

Lancashire County Council

External Scrutiny Committee

Tuesday, 15th October, 2019 at 10.00 am in Committee Room 'B' - The Diamond Jubilee Room, County Hall, Preston

Agenda

Part I (Open to Press and Public)

No.	Item
-----	------

1.	Apologies
----	------------------

2.	Disclosure of Pecuniary and Non-Pecuniary Interests
----	--

Members are asked to consider any Pecuniary and Non-Pecuniary Interests they may have to disclose to the meeting in relation to matters under consideration on the Agenda.

3.	Minutes of the Meeting held on 16 July 2019	(Pages 1 - 6)
----	--	---------------

4.	Supporting vulnerable customers - Electricity North West	(Pages 7 - 28)
----	---	----------------

5.	Low Carbon Rapporteur Report and Chair's update
----	--

Verbal update.

6.	External Scrutiny Committee Work Programme 2019/20	(Pages 29 - 36)
----	---	-----------------

7.	Urgent Business
----	------------------------

An item of urgent business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Member's intention to raise a matter under this heading.

8. Date of Next Meeting

The next meeting of the External Scrutiny Committee will be held on Tuesday 26 November 2019 at 10am at County Hall, Preston.

L Sales
Director of Corporate Services

County Hall
Preston

Agenda Item 3

Lancashire County Council

External Scrutiny Committee

Minutes of the Meeting held on Tuesday, 16th July, 2019 at 10.00 am in Committee Room 'B' - The Diamond Jubilee Room, County Hall, Preston

Present:

County Councillor Edward Nash psc (Chair)

County Councillors

D Stansfield	B Dawson
A Ali	D Foxcroft
M Barron	Mrs L Oades
L Beavers	J Shedwick
S Clarke	B Yates
C Crompton	

County Councillor's Malcolm Barron, Bernard Dawson, Barrie Yates and Lorraine Beavers replaced County Councillor's Cosima Towneley, Gillian Oliver, Anne Cheetham and Tony Martin respectively for this meeting.

1. Apologies

There were no apologies.

2. Constitution: Chair and Deputy Chair; Membership; Terms of Reference

The report presented set out the constitution, membership, chair and deputy chair and terms of reference of the External Scrutiny Committee for the municipal year 2019/20.

Resolved: That;

1. The appointment of County Councillors Ed Nash psc and David Stansfield as Chair and Deputy Chair of the Committee for the remainder of the 2019/20 municipal year be noted;
2. The Membership of the Committee following the County Council's Annual Meeting on 23 May 2019 be noted; and
3. The Terms of Reference of the Committee be noted.

3. Disclosure of Pecuniary and Non-Pecuniary Interests

None were disclosed.

4. Minutes of the Meeting held on 16 April 2019

Resolved: That the minutes from the meeting held on 16 April 2019, be confirmed as an accurate record and signed by the Chair.

5. Interim rapporteur report: Lancashire Energy Strategy

The Chair provided an update to the Committee on his initial findings as rapporteur on the Lancashire Energy Strategy. A single slide presentation was also displayed during the meeting (a copy is set out in the minutes).

It was noted that following the government's requirement in 2009 to reduce carbon emission by 36% by 2020, Lancashire had already met this target. Yet there had been significant change in approach and technology during the last ten years which it was felt that the council needed to catch up with. Much work was being done across the county but not necessarily in a co-ordinated way. It was suggested that either a task and finish group be established to review this further or that additional members of the Committee be invited to assist in a rapporteur capacity to help bring everything together.

Resolved: That;

1. The interim rapporteur report be noted.
2. County Councillor Ed Nash psc continue to rapporteur on carbon reduction on behalf of the External Scrutiny Committee.

6. Electricity North West: Leading the North West to Zero Carbon

The Chair welcomed Helen Norris, Stakeholder Engagement and CSR Manager, Helen Boyle, Strategic Decarbonisation Manager, and Mike Taylor, Customer Engagement Manager and Strategic Projects from Electricity North West (ENW) who gave a presentation to the meeting. A copy of the presentation is set out in the minutes.

The presentation provided the Committee with an update on Electricity North West's leading the North West to Zero Carbon Emissions plan outlining their work for the next six months.

