

CITIZEN SURVEY 2022-23 ACTION PLAN

| Citizen Theme | Actions | Accountable Team | Completion Date |
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| New housing developments, infrastructure, use of greenbelt land and number of multi-occupancy student homes | The updated Local Plan will include detailed information on housing development and infrastructure and will provide residents with the opportunity to supply feedback through significant local consultation. | Planning Services - Strategic Planning Team | July 2025 |
| Lack of investment in some towns to attract more amenities and to improve current amenities | Funding from Lancashire County Council will continue to support infrastructure works within Ormskirk Town Centre and Ormskirk Bus Station to improve and regenerate the area for residents and visitors. Phase 1 of the town centre has been completed and Phase 2 is currently being explored and planned. Consultation on the leisure facilities is complete and we are in the process of considering a further levelling up bid for 2 new leisure facilities in Ormskirk and Skelmersdale to enhance and support health and well-being. | Economic Development and Regeneration | Anticipated start date for new builds is April 2024 m-subject to planning and affordability |
| Lack of investment in some towns | WLBC will benefit from £4.2 million of Government Funding via the UK Shared Prosperity Fund, that will be invested in domestic priorities and targeting funding where it is needed most: building pride in place, supporting high quality skills training, supporting pay, employment and productivity growth and increasing life | Economic Development and Regeneration | Report to Cabinet Summer 2023 |

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| | chances across the Borough. | | |
| Charges for garden waste subscription and brown bins | <p>As part of the 2023/24 Garden Waste communications plan emphasise the value and importance for recycling garden waste rather than land fill disposal.</p> <p>The cost for the service is £30 a year for an annual subscription and is collected throughout the year.</p> <p>The costs for this subscription remain the same and has not been increased for this financial year.</p> <p>To support the recycling of garden waste the Waste and Recycling Promotions Officer has undertaken several community events at the Concourse and Ormskirk Market.</p> | Waste Management Team | May 2023 |
| Availability of litter bins/dog waste bins | The Clean and Green Team will update the litter bin/dog waste bins webpage with the criteria for new bins so that residents who request a new bin are aware of the locations/restrictions of where new bins can be placed. | Clean and Green Team | Complete |
| Volume of litter in streets and green spaces | <p>We have introduced a checking schedule to attend every street once a fortnight. We have appointed 6 teams who will review their nominated area.</p> <p>We support volunteer litter picking groups and have recently supported the Keep Britain Tidy Great British Spring Clean in March this year. This is promoted through Digital Communications before and during</p> | Clean and Green Team | Complete |

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| | <p>the campaign.</p> <p>The Waste and Recycling Promotions Officer and the Environmental Enforcement Team support community groups and schools in delivering educational presentations to children that are targeted at the appropriate age group. At present we undertake school visits on average every 6 – 8 weeks.</p> | | |
| <p>Fly tipping and the avoidance of paying bulky waste collection fees</p> | <p>Awareness campaign on how to report fly tipping and the value/benefits of the Council's bulky waste collection service. In April 2022 the Environmental Enforcement Team was increased by 50% with the addition of a new Environmental Enforcement Officer which increased the presence of Environmental Enforcement Officers within the community to tackle fly tipping and issue Fixed Penalty Notices for fly tipping. The costs for Fixed Penalty Notices have not increased.</p> <p>The bulky waste collection service was expanded in in 2021 from a 3 day collection service to a 5 day collection service. There has been no increase in charges for bulky waste collections however, the service do charge separately for white goods to be collected. This is received well by residents and is utilised daily. We have a steady</p> | <p>Clean and Green Team</p> | <p>May 2023</p> |

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| | number of collections being booked up to 2 weeks in advance. | | |
| Street cleaning rota's | We have revised a 16–18-week schedule down to 12 weeks throughout the Borough. We will ensure high footfall areas, such as Ormskirk town centre are cleansed daily times per day. We have also introduced HGV training for more staff to use road sweepers and 2 Operatives have recently passed their HGV training and are deployed appropriately across the borough. | Clean and Green Team | Complete |
| Potholes and road maintenance | Communications to add link to "the County Council" on the front page of the Council website | Communications Team | May 2023 |
| Grass cutting including sports fields needs to increase | <p>The Service currently works to a Public Realm Agreement with Lancashire County Council to undertake 8 cuts per year on highway verges and open spaces.</p> <p>Clean and Green liaise regularly with Lancashire County Council on the delivery of grass cutting scheduling. A formal annual review meeting of the delivery of the Public Realm Agreement is undertaken on an annual basis</p> <p>Blaugate and Liverpool Road sports pitches are cut on a higher frequency and receive 10 cuts per season.</p> <p>Sheltered Accommodation receives 12 cuts</p> | Clean and Green Team | Complete |

