

MEMBER ITEM/ COUNCILLOR CALL FOR ACTION

APPENDIX B

**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY
COMMITTEE AGENDA - MEETING: 1 December 2016**

This form must be received by Member Services, 52 Derby Street, Ormskirk, before 12 noon on Friday 29 September 2017.

Any forms sent by fax should be sent to 01695 585082.

Please advise Member Services on 01695 585016 if at any time you wish to withdraw this item following receipt of further information or e-mail member.services@westlancs.gov.uk

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| Councillor: | Paul Cotterill |
| Subject: | Poor response from LCC on drainage complaint |
| <p>1. What are your reasons for requesting the item:</p> <p>Need to resolve both communication issues and address reasons for delay in response to fairly straightforward drainage problem</p> | |
| <p>2. What outcome would you wish to see following discussion of the item?</p> <p>a) Clarity on whether use of patch problem system (WLBC) is or is useful/useable for highways issues</p> <p>b) Representation from WLBC to LCC Highways about automating/otherwise delivering on promise to keep reporters of faults up to date on progress</p> <p>c) Understand reasons for apparent breakdown in assessment-works order-works implementation- review system in this case, with view to wider applicability ad change</p> | |
| <p>3. What have you already done to resolve this issue?</p> <p>a) Reported highways drain issue in Bickerstaffe Ward via patch problem system 28/07. Response 28/07 advising to go direct to LCC</p> | |

b) Reported to LCC 02/08 on web form which indicates progress will be notified. No such notification

c) Repeated follow up, with info provided about 'assessment' 12/08, "works ordered" 24/08, then apparent loss of process. Current position is that work will take place "soon"

d) My conclusion that this needs to be addressed formally as systems/resource issue, especially in context of LCC failing to deliver on promise of drainage schedule etc.

Potential means of pursuing an issue before resorting to a Member Item/CCfA:

- Raise Ward Issue as a 'Patch Problem'
- Discuss issue with an appropriate officer from the Council Service or Agency
- Discuss issue with an appropriate Cabinet member
- Raise the issue with partner agency, eg. Police, PCT, etc.
- Write formal letters on behalf of constituents
- Use official complaints procedure or other official route
- Put forward the issue as a topic for inclusion on an O&S work programme

The following are potential reasons why your Member Item/CCfA may not be considered further:

- The issue is an individual case
- You have not explored the issue fully and exhausted all avenues above
- A review into the general issue is included in an O&S work programme
- A petition is being submitted to the Council
- A complaint is being or has been submitted and the outcome is awaited
- A FOI request is being or has been made and the outcome is awaited
- Scrutiny of the issue is unlikely to result in improvements for local people
- The issue has been the subject of Executive Call In
- The issue has been the subject of a Council Motion / Question
- The issue is urgent and could be more speedily resolved by other means
- The issue is an 'excluded matter' (Constitution 18.3)

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| Received by: Member Services | | Date of Committee: 12 Oct 2017 | |
| Date: 29/9/17 | Time: 9.17am | Chief Executive Informed | <input type="checkbox" value="Y"/> |
| Head of Service informed | <input type="checkbox" value="Y"/> | Chairman informed | <input type="checkbox" value="Y"/> |
| Contact Officer informed | <input type="checkbox" value="Y"/> | Portfolio Holder informed | <input type="checkbox" value="Y"/> |