












APPENDIX A: Corporate Delivery Plan Monitoring Report 2016/17


| 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 | | |
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| 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 <i>to ensure that West Lancashire continues to be a great place to live, work, study and invest</i> |  |
| Ormskirk Town Centre Strategy & Delivery | Ensure the long term economic and social viability of the town and <i>improve its attractiveness as a visitor destination.</i> |  |
| 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 |  |
| Promoting the Borough as a place to be | West Lancashire is recognised as an improving place with aspirations which enhances West Lancashire's reputation as a place to live, a location to develop a business, a place to visit, a place to work and a place to study. |  |


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|-----------------|---|---|---|------------------|---|
| Service: | Development & Regeneration Service | | Head of Service: | John Harrison | |
| Action | Title | Milestones | Due Date | Completed | Milestone Note |
| Ec1 | Skelmersdale Town Centre Regeneration | Complete appraisal of alternative development options to deliver Town Centre regeneration | 31-May-2014 | Yes | Following review of options, planning application submitted for mixed retail and leisure development. Planning application approved for subject to Section 106 agreement. The planning decision is however subject of an on-going Judicial Review and consequently implementation of the scheme is held in abeyance. |
| | | Agree supplementary agreement relating to land at Findon, Delf Clough and Digmoor | 31-Jul-2016 | No | This has been rolled into a wider supplementary agreement for the town centre. |
| | | Remarket residential sites at Findon, Delf Clough and Digmoor | 31-Aug-2016 | Yes | The marketing was delayed in order to approve a Local Development Order for all three sites which effectively granted planning permission for residential development and to undertake a series investigations and studies to de-risk the site from a developer perspective. This work has been completed and the sites were put out to tender in August. The closing date for tender submissions is 10th October |
| | | Subject to market interest complete sale of residential sites | 31-Mar-2017 | | Delayed as a result of the actions set out above. Subject to a successful conclusion of the current tender exercise, a revised target date for completion of the sale of the sites is 31 March 2017 |
| | | Complete Public Realm and environmental improvements | 31-Jul-2018 | | Works delayed as a result of the on-going Judicial Review of the planning consent for the town centre retail/leisure development |
| 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. | | |

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|-----------------|---|--|-------------------------|------------------|---|
| Service: | Development & Regeneration | | Head of Service: | | John Harrison |
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| Ec2 | Land Auction | Issue ITT | 30-Apr-2015 | Yes | |
| | | Negotiate new Memorandum of Understanding | 30-Apr-2015 | Yes | Negotiations begun and remain ongoing |
| | | Market and sell sites at Whalleys (Skelmersdale) in conjunction with the HCA | 31-Mar-2017 | | Disposal of first site on track for completion. Further milestones and sale method for remaining sites will be determined following receipt of report from Wates. |
| Status |  | Note | | | |


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|-----------------|---|--|--|------------------|--|
| Service: | Development & Regeneration | | Head of Service: | | John Harrison |
| | Description | Milestones | Due Date | Completed | Milestone Note |
| Ec3 | Economic Development Strategy & Delivery | Improving the knowledge and skills gap by developing initiatives with St Modwens, JCP and training providers | 31-Mar-2016 | No | Awaiting notification from St Modwen of the occupiers of units within the town centre in order to prepare skills training and employment support. Delayed activity due to Judicial Review. |
| | | Report to Members to update on progress of apprenticeship initiative and Employment and Skills Charter | 31-Oct 2016 | Yes | Members Update report prepared for October |
| | | Place Board/ Ambassadors programme established | 31-Dec 2016 | Yes | In early stages of development |
| | | Investigate the potential for a Skelmersdale Leadership Board | 31-Mar-2017 | | Further investigations and discussions are necessary, with the Skelmersdale place branding activity informing whether this action will proceed. |
| Status |  | Note | The Economic Development Study provided a robust evidence base to inform the Strategy, eg. information such as levels of deprivation, skills and qualifications, employee numbers. This information is helping shape new projects that will improve the life chances of residents, having a direct and positive impact on the equalities agenda. | | |

