

**CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY COMMITTEE**

HELD: Thursday, 17 September 2020

Start: 7.00 pm
Finish: 10.10 pm

PRESENT:

Councillor: C Coughlan (Chairman)

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

In attendance: Jason Grice, Chair of West Lancashire Community Leisure Trust
Mark Snaylam, Serco Contract Manager

Officers: Chris Twomey, Corporate Director Transformation & Resources
Alison Grimes, Partnership & Performance Officer
Jane Maguire, Income and Financial Inclusion Manager
Carl Wallace, Financial Inclusion Team Leader
Simon Burnett, Head of Wellbeing & Leisure Services
Michelle Williams, Head of Environmental Services
Fiona Graham, Head of Housing & Regulatory Services
Adam Spicer, Assistant Solicitor
Jacky Denning, Democratic Services Manager
Julia Brown, Member Services Officer

84 **APOLOGIES**

There were no apologies for absence received.

85 **MEMBERSHIP OF THE COMMITTEE**

There were no changes to Membership of the Committee.

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

There were no items of urgent business.

87 **DECLARATIONS OF INTEREST**

Councillor C Coughlan declared a non-pecuniary interest in relation to Agenda Item 8 – West Lancashire Leisure Annual Report in respect of his position as a Trustee. He also declared a non-pecuniary interest in relation to Agenda Item 11, 12a and 12b – Financial Inclusion Strategy Review in respect of his employment in the Children and Family Wellbeing Service, Lancashire County Council.

88 **DECLARATIONS OF A PARTY WHIP**

There were no declarations of Party Whip.

89 MINUTES

RESOLVED: That the Minutes of the meeting held on 11 June 2020 be approved as a correct record and signed by the Chairman.

90 PUBLIC SPEAKING

There were no items under this heading.

91 WEST LANCASHIRE LEISURE ANNUAL REPORT

The Committee received a presentation from representatives of West Lancashire Community Leisure Trust, which was supported by a series of slides.

The presentation included reference to:

- The Trust's Vision "the creation and maintenance of a first class range of healthy and recreational activities to serve all parts of the community of West Lancashire"
- Facilities
- Current contract concludes on 31 March 2021
- Covid-19–All Sites closed 20 March 2020 as per Government announcement
- Burscough Sports Centre re-opened as food distribution hub for West Lancashire Partnership / WLBC
- Volunteers were recruited from Furlough to distribute medical deliveries in West Lancashire until June 2020
- Beacon Park re-opened 14 May 2020
- All Sites re-opened 25 July 2020 on reduced hours using flexible Furlough Scheme
- Swimming lessons restarted 1 August 2020
- Covid-19 – Average usage/daily attendance figures
- Beacon Park – Re-profiling work restarted August 2020
- Community Engagement 2019
- Partnership Working – Active West Lancs–MacMillan Cancer care rehab post; £3,500 Ormskirk West End Primary School – outdoor gym equipment; £7,500 donated as partnership funding for Sport England Tackling Inequalities Fund; and Blossoms Legacy, which programme delivered to over 100 participants over the summer 2019
- 2019 Patronage.
- The way forward:
 - Work with partners to recover from the Covid-19 pandemic
 - Rebuild the business post Covid
 - Develop the Team
 - Working with partners to provide community engagement

Comments and questions were raised in respect of the following:

- Current Furlough position

- School swimming sessions
- 'Kickstart' Programme
- Beacon / Countryside sites

On behalf of the Committee, the Chairman thanked representatives from the Leisure Trust for their attendance, the informative presentation and for their work related to Covid.

RESOLVED: That the performance of West Lancashire Leisure/Serco for the previous 12 months be noted and the representatives be thanked for their presentation and attendance.

Note 1: Councillor C Coughlan declared a non-pecuniary interest in this item.
2: Councillor C Dereli took the Chair for this item.
3: Councillor C Coughlan upon returning to the Chair thanked the West Lancashire Leisure representatives for their work.

92 **LITTER BIN POLICY - PROGRESS ON RECOMMENDATIONS**

Consideration was given to the report of the Corporate Director of Transformation as contained on pages 67 to 70 of the Book of Reports, which outlined the progress made since the conclusion of the 'Litter Bin Policy' review.

The Head of Environmental Services outlined the report detailing the three main work streams. She explained that the trial of compaction bins had been postponed until Spring 2021 due to discussions with the Contractor in respect of unreliable data gathering as a result of reduced footfall in Town Centres during the Covid Pandemic.