In response to questions it was confirmed that:

- Electricity North West's community energy fund known as 'Powering our Communities' was an annual project that would hopefully open again for bids around September/October 2019.
- Air source heat pumps whilst expensive to install, were cheaper to run and a more efficient form of energy. Incentives were also in place to encourage the uptake of renewable heat technologies amongst householders.
- More could be done to save electricity by reducing the use of lighting and using natural light more or using LED lights. A culture change was needed to ensure energy efficiencies were made by the end user. It was

highlighted that using less equalled more capacity on the network which in turn meant that more could happen.

- On how Electricity North West communicated with small businesses and end users to start the transition, the Committee was informed that they were looking to build a strategic dialogue with the larger stakeholders, such as the county council to discuss how they could help and support them to get the information out there and to filter the information down. More engagement at grass roots level was needed.
- Solar will generally pay for itself within five years. Electricity North West was looking for businesses to encourage solar uptake on rooftops.
- Headroom was created in the network from previous initiatives successfully completed by Electricity North West. Electricity North West had also forecasted the impact onto the network from the uptake of Electric Vehicles and other technologies. Further information on the possible constraints was set out in their 'Distributed Future Energy Scenarios' document.
- By controlling the voltage on the network, the 'Smart Street' grid side energy efficiency project would help to create capacity on the network and provide a saving for the customer.
- Work was underway to set the framework for the next price control period which was due to start on 1 April 2023, and would likely run for five years.

The Committee noted that a representative from the county council was needed to sit on Electricity North West's Sustainability Advisory Panel, to help deliver their role in the transition to low carbon.

The Committee in formulating recommendations raised the following suggestions:

- A need to influence district councils to implement low carbon technology conditions on planning applications.
- Explore partnership working opportunities to establish a community heat network.
- Hold a green summit for Lancashire and possibly with Cumbria.
- The county council to lead by example.
- Invite appropriate representatives from the Lancashire Enterprise Partnership, Lancashire Renewables Ltd, Lancashire Energy HQ and the county council's energy team to future scheduled meetings of the Committee.
- County Councillor Ed Nash psc to continue as rapporteur on behalf of the Committee and report back on low carbon technology and legislation.

The Committee also noted that the Cabinet Committee on Climate Change and the Environment and a Cabinet Working Group on Energy and Environment had been disestablished.

Resolved: That;

1. The Cabinet Member for Economic Development, Environment and Planning give consideration to holding a Green Summit in Spring 2020.
2. The Cabinet give consideration to the establishment of a Cabinet Committee on Carbon Reduction.
3. The new Chair of Lancashire Enterprise Partnership Limited be invited to a future meeting of the External Scrutiny Committee to explain the new Lancashire Energy Strategy and activities arising from the key findings.
4. Representatives of Lancashire Renewables Limited, Lancashire Energy HQ and the County Council's Energy Team be invited to attend a future meeting of the External Scrutiny Committee to explain the work they are undertaking in relation to low carbon technology.
5. Working through the Lancashire Leaders, all district councils and the unitary authorities across Lancashire be encouraged to make carbon reduction a consistent factor in all planning applications and local plans; and adopt a checklist of low carbon technologies to include but not limited to solar, electric vehicle charging points (including wireless) and heat source pumps.
6. County Councillor Ed Nash continue to function as a rapporteur and report back at the next scheduled meeting of the External Scrutiny Committee on findings relating to low carbon technology and legislation.

7. Chair's update

The Chair provided an update to the Committee on the progress made by the Flood Risk Management and Preparedness task and finish group.

It was reported that the task and finish group had met on 10 June 2019 with United Utilities to discuss the adoption of Sustainable Drainage Systems amongst other aspects. In addition a scrutiny inquiry session was held on 8 July to review the future of Flood Action Groups (FIAG) across Lancashire.