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|-----------------|---|--|-------------------------|------------------|--|
| Service: | Development & Regeneration | | Head of Service: | | John Harrison |
| | Description | Milestones | Due Date | Completed | Milestone Note |
| Ec4 | Ormskirk Town Centre Strategy & Delivery | Conduct and analyse market research to inform Ormskirk's brand and develop action plan | 31-May-2016 | Yes | Research project to understand visitor perception of Ormskirk to inform brand development. Ormskirk residents and businesses were invited to share their views to help build a consistent identity and brand for Ormskirk. |
| | | Review current market operation and stall provision | 31-Jul-2016 | No | A report to be produced by the Market and Car Park Sub group into the opportunities to expand the appeal of the Saturday market |
| | | Establish comprehensive car parking review and develop proposals | 31-Mar-2017 | | To be carried out by the Market and Car Park Sub Group |
| Status |  | Note | | | |

Progress as at the end of Q2 (September)


| Service: | | Development & Regeneration Service | | Head of Service: | | John Harrison |
|-----------------|---|---|--|-------------------------|--|---------------|
| Action | Title | Milestones | Due Date | Completed | Milestone Note | |
| Ec5 | Infrastructure Delivery (via H&T Masterplan) | West Lancashire Route Management Strategy: Stage 1 Report (Evidence Review and Issues Identification) | 30-Nov-2015 | Yes | | |
| | | Skelmersdale Rail – initial GRIP3 stage work: Commission Station Location Options Appraisal | 30-Apr-2016 | Yes | Network Rail commissioned the Station Location options appraisal in September 2016 | |
| | | West Lancashire Route Management Strategy: Stage 2 Report (Options Development and Assessment) | 31-May-2016 | No | LCC working on Stage 2 Report – LCC unable to advise when it will be complete. | |
| | | West Lancashire Route Management Strategy: Draft West Lancs Route Management Plan | 31-Jul-2016 | No | LCC unable to advise when this will be undertaken | |
| | | Skelmersdale Rail – initial GRIP3 stage work: Complete Station Location Options Appraisal | 31-Jul-2016 | | Work now due to be complete by end of November. | |
| | | West Lancashire Route Management Strategy: A Preferred Option for A59 Bank Bridge | 30-Sep-2016 | | LCC unable to advise when this will be undertaken | |
| | | West Lancashire Route Management Strategy: Draft Ormskirk Town Centre Movement Strategy | 30-Sep-2016 | | LCC unable to advise when this will be undertaken | |
| | | Maintain WL Highways & Transport Masterplan Officer Steering Group | Ongoing | | | |
| 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. | | | |

Progress as at the end of Q2 (September)

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|-----------------|---|--|--|------------------|---|
| Service: | Development and Regeneration | | Head of Service: | John Harrison | |
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| Ec6 | Combined Authority for Lancashire | Consider further report on becoming a member of a Combined Authority for Lancashire | 13-Apr-2016 | Yes | |
| | | To take part in a Shadow Combined Authority for Lancashire when established | 31-Jul-2016 | Yes | Officer working group arrangements now in place to support the shadow Authority. District CEOs are leading work under 5 themes: Skilled Lancashire, Better Homes; Connected Lancashire; Prosperous Lancashire and Public Services Working Together. West Lancs leading work on the Prosperous theme with Director of Economic Development at LCC. |
| | | Consider a further report on the Parliamentary Order in relation to the Combined Authority | 31-Dec-2016 | | Anticipated start date for the full form of the Combined Authority is spring 2017. |
| Status |  | Note | Having a Combined Authority in place will enable Lancashire as a whole to have a stronger voice with national Government, assisting the 'Northern Powerhouse' debate | | |







