersdale & Ormskirk	Enhance the reputation of West Lancashire so that it is recognised as an improving place with aspirations.	
Local Plan Review	West Lancashire's Local Plan remains in line with evolving national planning policy and local needs.	

Service:	Development & Regeneration Services			Head of Service:	John Harrison
Action	Title	Milestones	Due Date	Completed	Milestone Note
Ec1	Skelmersdale Town Centre Regeneration	Identify site within the town centre for possible new leisure building to replace Nye Bevan	30-Apr-2017	Yes	Site identified by end of April and following discussions with CCG & St Modwen site boundary fixed on 25 May 2017.
		Complete discussions with potential end-users of the proposed development to establish market interest in the scheme	31-May-2017	Yes	St Modwen completed initial discussions with potential end operators
		Review the approved retail/leisure scheme to ensure it meets current market demands and undertake all actions identified as necessary by the review	31-Jul-2017	Yes	Revised draft plans drawn by St Modwen and discussions ongoing with end operators.
		Agree Heads of Terms with interested parties for the Town Centre development	30-Sep-2017	Yes	Viability appraisal completed. Heads of Terms agreed with two anchor retailers who have expressed an interest in units within the retail element of the site. Work continuing to find interested parties for other elements of the site.
Status		Note	<i>Project Board Meetings</i> are held regularly and involve representation from HCA, WLBC, St Modwen and LCC. <i>Skelmersdale Town Centre District / County Liaison Group</i> meetings involving Members from WLBC and LCC are held to ensure full political engagement.		




Service:	Development & Regeneration Services			Head of Service:	John Harrison
Action	Title	Milestones	Due Date	Completed	Milestone Note
Ec2	Land Auction	Sell sites at Whalleys (Skelmersdale) in conjunction with the HCA	31-Mar-2017	Yes	Disposal of first site completed in March. Preferred bidders have been identified for the remaining sites and they are in the process of preparing planning applications for submission to the Council
		Agree way forward	30-Nov-2017	Yes	The Land Auction pilot has been extended by MHCLG until 31 st March 2019.
		Land receipt to West Lancashire Borough Council	31-Mar-2018	Yes	12 month extension of Land Auction Pilot agreed by MHCLG. First Tranche of receipt for Whalleys 4 received by WLBC. Sales agreed on all Whalleys and Town Centre sites.
Status		Note			

Service:	Development & Regeneration Services			Head of Service:	John Harrison
Action	Title	Milestones	Due Date	Completed	Milestone Note
Ec3	Economic Development Strategy & Delivery	Add value to businesses by referring through to the Lancashire Business Growth Hub, BOOST Gateway	31-Mar-2018	Yes	49 referrals
		Continue to support Employment & Skills Charter businesses to be involved in local activities	31-Mar-2018	Yes	Ongoing - continuing to support Charter businesses, making necessary links with local partners e.g. schools, West Lancashire College, the Lancashire Enterprise Adviser Network and the Lancashire Apprentice Ambassador Network.
		Continue to support the Skills, Training and Employment Partnership (STEP) to ensure ESIF programmes are integrated into activities	31-Mar-2018	Yes	Ongoing.
Status		Note	The ED Study provided a robust evidence base to inform the ED Strategy, e.g. information such as levels of deprivation, skills and qualifications, employee numbers. This information will help to shape new projects that will improve the life chances of residents, having a direct and positive impact on the equalities agenda.		

Service:	Development & Regeneration Services			Head of Service:	John Harrison
Action	Title	Milestones	Due Date	Completed	Milestone Note
Ec4	Ormskirk Town Centre Strategy & Delivery	Review existing set up and market stalls provisions	31-May-2017	Yes	
		Feasibility Study produced for a potential Business Improvement District (BID)	30-Jun-2017	Yes	Groundwork appointed June 2017. Draft study received and presented to the OTC Management group in January 2018.
		Support improvements to Wheatsheaf Walks	31-Dec-2017	Yes	Initial phase one improvements completed. As part of a phase two a brief is being prepared to investigate options to improve the public realm with the use of hard landscaping and investigate funding options.
		Complete changes to market stalls set up	31-Mar-2018	Yes	Market layout has been amended with the inclusion of some additional stalls following the completion of Moor Street interim site clearance works. New gazebos are also being trialled within the existing market on Moor Street which will be used to inform future market layout proposals.
		Facilitate Management Group and encourage partnership working	31-Mar-2018	Yes	Regular partner meetings and contact have taken place and will continue to take place.
Status		Note			