There had also been an initial delay to the replacement of litter bins categorised C and D due to the manufacturers delay in litter bin production due to Covid.

The Educational Campaigns including the Keep Britain Tidy Great British Spring Clean had been postponed nationally and rescheduled to take place 11 – 27 September 2020. She explained that the Clean and Green Operations Manager takes post in October 2020 who will devise and share an annual calendar of engagement with Members.

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

- Educational Campaigns – involvement of Schools/Groups
- Community / volunteer litter picks
- National issue of takeaway/fast food waste
- Dog waste bins - phase out

A further discussion ensued in respect of the cost implications surrounding the process of the compaction bins contractor selection process.

It was suggested that alternative compaction bin providers be explored and that the data be presented to Cabinet.

- RESOLVED: A. That the progress and outcomes on actions undertaken since the completion of the 'Litter Bin Policy' review be noted.
- B. That a report be provided with evidence and research detail to ensure that the Council are receiving best value for money in respect of a future compaction bin provider.

93

QUARTERLY PERFORMANCE INDICATORS (Q1 2020/21)

Consideration was given to the report of the Corporate Director Transformation and Resources as contained on pages 15 to 34 of the Book of Reports, which presented performance monitoring data for the quarter ended 30 June 2020.

The Partnership and Performance Officer provided an update on the latest key performance indicators. She explained that there had been a temporary contractual suspension of some SLAs relating to the Revenues and Benefits Service. The outturn data is detailed for information at Appendix A.

She also explained that following comments from Members, there had been a review of some targets where performance was consistently achieved. These targets were approved by Cabinet held 8 September 2020 as detailed below and also highlighted at Appendix A.

ES04% locations inspected falling into categories A/B – Litter 85% to 90%
ES06% locations inspected falling into categories A/V- Dog Fouling 85% to 90%
ES11% locations inspected falling into categories C/D-Detritus 15% to 10%

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

BV8% Invoices paid on time
Some Improvements, but still below target.

NI157a - Processing of Planning Applications – Major Applications;
NI157b - Processing of Planning Applications - Minor Applications;
NI157c - Processing of Planning Applications - Other Applications;
It was explained that the Planning Service will undergo a service review due to begin this autumn. As part of this process the Performance Indicator targets will be reviewed as part of this.

NI191- Kerbside residual household waste per household (Kg)
Very low collection noted – The detail behind improvement to be provided to Members.

TS11% - Rent loss through dwellings being vacant
Impact due to change over of contractor and Government response to Covid.

WL108 - Average answered waiting time for callers to the contact centre
The Chairman suggested that at the point of the target revision, that this should be

changed from the current 145 seconds.

It was explained that the volume of calls were significantly lower in quarter 1.

ES07% of locations inspected falling into categories C/D Overflowing Litter Bins
The Chairman discussed the task of anti-littering Campaigns and suggested that resources be provided in regard to enable staffing evening and weekend working to support the Calendar of these events to take place. He requested that the Cabinet Portfolio Holder explore requesting a budget to support this. Members of the Committee were fully in support of this suggestion.

The Chairman thanked all Services for their hard work in a challenging time.

RESOLVED:

- A. That the Council's performance against the indicator set for the quarter ended 30 June 2020 be noted.
- B. That the relevant Portfolio Holder be asked to explore the possibility of a budget to support evening and weekend staffing of 'Clean Up Campaign' calendar of events.

94 FINANCIAL INCLUSION STRATEGY - REVIEW

Consideration was given to the following 2 items in relation to the review undertaken by the Committee entitled ' Financial Inclusion Strategy Review'.

95 FINANCIAL INCLUSION STRATEGY - UPDATE

The Income and Financial Inclusion Manager provided the Committee with a Presentation as contained on pages 71 to 80 of the Book of Reports, which gave an update in respect of the feedback from the Citizen and Stakeholder meetings that had taken place.

She went on to explain that a number of Citizens and Stakeholders had been involved to discuss key themes, what worked well and any gaps identified. There were also details of examples of what worked well in other areas.

She also explained that Stakeholders felt that there is excellent Partnership and collaboration and that the full range of Services delivered locally in the Community work well.