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|-----------------|---|---|--|------------------|-----------------------|
| Service: | Development & Regeneration Service | | Head of Service: | John Harrison | |
| Action | Title | Milestones | Due Date | Completed | Milestone Note |
| Ec7 | Engagement with Liverpool City Region | Renew associate membership of Liverpool LEP | 30-Apr-2016 | Yes | |
| | | Strategic Housing and Employment Land Market Assessment (SHELMA) with Liverpool City Region authorities | 31-Mar-2017 | | Project on-going |
| Status |  | Note | Play an active role as an Associate Member of Liverpool City Region Combined Authority (LCRCA) | | |

Progress as at the end of Q2 (September)


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|-----------------|---|---|--|------------------|---|
| Service: | Development and Regeneration | | Head of Service: | John Harrison | |
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| Ec 8 | Promoting the Borough as a Place to Be | Skelmersdale brand consultation exercise | 30-Jun-2016 | Yes | Cosultation exercises completed by May. Working with <i>thinkingplace</i> , a specialist marketing company and with key stakeholders including local businesses and other partners. |
| | | Cleaning of signage and environmental improvements at all borough gateway locations | 30-Jun-2016 | No | Action and costs report to be produced. Site visits undertaken with potential contractor for an indication of pricing. |
| | | Cabinet report on development of new brand/image for Skelmersdale | 31-Oct-2016 | Yes | Cabinet report June 2016 and Members Briefing September 2016. Ambassador programme launched and Place Board formed. |
| | | Market rural visitor attractions and events - investigate development of a micro-site as part of the Marketing Lancashire website | 31-Dec-2016 | | |
| Status |  | Note | Involving partnership working between WLBC, LCC, Marketing Lancashire, HCA and local businesses. | | |


Ambitious for our Environment

Enhance the built and physical environment, and its cleanliness


| Summary | | |
|---|---|---|
| Action | Key Outcomes | |
| CCTV Scheme | Help prevent disorder or crime, reduce the fear of crime, improve community confidence and maintain public safety |  |
| Community Safety Partnership Initiatives | Ensure that West Lancashire remains a safe borough to live, work and visit |  |
| Estates Revival | Revitalise and enhance Council estates to maintain a modernised and sustainable housing stock |  |
| Housing Programme - Environmental Improvement | Improve the built and natural environment to improve tenant satisfaction with the area in which they live |  |
| 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 |  |


Progress as at the end of Q2 (September)


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|-----------------|---|--|---|-------------------------|--|
| Service: | Leisure & Wellbeing Service | | | Head of Service: | David Tilleray |
| Action | Title | Milestones | Due Date | Completed | Milestone Note |
| Env1 | CCTV Scheme | Phase 3: Seven cameras operational | 30-Nov-2015 | Yes | Final Scarisbrick one operational as at beginning of June. |
| | | Phase 4: four cameras to be installed and brought into operation (Castlehey, Tanfields, Little Digmaor (Skelmersdale) and the Burscough Street area of Ormskirk) | 31-Dec-2016 | Yes | All cameras working by the end of August. |
| Status |  | Note | CCTV can directly contribute to the corporate/equality objectives of the Council in relation to addressing the effects of ASB since cameras can help reduce ASB and therefore improve the quality of life of residents. | | |


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|-----------------|---|---|-----------------|-------------------------|---|
| Service: | Leisure & Wellbeing Service | | | Head of Service: | David Tilleray |
| Action | Title | Milestones | Due Date | Completed | Milestone Note |
| Env2 | Community Safety Partnership Initiatives | Adopt new Community Safety Partnership Plan 2016-19 | 30-Apr-2016 | Yes | |
| | | Agree plans with multi-agency group for "Freshers Week" initiatives | 31-May-2016 | Yes | |
| | | Deliver "Freshers Week" (3-week programme) | 31-Oct-2016 | | 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 "Freshers Week" initiatives to inform future plans | 31-Oct-2016 | | |
| | | Ensure "Brightsparx" campaign takes place | 30-Nov-2016 | | 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-2016 | | |
| | | 5 Community Action and Engagement initiatives to have taken place within year | 31-Mar-2017 | | |
| Status |  | Note | | | |

Progress as at the end of Q2 (September)