Service:	Development & Regeneration Services			Head of Service:	John Harrison	
Action	Title		Milestones	Due Date	Completed	Milestone Note
Ec5	Infrastructure Delivery (via Highways & Transport Masterplan)		Skelmersdale Rail - Commission GRIP2 Refresh	31-Jan-2017	Yes	Network Rail commissioned in February 2017
			West Lancashire Route Management Strategy: Final Report	30-Nov-2017	Yes	Final report published by LCC in November
			Skelmersdale Rail - Complete GRIP2 Refresh	31-Dec-2017	Yes	Final GRIP2 Refresh report received
			Ormskirk Town Centre Movement Strategy: Commissioned	31-Jan-2018	Yes	LCC commissioned consultants to prepare this Strategy in March 2018
			Skelmersdale Rail - Commission GRIP3A Study: Funding & Remit	31-Mar-2018	Yes	Funding and remit for study agreed, study underway
			Maintain WL Highways & Transport Masterplan Officer Steering Group	Ongoing	Yes	Ongoing – chaired by LCC with input from various services in LCC, WLBC and Sefton Council
			Maintain Skelmersdale Rail Project Board	Ongoing	Yes	Ongoing – chaired by LCC with representatives from Merseytravel, WLBC, Network Rail, Transport for the North and Rail Operators
Status		Note	Delivery and management of project is not within WLBC control. The Council engages with partners (particularly LCC) on a range of transport-related projects through contributing to the content of plans and projects as appropriate, advising partners, facilitating local consultations and raising awareness in the local community.			
Action	Title		Milestones	Due Date	Completed	Milestone Note
Ec6	Combined Authority for Lancashire		Consider a further report on the Parliamentary Order in relation to the Combined Authority	tbc		The Shadow Authority has been in place since summer 2016 with WLBC playing a full role in ongoing discussions. Following the conclusion of these discussions, and any work arising, central government confirmation of timelines to take this project forward will be required.
			Input to a Devolution deal for Lancashire	tbc		Clarification from Government on the deal/options available is awaited.
			Continue to play an active role in the Housing theme	31-Mar-2018	Yes	Active input to the work of this group has continued.
Status		Note	Having a Combined Authority in place would enable Lancashire as a whole to have a stronger voice with national Government, assisting the 'Northern Powerhouse' debate. West Lancashire remains involved in the process and is working with other Lancashire Authorities to take this project forward.			

Service:	Development & Regeneration Services			Head of Service:	John Harrison	
Action	Title	Milestones	Due Date	Complete	Milestone Note	

Ec7	Engagement with Liverpool City Region	Renew associate membership of Liverpool LEP	30-Apr-2017	Yes	
		Strategic Housing and Employment Land Market Assessment (SHELMA) with Liverpool City Region authorities	30-Sep-2017	Yes	SHELMA published for consultation purposes by LCRCA. Representations, currently being considered.
Status		Note	Play an active role as an Associate Member of Liverpool City Region Combined Authority (LCRCA)		
Service:	Development & Regeneration Services		Head of Service:	John Harrison	
Action	Title	Milestones	Due Date	Complete	Milestone Note
Ec8	Branding of Skelmersdale & Ormskirk	Place Plan agreed	30-Apr-2017	Yes	Will be reviewed quarterly with the Skelmersdale Place Board
		Develop an Ormskirk website to promote the town and the wider visitor assets of the Borough	31-May-2017	Yes	DiscoverOrmskirk.com and www.facebook.com/DiscoverOrmskirk launched
		Develop a website for Skelmersdale with a business focus	31-Jul-2017	Yes	Launched in October 2017 <i>LetstalkSkelmersdale</i> website highlights Skelmersdale's strengths as a place to do business by providing information for business support, employment and skills, lifestyle and education.
		Annual Ormskirk Town Centre Stakeholder event	28-Feb-2018	Yes	Event has been set up for 18 th April to focus on digital marketing. Google analytics have been booked to provide specific support for small businesses. In addition to promoting the event using the Lets Talk Business newsletter and our town centre database invites have been prepared and will be hand delivered to all town centre businesses.
Status		Note			
Service:	Development & Regeneration Services		Head of Service:	John Harrison	
Action	Title	Milestones	Due Date	Complete	Milestone Note
Ec9	Local Plan Review	Issues & Options Consultation	31-Mar-2017	Yes	Six-week consultation closed on 28 April 2017
		Local Plan Preferred Options Document finalised for consideration by Cabinet	30-Sep-2018		Work is ongoing on the Preferred Options and evidence that informs it and the document is anticipated to be put before Cabinet in September before a 6-week public consultation on the Preferred Options
Status		Note			