It was noted that the Committee had received a response from its letter dated 7 June 2018 to the Rt Hon James Brokenshire MP, regarding adding water companies as statutory consultees on planning applications. The Committee was informed that the response indicated that local planning authorities could add water companies to a locally specific list of 'non-statutory' consultees. It was suggested that the Committee should write out to all of Lancashire's district councils to advise them to ensure that the relevant water companies are included as a non-statutory consultee for their planning applications. It was also suggested that the Flood Risk Management and Preparedness task and finish group be asked to review the response in further detail and to determine whether a further letter be written to the Secretary of State.

Resolved: That,

1. The update be noted.
2. The Flood Risk Management and Preparedness task and finish group be asked to review the response from the Secretary of State and to determine how to proceed.

8. External Scrutiny Committee Work Programme 2019/20

The report presented set out the External Scrutiny Committee's Work Programme for the municipal year 2019/20.

It was noted that the Flood Risk Management and Preparedness task and finish group report would hopefully be presented to the next scheduled meeting of the Committee on 15 October 2019.

Resolved: That, the report be noted.

9. Urgent Business

There was no item of Urgent Business.

10. Date of Next Meeting

The next meeting of the External Scrutiny Committee would take place on Tuesday 15 October 2019 at 10.00am in Cabinet Room B (The Diamond Jubilee Room) at the County Hall, Preston.

L Sales
Director of Corporate Services

County Hall
Preston

External Scrutiny Committee

Meeting to be held on Tuesday, 15 October 2019

Electoral Division affected:
(All Divisions);

Supporting vulnerable customers - Electricity North West

(Appendix A refers)

Contact for further information:

Gary Halsall, Tel: (01772) 536989, Senior Democratic Services Officer (Overview and Scrutiny), gary.halsall@lancashire.gov.uk

Executive Summary

Jo Crinson, Head of Customer Contact; Jill Hendry, Welfare Engagement and Partnership Lead; and Helen Norris, Stakeholder Engagement and Responsibility Framework Manager from Electricity North West will attend the meeting to present on their work to support vulnerable customers. A copy of the presentation is set out at appendix A.

Recommendation

The External Scrutiny Committee is asked to formulate recommendations on:

1. How the County Council might help promote the Priority Services Register.
2. Additional ways to reach vulnerable and isolated people.

Background and Advice

The External Scrutiny Committee at its meeting held on 5 March 2019, received a presentation by Electricity North West on investment, customer service and low carbon technology activity. At that meeting reference was made to the maintenance of their Priority Services Register and the work they do with a number of organisations to support vulnerable customers including those who are medically dependent on electricity. Following this meeting a request was made to Electricity North West to attend a future meeting of the External Scrutiny Committee to present in further detail the work they are doing to support vulnerable customers. A copy of the presentation to be delivered at the meeting is set out appendix A.

The External Scrutiny Committee is asked to formulate recommendations on how the County Council might help promote the Priority Services Register and any additional ways to reach vulnerable and isolated people.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

The presentation set out at appendix A represents the views of Electricity North West and are not those of Lancashire County Council.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Tel
-------	------	-------------

None

Reason for inclusion in Part II, if appropriate

N/A

**electricity
north west**

Bringing energy to your door



Lancashire County Council Scrutiny Committee

Supporting Vulnerable Customers

Jo Crinson

15 October 2019

Stay connected...



www.enwl.co.uk



- Provide a background to the Welfare Team and the Priority Services Register
- Introduce the view of Lancashire from our Social data Mapping Tool
- Working together to promote the register – current activity
- Key partners in Lancashire – trusted third parties
- Current projects – SME register and single PSR utilities register
- To consider how the county council can help promote the PSR
- Consider additional ways to reach vulnerable and socially isolated people

Development of an appropriate welfare service



It's the right thing to do:

- Know who our vulnerable customers are and have up-to-date information about them and their needs
- Provide customers with the appropriate protection during a power cut
- Help our customers and communities to build their energy resilience on a sustained basis

2016

- Team created to establish the best way to support customers who need 'extra help'
- Data base established

2017

- Team embedded into the contact centre
- Processes developed to deliver
- Partnerships increased
- Fuel poverty support commenced
- Fuel Efficiency Program developed

2018

- Performance and services expanded and improved
- Vulnerable customer benchmarking
- Data sharing
- Team expanded
- Partnerships reviewed and refreshed
- Improved account management

2019

- External service reviews
- Partnership structures strengthened
- Enhanced dementia awareness and training delivered
- Data mapping to understand regional needs
- Data cleansing activities
- Record deletion
- Improved hot food provision
- 'On the Go' contracts and food direct delivery services

Priority Services Register - 'no one left behind'



33% of the most deprived areas in the UK are in the North West

Who are the Welfare Team in Customer?