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|-----------------|---|--|-----------------|-------------------------|---|
| Service: | Housing & Inclusion | | | Head of Service: | Bob Livermore |
| | Description | Milestones | Due Date | Completed | Milestone Note |
| Env3 | Estates Revival | Beechtrees: Produce detailed implementation timetable (inc anticipated start date) | 31-May-2016 | Yes | Draft programme in place. This will be further developed as work progresses. Decanting of existing tenants commenced 3 June 2016. |
| | | Firbeck: complete build of 42 new properties | 31-July-2016 | Yes | |
| | | Firbeck: complete regeneration works to street scene | 31-Aug-2016 | Yes | |
| | | Work with voids and allocation teams to facilitate moves | 31-Dec-2016 | | Ongoing |
| Status |  | Note | | | |


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|-----------------|---|--|-----------------|-------------------------|---|
| Service: | Housing & Inclusion | | | Head of Service: | Bob Livermore |
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| Env4 | Housing Programme – Environmental Improvements | Report to Cabinet for guidance and decision on spend | 30-June-2016 | Yes | Cabinet decision to use budget to commence scheme to provide additional car parking at certain sheltered schemes. In addition, any available funding will be used to remodel communal bin store areas on a priority basis in order to address crime and disorder. |
| | | Complete tenant consultation on parking provision at Holly Close, Westhead | 14-Oct-2016 | | |
| | | Planning permission obtained | 31-Dec-2016 | | |
| | | Anticipated project start date | 01-Feb-2017 | | |
| | | Project completion date | 31-Mar-2017 | | |
| Status |  | Note | | | |

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|-----------------|---|---|-----------------|-------------------------|--|
| Service: | Street Scene | | | Head of Service: | Graham Concannon |
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| Env 5 | Street Scene Priority Projects | Vehicle in-cab communications: installation and system training | 30-Jun-2016 | No | Integration work underway to ensure secure integration onto network ongoing |
| | | Improve the visual aspect of the Borough: implement improvements and revise/include areas on maintenance schedule | 31-Mar-2017 | | Progressing dog/litter rationalisation. Active input into Ormskirk town centre development plan and Skelmersdale work project. |
| Status |  | Note | | | |

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|-----------------|---|--|-----------------|-------------------------|---|
| Service: | Street Scene | | | Head of Service: | Graham Concannon |
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| Env 6 | Street Scene Strategy Development | Future agreed service options for 2017/18 | 31-Jul-2016 | No | Policy options following consultation to be presented to Council in October |
| | | Development of new grounds maintenance specification | 31-Mar-2017 | Yes | Specification only for WLBC owned land. LCC agreement ends June 2016 as this element of work handed back. |
| | | Negotiations for support funding post cost sharing | 2018 | | Currently at Chief officer and Leader level |
| Status |  | Note | | | |


Ambitious for Health and Wellbeing


Improve the health and wellbeing of local communities


| Summary | | |
|---|---|---|
| Action | Key Outcomes | |
| 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 |  |
| 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 |  |
| 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 |  |


| Service: | Housing and Inclusion | | | Head of Service: | Bob Livermore |
|----------|---------------------------|---|-------------|------------------|--|
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| HWB1 | Housing Capital Programme | Consultation with tenants on budget options | 31-Aug-2016 | Yes | Council tenants were asked to give their views on housing budget proposals totalling more than £6 million over the next 3 years over the summer period. Outcome of consultation to go to Council in October 2016. |
| | | PVCu windows | 31-Mar-2017 | | Increasing safety and security for tenants Around 100 properties will receive new PVCu windows this financial year. |
| | | Heating systems | 31-Mar-2017 | | Installation of new, more efficient heating systems to reduce fuel poverty. Seven Sheltered Housing Schemes will have received heating upgrades this year, together with 72 blocks of flats which will be having boiler room refurbishments & new boilers. |
| | | Energy Efficiency Measures | 31-Mar-2017 | | To increase thermal efficiency and reduce fuel poverty. Options are currently under discussion, which will be progressed towards the end of the current financial |