Ambitious for our Environment



Enhance the built and physical environment, and its cleanliness


Summary		
Action	Key Outcomes	
Key Site Developments	Regeneration of Ormskirk areas	⚠️
Estates Revival - Beechtrees	Revitalise and enhance Council estates to maintain a modernised and sustainable housing stock	⚠️
Housing New Build Programme	Providing the types of property that are most needed in the borough, in ways that deliver the best possible value for money	✅
Private Sector Housing Strategy	Improve private sector housing conditions in the borough	✅
Development Company – Options Appraisal	An informed decision around the establishment of a Development Company for the commercial and residential redevelopment of Council-owned land and the purchase of appropriate land to develop, both in and outside the Borough	✅
Street Scene Priority Projects	Create a more responsive service improving the ability to enhance the appearance of the Borough	⚠️
Street Scene Strategy Development	Ensure the sustainability of the service to continue to enhance the appearance of the Borough	⚠️
Community Safety Partnership Initiatives	Ensure that West Lancashire remains a safe borough to live, work and visit	✅
Tawd Valley Improvements	Enhanced attractiveness of the park helping to promote its use for healthy outdoor exercise and recreation and establishing sustainable routes to school, college or work.	✅
Car Park Management and Enforcement Review	Well-managed, cost-effective parking that contributes to wider town centre traffic management operations.	⚠️

Service:	Development & Regeneration Services / Housing & Inclusion			Head of Service:	Jacqui Sinnott-Lacey / John Harrison
Action	Title	Milestones	Due Date	Completed	Milestone Note
Env01	Key Site Developments	Westec: submit planning application	31-May-2017	Yes	
		Westec: tender out	01-Jun-2017	Yes	
		Moor St Gateway - Secure a development partner to devise proposals for a variety of potential schemes.	31-Jul-2017	No	Delay to competitive dialogue process as we review scheme options. Anticipated to complete June 2018
		Westec: New Build start on site	31-Oct-2017	Yes	
		Moor St Gateway - Work up final scheme through to planning application	31-Dec-2017	No	Scheme to be finalised. Final scheme anticipated late 2018.
Status	⚠️	Note			


Service:	Housing & Inclusion			Head of Service:	Jacqui Sinnott-Lacey
Action	Title	Milestones	Due Date	Complete	Milestone Note
Env02	Beechtrees Revival	Complete disconnection of utilities	31-Jul-2017	Yes	Final disconnections now confirmed for 19 October

		Engage new build contractor	31-Aug-2017	Yes	Out to tender, due in November 2017
		Complete demolition	30-Nov-2017	Yes	January 2018
		Start new build	30-Nov-2017	No	Expected 23 April 2018 due to scheme re-design.
		Project completion	30-Nov-2018		Expected May 2019
Status		Note			
Service:	Housing & Inclusion		Head of Service:	Jacqui Sinnott-Lacey	
Action	Title	Milestones	Due Date	Complete	Milestone Note
Env03	Housing new build programme	Secure £785K DCLG funding to deliver options for Hall Green and establish housing development company.	01-May-2017	Yes	This is in addition to our existing Housing Strategy's Affordable Housing budget, committed to our partnership contract with Regenda Housing Group to deliver homes for rent that the Council can nominate to.
		Use of 1-4-1 retained capital receipts to acquire additional property agreed up to September 2017.	30-Sep-2017	Yes	9 properties acquired to date, additionally 1-4-1 receipts used to deliver social housing on Westec site.
		Development at Westec and Beechtrees	30-Nov-2017	Yes	Beechtrees phase 1 demolition began October 2017 with phase 2 redevelopment starting on site 23 rd April 2018. Following full Council in December 2017, approval was given to Westec which started on site in January 2018
Status		Note			
Service:	Housing & Inclusion		Head of Service:	Jacqui Sinnott-Lacey	
Action	Title	Milestones	Due Date	Complete	Milestone Note
Env04	Private Sector Housing Strategy	Produce guidance document on Smoke and Carbon Monoxide Alarm (England) Regulations 2015 for landlords	30-Apr-2017	Yes	
		Amend the Private Sector Housing Enforcement Policy to reflect the Housing and Planning Act 2016 responsibilities for maintaining the content of the database of rogue landlords and property agents and the power to apply for a banning order	31-Dec-2017	Yes	
		Produce Home Energy Conservation Act annual report	31-Mar-2018	Yes	
Status		Note	Strategy approved in January 2017.		
Service:	Housing & Inclusion		Head of Service:	Jacqui Sinnott-Lacey	
Action	Title	Milestones	Due Date	Completed	Milestone Note
Env05	Development Company	Establishment of an officer working group	31-Mar-2017	Yes	Cross directorate working group in place
		Commission options appraisal and production of a business case	30-Sep-2017	Yes	Commissioned appraisal through DWF.
		Report to members on business case	30-Nov-2017	Yes	Cabinet approved indicative Business case and project implementation plan.