In discussion, comments and questions were raised in respect of the details included within the Presentation:

- Supportive debt recovery
- Digital inclusion – Vulnerable/ accessibility
- Money Advice Service - Critical / early intervention
- Job opportunities - Key enabler for residents
- Focus on best outcome for client

- Communicate more effectively
- Continue to build on good work of 'West Lancs Together'
- Improve data sharing for better integration of Services
- Collaborative event sharing - On Line / Fair
- Work towards a 'one door' referral offer
- Facilitate Stakeholder Meetings – Strategic/Operational level
- Loan sharks – Awareness campaign
- Knowsley Credit Union – Skelmersdale
- Food Banks / Charity Shops
- Review/Promote Directory of Services
- Services / Branding - Promoted to Citizens
- 'Kickstart' Government Scheme

Members agreed that a meeting be arranged in order to look at any final aspects of the Financial Inclusion Review and Draft Financial Inclusion Strategy, prior to the Committee meeting to be held on 10 December 2020.

The Chairman thanked the Financial Inclusion Team for their Presentation and work in respect of this.

RESOLVED: A. That the presentation be noted.

- B. That a meeting be arranged for Committee Members to look at any final aspects of the Financial Inclusion Review and the updated Draft 'Financial Inclusion Strategy' prior to the Committee meeting to be held on 10 December 2020.

96 **PROJECT PLAN - FINANCIAL INCLUSION STRATEGY**

The Project Plan as circulated on pages 35 to 40 of the Book of Reports was considered by the Committee.

RESOLVED: That the Project Plan be updated to include the arrangement of a meeting to consider the updated Draft Financial Inclusion Strategy prior to the meeting of the Committee to be held on 10 December 2020.

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

There were no items arising under this heading.

A Member raised a question in respect of guidance on how to use and follow this process.

RESOLVED: That the Member Update Procedure be circulated to Members for review and that the protocol be discussed at a future meeting of the Committee.

98 **MEMBERS ITEMS / CCFA (COUNCILLOR CALL FOR ACTION)**

There were no items arising under this heading.

A Member raised a question in respect of guidance on how to use and follow this process. It was expressed that this was not well utilised. Members felt it would be beneficial to review the process of the Members Items/ CCFA (Councillor Call for Action).

RESOLVED: That the Members Items / CCFA (Councillor call for Action) Procedure be circulated to Members for review and that the protocol be discussed at a future meeting of the Committee.

99 **WORK PROGRAMME OF THE COMMITTEE**

Consideration was given to the report of the Corporate Director Transformation and Resources as contained on pages 41 to 50 of the Book of Reports, which was to consider the Work Programme of the Committee for 2021/22.

The Member Services Officer outlined the report and explained that arrangements are put in place inviting Members, Corporate Management Team (CMT), Parish Councils and members of the public the opportunity to submit topics for selection as a review on the Work Programme of the Committee for 2021/22.

In discussion it was suggested that any person that submits a possible topic is given the opportunity if they wish to verbally elaborate and explain their suggested topic to the scoring panel prior to scoring. The Chairman suggested 'Digital Divide' as a possible topic to be put forward.

It was also suggested that as part of the future Committee Work Programme, that sufficient notice be given to enable Parish Councils to fit in with the deadlines given to tie in with their Parish meetings to allow them full opportunity to participate.

RESOLVED:

- A. That the timetable attached at Appendix A for establishing the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee 2021/22 be agreed.
- B. That arrangements be put in place to request items for the Work Programme 2021/22 from Members, Corporate Management Team (CMT) and Parish Councils by inviting members of the public to submit topics via a press release and by the inclusion of an article on the Council's web-site.
- C. That all potential topics received by the deadline be published on the Council's web site.

- D. That following the deadline for receipt of potential topics, the Lead Officer, in consultation with the Chairman, Vice-Chairman, Conservative and Our West Lancashire Spokesperson be requested to score each of the topics using the agreed selection criteria set out at Appendix B.
- E. That a report on the Work Programme for 2021/22 together with the results of the scoring exercise, be considered at the next meeting of the Corporate and Environmental Overview and Scrutiny Committee and the Committee select one topic for Review.
- F. That sufficient notice be given in the future Work Programme cycle to allow Parish Councils sufficient notice to engage in participating in submitting topics before the deadline given.
- G. That any person who submits a written proposal for a topic is provided the opportunity to verbally present their subject to the scoring panel in consultation with the Chairman.

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Chairman