Progress as at the end of Q2 (September)

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| | | | | | year. |
| | | New / Replacement Lifts | 31-Mar-2017 | | To improve quality of life for residents. Three Cat 2 Sheltered Housing Schemes have received new/replacement lifts this financial year. |
| | | Adaptations of disabled | 31-Mar-2017 | | To improve quality of life for residents. This is a demand-led service, which is likely to out-turn below the approved budget. |
| | | Delivery of bathroom, kitchen, heating and pre-paint and redecoration contracts | 31-Mar-2017 | | Year 4 of the maintenance programme. Maintaining the condition of the outside of the properties to reduce response maintenance needs. Approximately 450 bathrooms and 500 kitchens are due to be fitted this year. |
| Status |  | Note | | | |

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|-----------------|---|---|-------------------------|------------------|---|
| Service: | Housing & Inclusion Services | | Head of Service: | | Bob Livermore |
| Action | Title | Milestones | Due Date | Completed | Milestone Note |
| HWB2 | Sheltered Housing | Consider further decommissioning of Cat 1 schemes | 31-Jul-2015 | Yes | |
| | | Review out of hours emergency response service | 30-Sep-2015 | Yes | Following split of maintenance/support reviewed response to out of hours emergencies. |
| | | Report to Cabinet | 31-Mar-2016 | Yes | Outlining LCC proposed withdrawal of all Supporting People (SP) funding for older people's housing related support from April 2017. |
| | | Review options for WL service following LCC consultation outcomes | 31-Aug-2016 | Yes | LCC confirmation letter confirming withdrawal of SP funding. New service option service charges have now been costed by Housing Accountant on this basis and passed to Housing Benefit for consideration. |
| | | Consultation with sheltered housing tenants on WL options | 28-Feb-2017 | | Tenant Involvement team have this programmed to support full consultation exercise when HB outcome is known and LCC confirmation of SP has been received. |
| | | Report to Cabinet | 14-Mar-2017 | | Cabinet report will be linked to the outcome of the sheltered tenant new service consultation. |
| Status |  | Note | | | |


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|-----------------|---|--|---|-------------------------|--|
| Service: | Leisure & Wellbeing Service | | | Head of Service: | David Tilleray |
| Action | Title | Milestones | Due Date | Completed | Milestone Note |
| HWB3 | Leisure Strategy & Delivery | Establish project team for procurement of a partner organisation | 30-Apr-2016 | Yes | |
| | | Provide enhancements/external lift to Chapel Galley | 31-Jul-2016 | No | Lift unit in place, internal foyer works to be completed by end of October 2016. |
| | | Publish final strategy documents | 31-Jul-2016 | Yes | Strategy document is available on the website. Printed copies with photos under development. |
| | | Improve and enhance the GP referral scheme | 30-Sep-2016 | Yes | New Active West Lancs Scheme now in place and funding secured for 3 years. |
| | | Identify options for delivery of new leisure centre provision | 31-Dec-2016 | | |
| Status |  | Note | Strategy adopted by Council February 2016 | | |

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|-----------------|---|---|---|-------------------------|--|
| Service: | Leisure & Wellbeing | | | Head of Service: | Dave Tilleray |
| Action | Description | Milestones | Due Date | Completed | Milestone Note |
| HWB4 | West Lancashire Health & Wellbeing Strategy Development | Appoint Health Strategy Manager | 31-May-2016 | Yes | Commenced in position on 1 September. Due to the delay in the start date for the post holder other target dates and milestones have been amended. |
| | | Identify/secure external project funding for health initiatives | 31-Oct-2016 | | Partly completed and on going. Funding has been agreed for health research and intervention projects with Edge Hill University extending the Active West Lancashire scheme. Project applications pending for joint ESIF project with WLBC housing. |
| | | Develop draft Health and Wellbeing Strategy | 31-Mar-2017 | | |
| | | Adoption of Health and Wellbeing Strategy | 30-Jun-2017 | | |
| Status |  | Note | The Council is a partner in the West Lancashire Health & Wellbeing Partnership and works to lead, support and deliver actions where possible. | | |