		Report to Council to establish a Company and agree the governance arrangements	31-Jan-2018	Yes	A report was agreed to set up the Development Company in Shadow format with proposed governance arrangements and agreement to appoint staff, shadow board and complete outline business plan. Final report October 2018.
Status		Note			
Service:	Street Scene		Head of Service:	Heidi McDougall	
Action	Title	Milestones	Due Date	Completed	Milestone Note
Env06	Street Scene Priority Projects	Vehicle in-cab communications: installation and system training	30-Jun-2016	Yes	Software installation completed and user training for drivers completed.
		Improve the visual aspect of the Borough: implement improvements and revise/include areas on maintenance schedule	28-Feb-2018	No	Early stages of GIS mapping project has commenced. The process of mapping litter bin locations will still take place once other features and assets have been completed, such as land assets etc. ICT have been engaged in process and are offering support to populate system.
Status		Note			

Service:	Street Scene		Head of Service:	Heidi McDougall	
Action	Title	Milestones	Due Date	Completed	Milestone Note
Env07	Street Scene Strategy Development 2017-2020	Draft strategy outlining future service options	31-Mar-2018	No	A consultant has been engaged to review Grounds Maintenance and street Cleansing. This work has now been concluded and works started to produce the strategy based on the recommendation of the review. A draft version is expected by May 2018.
		Consult with relevant stakeholders	29-Jun-2018		Consultation will be undertaken in July 2018
		Adopt final strategy	28-Sep-2018		Cabinet/Council in October 2018
Status		Note			

Service:	Leisure & Environment Services		Head of Service:	Heidi McDougall	
Action	Title	Milestones	Due Date	Completed	Milestone Note
Env08	Community Safety Partnership Initiatives	Agree plans with multi-agency group for "Fresher's Week" initiatives	30-Jun-2017	Yes	
		Deliver "Fresher's Week" (3-week programme)	31-Oct-2017	Yes	A comprehensive multi-agency plan covering the first few weeks of the autumn term. Actions include key safety, security and behaviour messages; dedicated




						police and street pastor patrols; advice in relation to waste, re-cycling and noise; and information around fire safety, sensible drinking and road safety.
			Complete evaluation of "Fresher's Week" initiatives to inform future plans	30-Nov-2017	Yes	
			Ensure "Brightsparx" campaign takes place	30-Nov-2017	Yes	Planning meetings held for Brightsparx. Action plan implemented during October and November. Co-ordinated multi-agency activity including visiting vulnerable people to provide reassurance and advice; taking fireworks from the under aged; removing unauthorised bonfires; promoting events organised by partners; school visits to warn of the dangers of playing with fireworks and the consequences of anti-social behaviour; promoting to fun activities delivered at local community centres.
			Complete evaluation of "Brightsparx" to inform future plans	31-Dec-2017	Yes	
			12 Community Action and Engagement initiatives to have taken place within year	31-Mar-2018	Yes	
Status		Note				






