

MINUTE OF CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY
COMMITTEE – 9 DECEMBER 2021

40 **QUARTERLY COUNCIL PLAN PERFORMANCE DELIVERY PLAN – Q2
2021/22**

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 161 to 192 of the Book of Reports, which presented the performance monitoring data for the quarter ended 30 September 2021.

The Partnership and Performance Officer outlined the report, referring to the Corporate Performance Delivery Plan (Appendix A) and Performance Plans (Appendix B).

She provided an update on performance including:

- Slippage with lease renewals work due to focus on other/Covid recovery tasks catch up
- New information governance training to be implemented
- Soft launch of 'Let's Talk West Lancashire'
- Lead Environmental Strategy Officer post currently vacant
- Progress on development of solar/wind farm at Junction 4
- Regeneration of Skelmersdale Town Centre
- Ormskirk Bus Station redevelopment / Ormskirk Market
- Community Safety – problem profile completed
- Environmental Ward Reports – potential format
- Financial Inclusion Strategy – work to introduce 'Refernet' referral process

Questions and Comments were raised in respect of the following:

- 44,811 Service Now Accounts – Could they be utilised for contact / promotions subject to GDPR guidance – (It was noted that this would be a great idea, although Members were informed that the Council have previously sought advice in respect of this and are not legally permitted to do so without consent)
- WL108 Average answered waiting time for callers to the Contact Centre
- NI192 Percentage of kerbside household waste sent for reuse, recycling, and composting – Discussion took place in respect of the nature of the formulations of this Performance Indicator and how promotion/ education of buying/using less plastic will reduce the amount to be recycled. It was suggested that the Council's Waste & Recycling Promotions Officer could promote and drive information in respect of this behavioural change. (It was noted that the Council follow and report on National measures)
- Estates and Valuation Manager Post currently vacant – Specialist role

- Information in respect of recycling – Providing details of what goes into which colour bin? - Possibility of visually displaying information on the roundabouts in the Borough and to also provide information to Schools. It was suggested that this information would be particularly useful to new residents/tenants. (The Partnership and Performance Officer made an undertaking to provide details of this suggestion to the Service)

RESOLVED: That the Council's performance against the Council Plan for the quarter ended 30 September 2021 be noted.