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|-----------------|---|---|---|-------------------------|--|---------------|
| Service: | Housing & Inclusion | | | Head of Service: | | Bob Livermore |
| Action | Description | Milestones | Due Date | Completed | Milestone Note | |
| HWB5 | Digital Inclusion Strategy & Delivery | Define the needs and attitudes of residents and set benchmarks | 31-May-2016 | Yes | Citizen survey carried out in Jan/Mar 2016. Results will inform future work on the strategy. | |
| | | Participate in Government Digital Service pilot | 31-Mar-2017 | Yes | Ongoing. Framework aims to provide comparable findings and produce evidence about what works to make it easier to share best practice, providing consistent, common robust measures across public and third sectors. Government Digital Services framework used when designing questions for the Citizen & Stakeholder Survey 2016. This will be kept under review for future surveys. | |
| | | Deliver relevant actions from Digital Development Plan | 31-Mar-2017 | | Actions to drive channel migration ongoing. For example, Ipads and branded stands have been delivered for Ormskirk and Skem CSPs, installation is imminent; a housing app allowing tenants access to housing services is in the latter stages of development; and work to improve the accessibility of the Council website is ongoing. | |
| | | Further milestones tbc with refresh of the strategy action plan | | | | |
| Status |  | Note | The DI Strategy was adopted 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 and corporate approach to digitisation across all service areas and to deliver efficiencies. | | | |

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|-----------------|--|--|-----------------|-------------------------|--|---------------|
| Service: | Housing & Inclusion Service | | | Head of Service: | | Bob Livermore |
| Action | Title | Milestones | Due Date | Completed | Milestone Note | |
| HWB6 | Tenants' Financial Inclusion Strategy & Delivery | Provide information regarding free childcare places to tenants, applicants and residents | 30-Jun-2016 | Yes | This service is provided by LCC, details of services available are being tweeted by WLBC and posters have been provided to local stakeholders. We are considering putting the government link on our website. | |
| | | Review arrears procedures | 30-Jun-2016 | Yes | Arrears procedures linked to QL escalations have all been reviewed. All new tenants now receiving next day call after sign up to take a rent payment. DWP notification process for tenants moving to UC is now received by e mail. | |
| | | Review reasons for tenancy failure and measures to address/prepare for this | 31-Jul-2016 | Yes | Estate management team now prioritise new tenant contact/support to take account of potential tenancy failure and are working on a red/amber/green status. | |

Progress as at the end of Q2 (September)

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| | | | Develop and promote solutions for engagement via a range of channels including SMS/online/apps | 31-Mar-2017 | | 538 tenants are currently signed up to the SMS/E mail services this is being promoted through contact at both Customer Services staff and in the housing teams. The Council automated payment phone line service will be improved as part of a corporate telephony upgrade and is programmed to be in place by April 2017. The Housing mobile app for tenants is programmed to go live by 31 March 2017. |
| | | | Explore staff training and development to promote understanding of the specific needs of particular groups eg younger tenants | 31-Mar-2017 | | Assessment is made when a new tenant signs up to allow tailoring of the level of support and visit requirements needed for specific groups of tenants. |
| | | | Provide advice and guidance in appropriate locations | 31-Mar-2017 | Yes | Money advice sessions are now set up in The Zone, local Community Centres and Children's Centres one hour every other week. Advice sessions are also being considered at West Lanc's College. These will be reviewed to ensure they are well utilised and deliver outcomes. |
| | | | Support and provide funding for the provision of a credit union offer for WLBC Council tenants | 31-Mar-2017 | | Knowsley Credit Union have provided loans to 490 residents to date since launching in the Borough. They are taking a 6mth lease on the ground floor of the Concourse and this service will be launched to prevent door step lending in the lead up to Christmas. Consideration to be given to a potential HRA growth bid directly targeted to support for council tenants only. |
| 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. | | | |