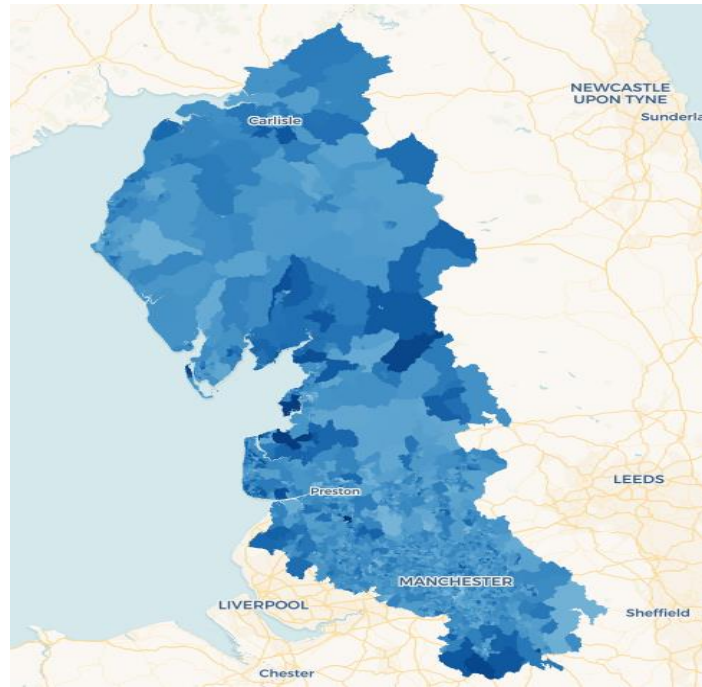
15% of the resource in CCC is dedicated to
Proactive communications
Specialist referrals
Extra support for vulnerable customers

Around 844,000 Customers

1,555,000 Registered Vulnerabilities
Around 25% of the households on our customer database are PSR
84% Urban & 16% Rural
17% of Households in our area are Fuel Poor

Is everybody at the address ok?

Does any one need any additional help, or have a medical dependency on electricity, or need any extra support?



Targeted PSR recruitment drives informed by social data mapping and expert partner referrals

Customer service



We are committed to providing the highest quality of customer service for our region.

Our Priority Services Register (PSR) provides additional support to customers who may need extra assistance during a power cut. Our dedicated welfare team provide customers with regular updates and advice to keep them safe and comfortable until the power is restored.

In North Cumbria we have over 170,000 customers and 58,000 of these are registered on our PSR. This accounts for 34% of all customers in North Cumbria and 7% of PSR customers in the North West.



Our Priority Services Register is a free service and benefits include:

 Regular updates	Receive updates about the services we offer, including if there is a power cut in your area.
 Helpful advice	We can provide you with helpful advice to help reduce your household bills, including tariff and benefit checks.
 Nominated contact	Nominate a friend or family member for us to keep updated in the event of a power cut.
 Weather updates	Receive text message weather alerts.
 Password sign up	Register a unique password so if we ever need to visit you at home you feel safe knowing we are who we say we are.

For more information and to sign up visit www.enwl.co.uk/priority



Enhanced communications for customers in faults and planned works

Understanding and advice, Braille and large font

Referrals to experts partners & local support agency introductions

Fuel efficiency advice including tariff switching

Alternative accommodation available

Work with local resilience groups to provide assistance on the ground

Provision of warm drinks and food

Password schemes, knock and wait

Increased and improved catering provision for large planned interruptions or high impact faults

More mobile units which can relocate IN fault situations

Smaller units that have access to more areas

More choice of food types and providers

Local mobile providers that are quicker to respond and arrive

Just Eat Vouchers

Can be used in volume and for individuals

Quick and easy for customers to use

Valid for 12 months and customers can keep the change

On The Go Contracts

Local providers on site and on supply

What does our region actually look like?



