












# 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		
Action	Key Outcomes	Progress on 16/17 milestones
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	Continue to build a prosperous Borough with skilled and trained local residents so that West Lancashire remains 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	
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.	


Progress as at the end of Q4 (March 2017)

<b>Service:</b>	Development & Regeneration Services			<b>Head of Service:</b>	John Harrison
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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 subject to Section 106 agreement. The planning decision was subsequently the subject of a lengthy legal challenge which was finally dismissed in December 2016. Given the passage of time the scheme the scheme is now subject of a further review to ensure it meets market demand.
		Agree supplementary agreement relating to land at Findon, Delf Clough and Digmoor	31-Jul-2016	Yes	The supplementary agreement was completed March 2017 to facilitate the sale of the sites by 31 <sup>st</sup> March 2017
		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.
		Subject to market interest complete sale of residential sites	31-Mar-2017	Yes	The sale of the sites was completed on 28 <sup>th</sup> March 2017 and the purchasers are now in pre-planning application discussions with the Councils Development Management service.
		Complete Public Realm and environmental improvements	31-Jul-2019		The works will form part of the St Modwen development which has been significantly delayed as a result of the on-going Judicial Review of the planning consent for the town centre retail/leisure development.
<b>Status</b>		<b>Note</b>	<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. This action is continued into the 2017/18 plan.		


<b>Service:</b>	Development & Regeneration Services			<b>Head of Service:</b>	John Harrison
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Ec2	Land Auction	Issue ITT	30-Apr-2015	Yes	
		Negotiate new Memorandum of Understanding	30-Apr-2015	Yes	Negotiations begun and remain ongoing
		Sell sites at Whalleys (Skelmersdale) in conjunction with the HCA	31-Mar-2017	Yes	Disposal of first site completed in March. Further milestones and sale method for remaining sites will be determined following HCA's consideration of whether to use Accelerated Construction programme.
<b>Status</b>		<b>Note</b>	This action is continued into the 2017/18 plan.		

Progress as at the end of Q4 (March 2017)

<b>Service:</b>	Development & Regeneration Services			<b>Head of Service:</b>	John Harrison
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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	This area of activity has been delayed, however it is planned that when new opportunities start to arise for local people, employment and skills support will be made available through ongoing partnership working that is already in place.
		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	Four Place Board meetings held and 2 Ambassador events. More than 60 businesses signed up as ambassadors.
		Investigate the potential for a Skelmersdale Leadership Board	31-Mar-2017	Yes	The Skelmersdale Place Board has taken on the role of implementing a Place Plan that aims to raise the profile of Skelmersdale. This will dovetail into Skelmersdale Vision activities, and therefore at the present time there is no requirement for an additional leadership group.
<b>Status</b>		<b>Note</b>	The ED Study provided a robust evidence base to inform the ED Strategy, eg. 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. This action is continued into the 2017/18 plan.		


<b>Service:</b>	Development & Regeneration Services			<b>Head of Service:</b>	John Harrison
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Ec4	Ormskirk Town Centre Strategy & Delivery	Conduct and analyse market research to inform Ormskirk's brand and develop an action plan.	31-May-2016	Yes	Research project to understand visitors' 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	Yes	A report is currently being finalised setting out recommendations for enhancing the market offer as well as reducing overheads. New gazebos have been purchased and ground works in Moor Street are planned for summer 2017, both of which will enable a specialist market area to be established.
		Establish comprehensive car parking review and develop proposals	31-Mar-2017	Yes	Meeting held with prospective partner. Agreement from Cabinet to proceed. Engineering assessment being undertaken.
<b>Status</b>		<b>Note</b>	This action is continued into the 2017/18 plan.		

Progress as at the end of Q4 (March 2017)


<b>Service:</b>	Development & Regeneration Services		<b>Head of Service:</b>	John Harrison	
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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	Anticipated completion is now end May 2017
		Skelmersdale Rail – initial GRIP3 stage work: Complete Station Location Options Appraisal	31-Jul-2016	Yes	Station location options appraisal complete January 2017
		West Lancashire Route Management Strategy: Draft West Lancs Route Management Plan	31-Jul-2016	No	Anticipated completion is now end May 2017
		West Lancashire Route Management Strategy: A Preferred Option for A59 Bank Bridge	30-Sep-2016	No	LCC unable to advise when this will be undertaken
		West Lancashire Route Management Strategy: Draft Ormskirk Town Centre Movement Strategy	30-Sep-2016	No	LCC unable to advise when this will be undertaken
		Maintain WL Highways & Transport Masterplan Officer Steering Group	31-Mar-2017	Yes	Quarterly
<b>Status</b>		<b>Note</b>	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. This action is continued into the 2017/18 plan.		