Service:	Leisure & Environment Services			Head of Service:	Heidi McDougall	
Action	Title	Milestones	Due Date	Completed	Milestone Note	
Env09	Tawd Valley Improvements	Officer working group established	30-Nov-2016	Yes		
		Officer working group to establish specification for an external contractor to develop the Masterplan	31-Jan-2017	Yes		
		Contractor appointed and review of existing site begun	31-May-2017	Yes	Contractor engaged – Groundwork CLM, with support from West Lancs CVS	
		Public consultation	31-Aug-2017	Yes	Consultation began in June 2017 to October 2017.	
		Draft Masterplan produced	31-Dec-2017	Yes	Draft Masterplan completed and approved by Cabinet in November 2017. Further consultation undertaken Dec/Jan 17/18. Some small scale amendments following consultation, including highlighting links to town centre development.	
		Funding bids made	31-Jan-2018	Yes	Small bids secured: WLBC £25k; Environment Agency £15K; S106 £8k; Tesco £5k. CIL funding of £300,000 approved by Cabinet January 2018. S106 bid for £175,000 approved by Cabinet March 2018. Sport England funding bid for but unsuccessful Heritage Lottery bid to be developed during 2018	
		Community Engagement	31-Mar-2018	Yes	Establishment of "Friends of Tawd Valley" group. First	

					practical event held for the Great British Spring Clean on 17 March.
		Scheme implementation phase 1	31-Jul-2018		Small scale works commenced January 2018 Larger schemes costed and programmed by March 2018 to be commenced April 2018
		Annual Progress Report	31-Mar-2019		Report on Year 1 implementation
Status		Note			
Service:	Planning & Development		Head of Service:	John Harrison	
Action	Title	Milestones	Due Date	Completed	Milestone Note
Env10	Ormskirk Town Centre Car Parks	Complete negotiations for car park management support service	31-May-2017	Yes	Negotiations completed - joint initiative with preferred supplier not to be taken forward at this stage
		Complete specification for new pay and display machines	31-May-2017	Yes	Specifications produced
		Alterations to existing car park layouts	31-Aug-2017	Yes	Proposed works not required due to management option not being taken forward
		Order new pay and display equipment	01-Nov-2017	Yes	
		Installation of new pay and display equipment	31-Dec-2017	No	Expected end April 2018
		Commissioning and operation of new system	31-Jan-2018	No	Expected end April 2018
Status		Note			

Ambitious for Health and Wellbeing

Improve the health and wellbeing of local communities


Summary			
Action	Key Outcomes		
Leisure Strategy & Delivery	A sustainable, quality service offer that contributes to the wider health and wellbeing agenda		
West Lancashire Health & Wellbeing Strategy Development	Align and target resources to deliver improvements in health and/or reduce health inequalities		
Well Skelmersdale Project	Create conditions that allow the community to reach its full potential by creating healthy environments for healthy living. These are environments that foster better conditions in which to live, learn, work, play, grow and socialise.		


Housing Capital Programme	Improve existing council homes and target investment in new housing stock	
Sheltered Housing	A balanced budget is achieved whilst maintaining a sheltered housing service	
Digital Inclusion Strategy & Delivery	Increase online access and uptake of digital services across the borough including for Council services	
Tenants' Financial Inclusion Strategy & Delivery	Assist the financially excluded access appropriate financial products and services	
Homelessness Strategy	Improve homeless prevention and reduce numbers of homeless presentations.	


Service:	Leisure & Environment Services			Head of Service:	Heidi McDougall
Action	Title	Milestones	Due Date	Completed	Milestone Note
HWB1	Leisure, Culture and Arts Services Strategy & delivery	Notification of intention to extend current leisure services contract	30 Apr 2017	No	On hold
		Completion of financial viability study	30 Nov 2017	Yes	
		Completion of procurement strategy and business case development	31 Dec 2017	No	Process funded and underway. Expected May 2018.
		Completion of soft market testing	28-Feb-2018	Yes	
		Completion of 4 stage design process	31 Mar 2018	No	Process funded and underway
		Pre app and planning process completed	31 Aug 2018		
		Discussions with North Meols Parish Council regarding options for community transfer of Banks Leisure Centre	30 Sep 2018		Discussions on going with parish council and other potential partners.
		Production of business plan for potential community transfer of Banks Leisure Centre	30 Nov 2017	No	Discussions underway with North Meols Parish Council and other potential partner. Decision anticipated end May 2018.
		Banks Leisure Centre transferor / notification of closure	30 Sep 2018		Now anticipated January 2019
		Produce and publish final Leisure Strategy	30 Nov 2017	No	On order. Expected end April 2018.
Status		Note	Strategy adopted by Council February 2016. Parks and open space work reflected in Tawd Valley Improvements action.		