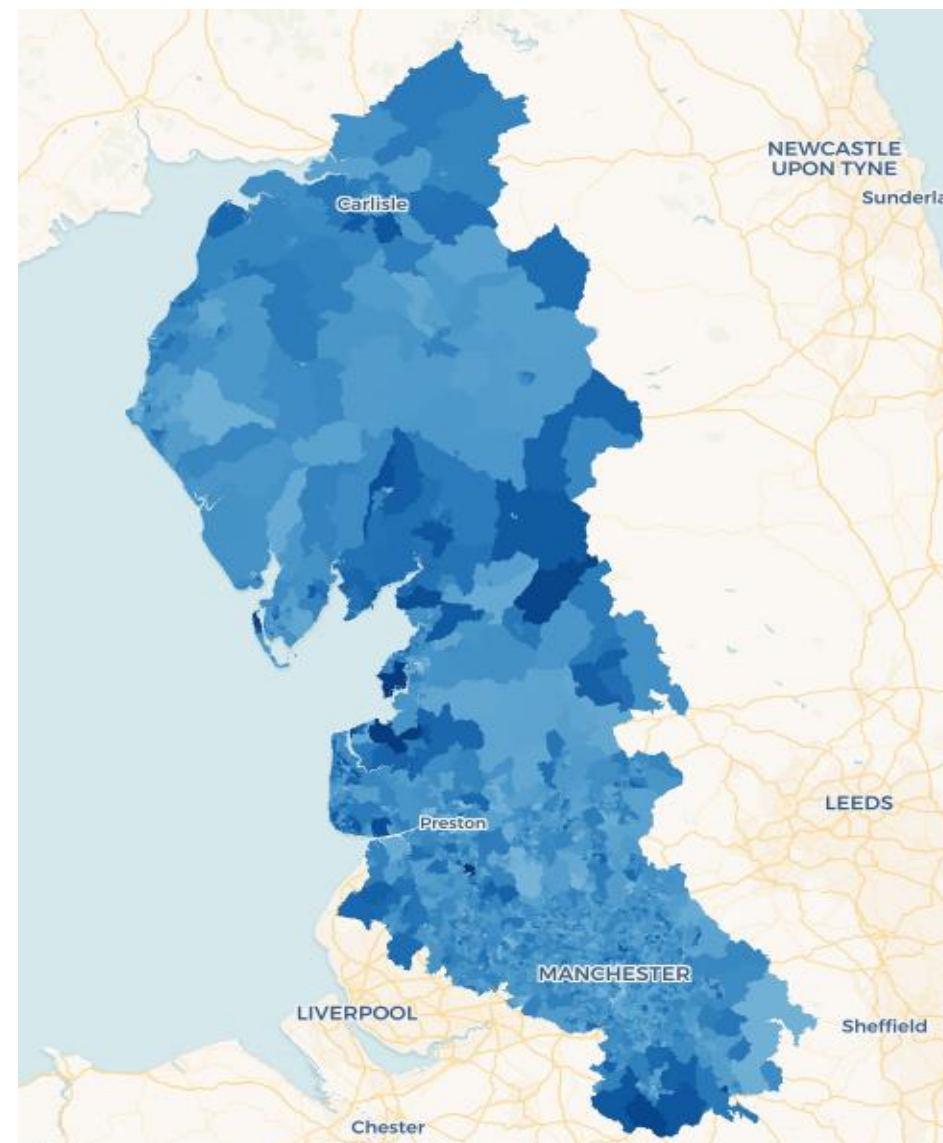
Understanding what our customers need to create the right solutions and support.
The more accurate our PSR, the better more we understand



Social Data Mapping Tool – what do we know about Lancashire ?