<b>Service:</b>	Development & Regeneration Services		<b>Head of Service:</b>	John Harrison	
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Ec6	Combined Authority for Lancashire	Consider further report on becoming a member of a Lancashire Combined Authority	13-Apr-2016	Yes	
		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

Progress as at the end of Q4 (March 2017)

					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	No	Start date for the full form of the Combined Authority is still to be confirmed.
<b>Status</b>		<b>Note</b>	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. This action is continued into the 2017/18 plan.		







<b>Service:</b>	Development & Regeneration Services		<b>Head of Service:</b>		John Harrison
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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	No	Consultation on draft SHELMA to take place in May/June 2017, with a final SHELMA to be prepared following this by end of September 2017. Due date will be adjusted accordingly.
<b>Status</b>		<b>Note</b>	Play an active role as an Associate Member of Liverpool City Region Combined Authority (LCRCA) This action is continued into the 2017/18 plan.		


<b>Service:</b>	Development & Regeneration Services		<b>Head of Service:</b>		John Harrison
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Ec8	Promoting the Borough as a place to be	Cleaning of signage and make environmental improvements at all borough gateway locations (investigation)	30-Jun-2016	Yes	Condition Assessment complete. Site investigations undertaken to determine works required. Cleaning is not appropriate, however some environmental improvements have been made and overgrown vegetation has been cleared.
		Skelmersdale brand consultation exercise	30-Jun-2016	Yes	Consultation exercises completed by May. Working with <i>thinkingplace</i> , a specialist marketing company and with key stakeholders including local businesses and other partners.
		Cabinet report on development of a 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 the development of a micro-site as part of the Marketing Lancashire website	31-Dec-2016	Yes	Visit Lancashire is the official tourism website for Lancashire and we have continued to update West Lancashire content throughout 2016/17. A micro-site was investigated, however a dedicated website for Ormskirk and the wider tourism assets of the Borough has been deemed to be the most appropriate and more cost-effective solution which provides us with full control.
<b>Status</b>		<b>Note</b>			

Progress as at the end of Q4 (March 2017)


## Ambitious for our Environment


Enhance the built and physical environment, and its cleanliness

Summary		Progress on 16/17 milestones
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	


Service:	Leisure & Wellbeing Services			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 camera operational by beginning of June 2016.
		Phase 4: 4 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 operational 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.		


Progress as at the end of Q4 (March 2017)

<b>Service:</b>	Leisure & Wellbeing Services		<b>Head of Service:</b>	David Tilleray	
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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	
		Complete evaluation of "Freshers Week" initiatives to inform future plans	31-Oct-2016	Yes	
		Deliver "Freshers Week" (3-week programme)	31-Oct-2016	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.
		Ensure "Brightsparx" campaign takes place	30-Nov-2016	Yes	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	Yes	
		5 Community Action and Engagement initiatives to have taken place within year	31-Mar-2017	Yes	12 have taken place
<b>Status</b>		<b>Note</b>	This action is continued into the 2017/18 plan.		

<b>Service:</b>	Housing & Inclusion Services		<b>Head of Service:</b>	Jacqui Sinnott-Lacey	
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env3	Estates Revival	Beechtrees: Produce detailed implementation timetable (inc anticipated start date)	31-May-2016	Yes	
		Firbeck: complete build of 42 new properties	31-Jul-2016	Yes	
		Firbeck: complete regeneration works to street scene	31-Aug-2016	Yes	Firbeck scheme complete.
		Beechtrees: Work with voids and allocation teams to facilitate moves	31-Dec-2016	Yes	
<b>Status</b>		<b>Note</b>	The Beechtrees Revival action is continued into the 2017/18 plan.		


Progress as at the end of Q4 (March 2017)

<b>Service:</b>	Housing & Inclusion Services			<b>Head of Service:</b>	Jacqui Sinnott-Lacey
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env4	Housing Programme - Environmental Improvement	Report to Cabinet for guidance and decision on spend	30-Jun-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	Yes	
		Planning permission obtained	31-Dec-2016	Yes	Planning permission granted on 10th February 2017.
		Anticipated project start date	01-Feb-2017	No	This has been delayed due to LCC section 278 permissions.
		Project completion date	31-Mar-2017	No	Dependant on approval from LCC. Estimated 8 weeks from receiving permissions.
<b>Status</b>		<b>Note</b>			

<b>Service:</b>	Street Scene			<b>Head of Service:</b>	Heidi McDougall
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env5	Street Scene Priority Projects	Vehicle in-cab communications: installation and system training	30-Jun-2016	No	Work to ensure secure integration onto network has been completed. Current residual and green waste rounds have been uploaded onto in-cab system and service supervisors received user training. A software application has been developed by WebaspX to automatically transfer collection round information weekly to each vehicle. Further work will be to implement the recycling material collection round and arrange user training for drivers.
		Improve the visual aspect of the Borough: implement improvements and revise/include areas on maintenance schedule	31-Mar-2017	No	Review of both litter and dog waste bins to be undertaken. The task is dependent upon the mapping of the existing bin locations.
<b>Status</b>		<b>Note</b>	This action is continued into the 2017/18 plan.		