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| | per season. | | |
| Overgrown trees and hedges blocking signs and causing blind spots | Agreed continual audit by all team members and will continue to liaise and engage with LCC in raising any signage issues. | Clean and Green Team | Complete |
| Anti-social behaviour/drug use | <p>Awareness campaign on how to report ASB and continue to support strong relationships with community safety partnership.</p> <p>We have joined Resolve and commissioned them to review the policy and procedures for housing and to undertake some case reviews and feedback any changes/improvement plan.</p> <p>We have our Needs Risk Assessment in place, new tenants will be categorized as a RED (support required) or GREEN (no support required) following the outcome of an assessment by the Lettings Team. One of the questions on the pro-forma relates to drugs/alcohol and the purpose of completing the pro-forma is to help new tenants sustain their tenancy and signpost them to the relevant agencies for support if they give permission.</p> <p>This process has been set up so we can identify any issues before the tenancy</p> | <p>Communications Team/Community Safety Officers</p> <p>Housing Team</p> <p>Housing Team</p> | <p>May 2023</p> <p>Complete</p> <p>Complete</p> |

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| | <p>starts. Neighbourhoods also work closely with drug/health agencies on specific cases and officers attend multi-agency meetings on a regular basis to discuss certain cases.</p> <p>Review of ASB Policy procedures and maintain estate inspections with partners and residents to identify potential issues for tenants</p> | Housing Team | January 2024 |
| Requests for better leisure facilities | <p>Leisure Transformation Project. Public consultation is complete.</p> <p>Planning application will be submitted for the Skelmersdale and Ormskirk development in June 2023. Options for Burscough Racquets and Leisure Centre are being considered.</p> <p>Once plans agreed communication plan will developed.</p> | Leisure Team | Consultation exercise for residents to feed back |
| Limited play areas for children | <p>The Council will be undertaking a Borough wide play area review this year to assess current/future provision</p> <p>Since last year we have opened mountain bike circuit.</p> <p>Tawd Valley Paly Area is opening imminently – May 2023</p> | Rangers | March 2024 |
| Lack of activities for young people | <p>Awareness campaign to promote the many initiatives for young people in the Borough</p> <p>Activities have been provided at swimming</p> | Leisure Team | May 2023 - ongoing |

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| | <p>pools and gyms for young people on a Sunday evening in partnership with Serco our current Leisure Management Contractor. There has been a positive uptake of this with numbers exceeding 100 on a regular basis with police reporting a reduction in ASB. Serco also runs a programme of gymnastics for young people across the borough.</p> <p>Holiday Activity Food Programme continues during school holidays across all our leisure sites, in close partnership with suppliers such as Subway.</p> <p>Following the successful transfer of Beacon Café to Council operation, the many recent events over Bank Holiday weekends have encouraged use by families, young people and children of the on-site play facilities and attendance of attractions as provided by third parties.</p> | | |
| <p>Poor transport links</p> | <p>LCC have introduced the Skelmersdale Train Link bus service linking Skelmersdale to Kirkby Railway Station, to link onto trains into Liverpool and Wigan, and into the Town Centre. Are working with Merseytravel linking a current Ormskirk to Southport service, via the Western Parishes, with the Ormskirk to St. Helens service, therefore supplying a new through service from Southport to Ormskirk to St. Helens.</p> | <p>Lancashire County Council</p> | <p>January 2023</p> |

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| | <p>Council are still exploring options for train links from Skelmersdale.</p> <p>This service will run to the new Headbolt Lane Station, in Kirkby, when open and it is anticipated through bus/rail ticketing will be made available.</p> <p>Also working with Arriva, as part of the BSIP, to introduce an evening and Sunday service on the current 310 bus service, Liverpool – Ormskirk – Skelmersdale, therefore giving Ormskirk and Skelmersdale better transport links</p> <p>New Wellbeing and Leisure Hubs will offer opportunities to link to existing cycle routes.</p> <p>Provision of safe cycle storage space at leisure locations and increased charging points in car parks at new facilities.</p> <p>Considering options to promote and create more awareness of the public transport services that are available across West Lancashire.</p> | | <p>Summer 2023</p> <p>Complete</p> <p>2024/25</p> |
| Quality of street lighting | We continue raising and liaising with County Council on a regular basis to address the issues | Lancashire County Council | No Action |
| Congestion on the roads | The current policy is set out in appendix 1 – | Lancashire County | 2025 |

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| | we will continue to influence and raise the profile of transport issues in the borough with LCC | Council | |
| Communication about Council services | <p>To ask all Parish Councils and voluntary sector partners to share the monthly Engagement Brief which details important updates including cost of living support.</p> <p>To research and review opportunities and channels to reach digitally excluded communities following the cessation of the local free newspaper. This includes consideration of using Parish Council noticeboards and other community venues.</p> <p>Increasing our digital comms – reviewing our strategy to increase communication and events through an events diary on our website and through social media.</p> <p>Increase engagement with local businesses across the borough.</p> | <p>Customer Engagement/Comms</p> <p>Customer Engagement/Comms</p> <p>Customer Engagement/Comms</p> <p>Business Engagement</p> | <p>Complete</p> <p>June 2023</p> <p>August 2023</p> <p>Ongoing</p> |
| User experience and navigation of the Council's website | The Council is currently undertaking a programme to develop a new Council website which will address the navigation issues. | Corporate and Customer Services | For launch 2024/25 |
| Limited opportunity to supply feedback for non-digital customers | The Council will consider a range of feedback methods including face to face/paper surveys whenever applicable. | Customer Engagement/relevant Services | April 2023 |