Service:	Leisure & Environment Services			Head of Service:	Heidi McDougall
Action	Title	Milestones	Due Date	Completed	Milestone Note
HWB2	West Lancashire Health & Wellbeing Strategy	Appoint Health Strategy Manager	31-May-2016	Yes	
		Identify/secure external project funding for health initiatives	31-Oct-2016	Yes	Edge Hill research project funded and underway. Interim report expected by the end of 2018.


					<p>Expression of Interest (EOI) for joint bid to Sport England Local Pilot made with Sefton MBC and Knowsley MBC – unsuccessful</p> <p>ESIF funded More Positive Together project - successful bid, scheme launched in March 2018 to assist with volunteering opportunities with the project.</p> <p>EOI for Sport England Tackling Inactivity and Economic Disadvantage scheme – Bid unsuccessful</p> <p>EOI for Sport England Green Motivators –Bid unsuccessful</p>
		Develop Draft Health & Wellbeing Strategy	31-May-2017	Yes	
		Adoption of Health and Wellbeing Strategy	30-Nov-2017	Yes	Approved December 2017
		Identify project work to support strategy	31-Dec-2017	Yes	In part and ongoing, funding in region of £200,000 has been secured to deliver a community health & wellbeing initiative that falls directly within the main priority objectives of the H&W Strategy.
		Secure external grant funding to support key strategy aims	31-March-2018	No	Work is ongoing and currently exploring funding opportunities with LCC Community Projects Team.
Status		Note	The Council is a partner in the West Lancashire Health & Wellbeing Partnership and works to lead, support and deliver actions where possible.		

Service:	Leisure & Environment Services / Development & Regeneration			Head of Service:	Heidi McDougall / John Harrison
Action	Title	Milestones	Due Date	Completed	Milestone Note
HWB3	Well Skelmersdale Project	Promote and encourage Well Skelmersdale project links through the Health and Wellbeing Partnership	31- Mar-2018	Yes	Ongoing. Health & Wellbeing Strategy Manager to form part of the Well Skelmersdale network.
		Support development of the Well Skelmersdale project as a key member	31- Mar-2018	Yes	Ensuring strategic linkages with key WLBC projects including the Town Centre redevelopment, Tawd Valley Master Plan and introduction of co-located Leisure, Health & Wellbeing facilities.
		Town centre regeneration work to reflect Well Skelmersdale aims	31- Mar-2018	Yes	As above
Status		Note			


Service:	Housing & Inclusion			Head of Service:	Jacqui Sinnott-Lacey
Action	Title	Milestones	Due Date	Completed	Milestone Note
HWB4	Housing Capital Programme	Heating programme	31-Mar-2018	Yes	Programme complete
		Electrical programme	31-Mar-2018	Yes	Programme complete
		Bathroom programme	31-Mar-2018	Yes	Programme complete
		Communal Areas (CAAT budget) programme	31-Mar-2018	Yes	FRA Programme complete.
		Roofing (flat roofing - Tanhouse) programme	31-Mar-2018	Yes	Programme complete
		Roofing (Pitched) programme	31-Mar-2018	No	Works to roofing and external walls will continue as part of the 2018 / 2019 programme
		Walls programme	31-Mar-2018	No	Deferred until 2018/19 to align with outcome of Stock Condition Survey
Status		Note			

Service:	Housing & Inclusion			Head of Service:	Jacqui Sinnott-Lacey
Action	Title	Milestones	Due Date	Completed	Milestone Note
HWB05	Sheltered Housing	Implement new service offer to sheltered tenants	03-Apr-2017	Yes	The new service offer was agreed and implemented on 1 April 2017.
		Complete communication equipment upgrade	30-Sep-2017	No	The Tunstall emergency call equipment including smoke detectors linked to Home Care Link has now been installed in all but one scheme which requires Wi-Fi connection needs to be installed first.
		Gather customer feedback relating to the new service offer and evaluate	31-Dec-2017	Yes	Feedback received on the new service offer has been very positive from both customers and staff who support the customer choice and flexibility of the new offer.
		Gather stakeholder feedback following equipment upgrade and evaluate.	30-Mar-2018	No	Customer Feedback of the new equipment will be gathered after completion of the upgrade.
Status		Note			