Progress as at the end of Q4 (March 2017)




<b>Service:</b>	Street Scene Services			<b>Head of Service:</b>	Heidi McDougall
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env6	Street Scene Strategy Development	Future agreed service options for 2017/18	31-Jul-2016	Yes	The policy option for green waste charging was approved by Council
		Development of new grounds maintenance specification	31-Mar-2017	Yes	LCC agreement ends June 2016 and this element of work handed back.
		Negotiations for support funding post cost sharing	31-Mar-2018		Negotiations ongoing.
<b>Status</b>		<b>Note</b>	This action is continued into the 2017/18 plan.		

## Ambitious for Health and Wellbeing


Improve the health and wellbeing of local communities

Summary		
Action	Key Outcomes	Progress on 16/17 milestones
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	
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	


Progress as at the end of Q4 (March 2017)


<b>Service:</b>		Housing & Inclusion Services			<b>Head of Service:</b>		Jacqui Sinnott-Lacey
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>		
HWB1	Housing Capital Programme	Consultation with tenants on budget options	31-Aug-2016	Yes	Council tenants are asked to give their views on housing budget proposals totalling more than £6 million over the next 3 years. Outcome of consultation to go to Council in October 2016.		
		Adaptations of disabled	31-Mar-2017	Yes	To improve quality of life for residents. Approximately 200 request completed in 2016/2017 at a cost of £589k		
		Delivery of bathroom, kitchen heating and pre-paint and redecoration contracts	31-Mar-2017	No	Completed in part. Year 4 of the maintenance programme to maintain the condition of the outside of the properties. Pre-Paint programme completed. 227 Bathrooms installed in addition to 490 kitchens. Slipped bathrooms to be completed during 2017/18.		
		Energy efficiency measures	31-Mar-2017	No	Completed in part. To increase thermal efficiency and reduce fuel poverty. Fuel upgrades all complete, cavity wall and loft insulations identified all completed. Heat metering on going.		
		Heating systems	31-Mar-2017	Yes	Installation of new, more efficient heating systems to reduce fuel poverty. Work complete on sheltered blocks, Crosshall, Hillock Close and Lane, Gorse Close, The Dell, Lambourne, Marlborough, Evenwood Victoria Court, Along with blocks on Lulworth, Flaxton, Carfield, Eskdale, Fairstead and Alderley.		
		New / Replacements Lifts	31-Mar-2017	Yes	To improve quality of life for residents. Three Cat 2 Sheltered Housing Schemes have received new/replacement lifts this financial year. Practical completion achieved, in defect liability snagging period.		
		PVCu windows	31-Mar-2017	No	To increase safety and security for tenants. Work slipped to 2017/18. Tender has been awarded. Delay due to H&S issues with the initially successful tender.		
<b>Status</b>		<b>Note</b>	This action is continued into the 2017/18 plan.				

Progress as at the end of Q4 (March 2017)


<b>Service:</b>		Housing & Inclusion Services		<b>Head of Service:</b>		Jacqui Sinnott-Lacey
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>	
HWB2	Sheltered Housing	Consider further decommissioning of Cat 1 schemes	31-Jul-2015	Yes	All sheltered Cat 1 flats have been considered as part of the decommissioning process. An assessment of Hall Green Close will be undertaken by consultants and considered as a blue print against other Cat 2 schemes along with asset management data.	
		Review out of hours emergency response service	30-Sep-2015	Yes	Following split of maintenance/support response to out of hours emergencies has been reviewed. Emergency response is given to building issues with health and safety implications, all personal emergencies are referred to the appropriate emergency services and the tenants next of kin.	
		Report to Cabinet	31-Mar-2016	Yes	Outlining LCC's 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 received September 2016 confirming withdrawal of all SP funding from 31 March 2017. New service option service charges costed.	
		Consultation with sheltered housing tenants on WL options	28-Feb-2017	Yes	All Tenants have been consulted on the changes to service and the costs relating to the new sheltered housing management charge, through meetings at schemes, letters and personal visits and appointments. Tenants have had the opportunity to e mail and have had a dedicated phone contact in the Tenant Involvement team. The Financial Inclusion team have seen those tenants who requested further support. Sheltered staff have continued as part of their role to explain the changes and address any concerns	
		Report to Cabinet	14-Mar-2017	No	Cabinet approved the consultation, therefore a Members update linked to the outcome of the sheltered tenant new service will be provided later in the year.	
<b>Status</b>		<b>Note</b>	This action is continued into the 2017/18 plan.			