Service:	Housing & Inclusion Services			Head of Service:	Jacqui Sinnott-Lacey
Action	Title	Milestones	Due Date	Completed	Milestone Note
HWB06	Digital Inclusion Strategy & Delivery	Identify and implement improvements to the customer journey for online payments	30-Sep-2017	No	Improvements to the payment journey will be implemented as part of the Service Now implementation. A payment portal is essential for all online services requiring a payment to be made. The portal is due to be completed July 2018.
		Installation of Wi-Fi at 12 Category 2 Sheltered Housing Schemes	30-Sep-2017	Yes	The contract for the installation of Wi-Fi has been awarded to Social Telecoms. Contractors are due to begin work on the first scheme to go live first week in October. Training is being provided to tenants via Lancashire Education & Learning
		Create a network of trained, community based Digital Champions to promote digital skills	30-Mar-2018	Yes	WLCVS were commissioned to help deliver this milestone. Work on this action is progressing and a digital hub has been established where customers can call in and get help, support and training.
		Explore potential developments to expand services available through the Housing App	31-Mar-2018	Yes	Options to explore potential to expand services available through the app not progressed due to introduction of Service Now.
		Introduce Service Now into Customer Services and targeted service areas.	31-Mar-2018	No	The project is being implemented and is underway with a target completion date of November 2018.
Status		Note	DI Strategy adopted by Council in September 2015. The Council's digital offer is also being progressed through its Digital Development Plan for actions to improve and develop the website and online services. In addition, a Digital Executive post was appointed in March 2016 to		

			ensure a joined up, integrated, corporate approach to digitisation across all service areas and to deliver efficiencies.		
Service:	Housing & Inclusion Services			Head of Service:	Jacqui Sinnott-Lacey
Action	Title	Milestones	Due Date	Completed	Milestone Note
HWB07	Tenants' Financial Inclusion Strategy & Delivery	Increase the number of payment dates available for direct debit to ensure ease of payment – ongoing	28-Jul-2017	No	Implementation of the project has been delayed due to technical issues which BTLS have been working to resolve. There are a number of corporate system considerations that have to be addressed in addition to the product implementation. Revised target date is 22 nd May 2018, BTLS will project manage implementation direct with Allpay to achieve this date.
		Continue to link up economic redevelopment approaches with financial inclusion initiatives to ensure options are available for our tenants in finding appropriate work opportunities.	31-Mar-2018	Yes	The Council Website is updated to include referral paths and links to employment sites. Housing and Inclusion will also support the More Positive Together (MPT) programme, led by the Leisure & Environment directorate in the Council, funded by European Structural and Investment Funds. MPT is aimed at addressing the needs of Lancashire residents furthest from the labour market to help them improve their employment prospects. Tenants will be referred onto the programme as appropriate. The Councils Health Strategy Manager is co-ordinating the project delivery.
		Implement digital inclusion strategy, specifically the promotion of online services and digital engagement with tenants.	31-Mar-2018	Yes	Existing digital services continue to be promoted. The creation of the Customer Engagement team will assist with this work. Current vacancies are being advertised and once filled will help support delivery of this action.
		Planned, targeted and ongoing communication regarding welfare reform and benefit changes including the promotion of information on the website and consistent branding/marketing.	31-Mar-2018	Yes	A Delivery Partnership Agreement (DPA) Action Plan has been agreed with all involved partners for the delivery of and key communications required for UC Full Service in West Lancashire, for example maintaining website information. Regular monthly meetings are programmed to continue delivery of this work. The current DPA was reviewed in March 2018 in preparation for the new financial year.
Status		Note	FI Strategy approved by Cabinet in January 2016. The Council have an equality objective in relation to Financial Inclusion. The strategy has regard to some of the most vulnerable in society and equality impacts will be considered throughout this work. A Universal Credit Task Group involving the Council, the local JCP Team and BTLS has been set up to manage implementation within West Lancs.		

Service:	Housing & Inclusion			Head of Service:	Jacqui Sinnott-Lacey
Action	Title	Milestones	Due Date	Completed	Milestone Note

HWB08	Homelessness Strategy	Consultation period closed	12-May-2017	Yes	Draft Strategy was approved by Cabinet for public consultation.
		Assess the Borough's current and future demand for temporary accommodation	31-Dec-2017	Yes	
		Investigate homelessness prevention fund	31-Jan-2018	Yes	
		Develop a homelessness prevention toolkit	28-Feb-2018	Yes	
Status		Note			