Progress as at the end of Q4 (March 2017)

<b>Service:</b>	Leisure & Wellbeing Services			<b>Head of Service:</b>	David Tilleray
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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	Yes	
		Publish final strategy documents	31-Jul-2016	Yes	
		Improve and enhance the GP referral scheme	30-Sep-2016	Yes	New Active West Lancs Scheme now in place, funding secured for 3 years.
		Identify options for delivery of new leisure centre provision	31-Dec-2016	No	Initial scoping work undertaken to determine the mix of facilities to be included within a new leisure centre provision, with a view to reducing future subsidy requirements. Consultants engaged to begin financial appraisal and options work
<b>Status</b>		<b>Note</b>	Strategy adopted by Council February 2016. This action is continued into the 2017/18 plan.		


<b>Service:</b>	Leisure & Wellbeing Services			<b>Head of Service:</b>	David Tilleray
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
HWB4	West Lancashire Health & Wellbeing Strategy	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	Yes	Edge Hill research project funded and underway. Joint ESIF project with WLBC Housing now approved, details/delivery plan to be established by August 2017. Expression of Interest for joint bid to Sport England Local Pilot made with Sefton MBC and Knowsley MBC. Outcome expected May/June 2017. If successful full bid by April 2018.
		Develop Draft Health & Wellbeing Strategy	31-May-2017		
		Adoption of Health and Wellbeing Strategy	30-Aug-2017		
		<b>Status</b>		<b>Note</b>	The Council is a partner in the West Lancashire Health & Wellbeing Partnership and works to lead, support and deliver actions where possible. This action is continued into the 2017/18 plan.

Progress as at the end of Q4 (March 2017)

<b>Service:</b>	Housing & Inclusion Services			<b>Head of Service:</b>	Jacqui Sinnott-Lacey
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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 used to inform future work on the strategy.
		Deliver relevant actions from Digital Development Plan	31-Mar-2017	Yes	Actions to drive channel migration ongoing. For example, Ipads and branded stands have been delivered for Ormskirk and Skelmersdale 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. For staff development, an e-learning tool was launched for use across the organisation. As part of the introduction of the system (Service-Now) which will replace the customer information management system in Customer Services, the services provided by Customer Services are being reviewed and revised to realise efficiencies.
		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.
<b>Status</b>		<b>Note</b>	DI Strategy adopted by Council in September 2015. The Council's digital offer is also being progressed through its Digital by Preference initiative with a joined up, integrated, corporate approach to digitisation across all service areas to deliver efficiencies. This action is continued into the 2017/18 plan.		

<b>Service:</b>	Housing & Inclusion Services			<b>Head of Service:</b>	Jacqui Sinnott-Lacey
<b>Action</b>	<b>Title</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
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	All arrears procedures have been reviewed. All new tenants are now required to pay rent in advance before accepting a tenancy. The DWP notification process for tenants moving onto UC is now received by e mail which supports early

Progress as at the end of Q4 (March 2017)

					intervention on arrears recovery.
		Review reasons for tenancy failure and measures to address/prepare for this	31-Jul-2016	Yes	The Estate Management team prioritise their contact/support with new tenants to take account of individual needs and potential tenancy failure and are working on a traffic light red/amber/green priority system.
		Develop and promote solutions for engagement via a range of channels including SMS/online/apps	31-Mar-2017	Yes	587 tenants have signed up to the SMS/E mail service for keeping in contact with the service. The Councils automated payment phone line service will be improved as part of the corporate telephony upgrade. The tenant mobile phone app is programmed to go live in April 2017 this will provide a flexible way for tenants to make contact with the service and make it easier to pay their rent using their phone.
		Explore staff training and development to promote understanding of the specific needs of particular groups eg younger tenants	31-Mar-2017	Yes	Staff have been trained on pre tenancy money advice, and can conduct a financial assessment pre tenancy and also at sign up. This then allows the service to understand individual needs and the level of support, money advice and staff visits required for specific groups of tenants to ensure that their tenancy does not fail.
		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	Yes	Knowsley Credit Union continue to provide loans to West Lanc's residents since launching in the Borough in September 2014. They are advertising the service provided from the Sandy Lane centre and saw increased activity over the Christmas period when they promoted services in the Skelmersdale Concourse. They continue to seek funding and will be requesting support through the Councils Community Revenue Fund. If this is successful it will support a pilot for loans to those residents on Universal Credit, Employment Support Allowance and higher risk and hard to reach groups.
<b>Status</b>		<b>Note</b>	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. This action is continued into the 2017/18 plan.		

Progress as at the end of Q4 (March 2017)