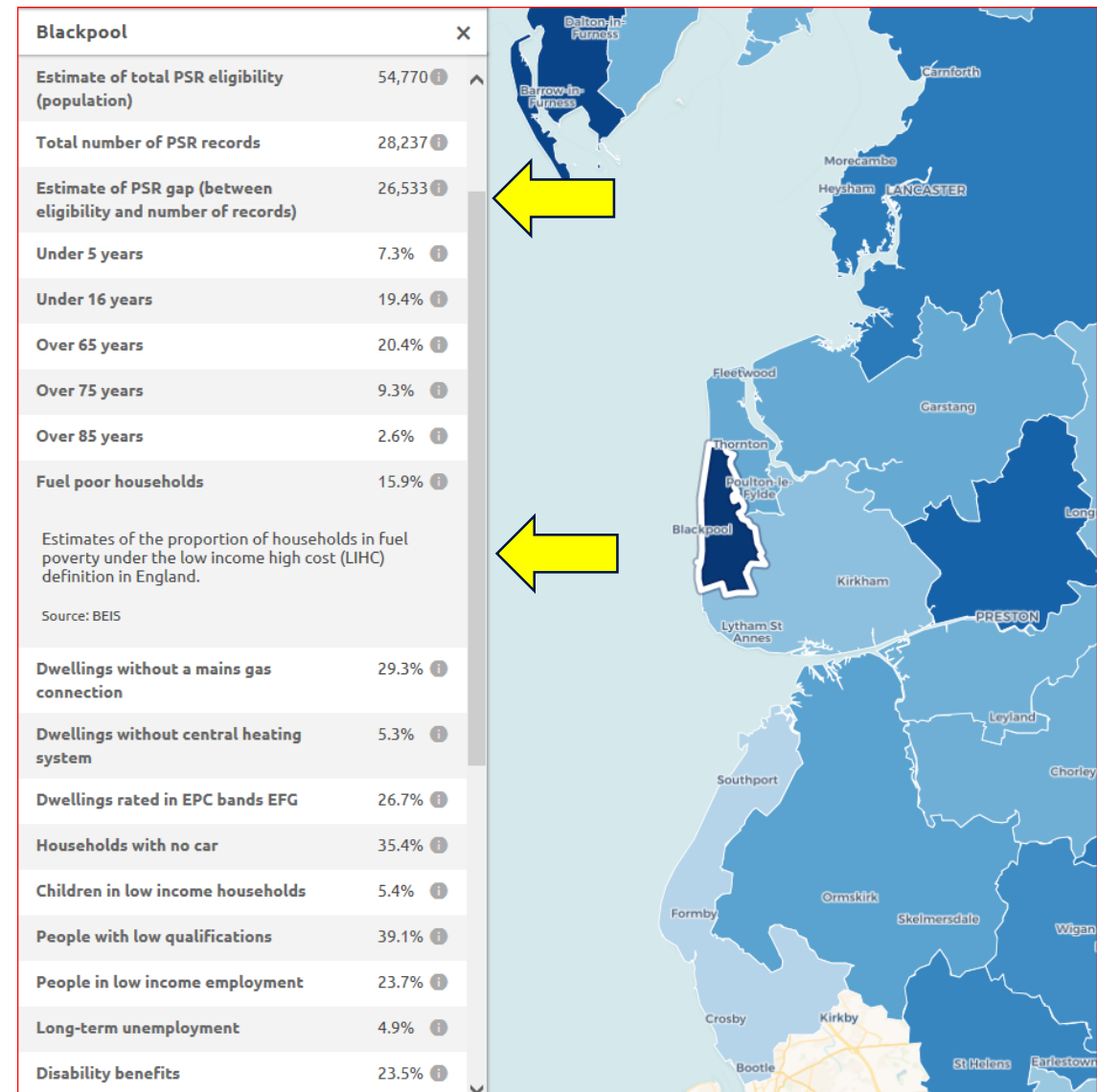
- In order to understand our customers better we have invested in a social data mapping tool
- The tool that we have implemented is a heat map of the North West Indices of Deprivation within a Lower Super Output Area (LSOA)
- The LSOA are designed to be similar in size by 1,500 residents or 650 households
- The Indices illustrate characteristics of vulnerability:
 - Income and fuel poor properties
 - Quality of housing stock
 - Homes without gas
 - Education & employment
 - Health, mobility and disability
 - Cold homes
 - Barriers to amenities and services
 - Age and marital status



Detail of the area



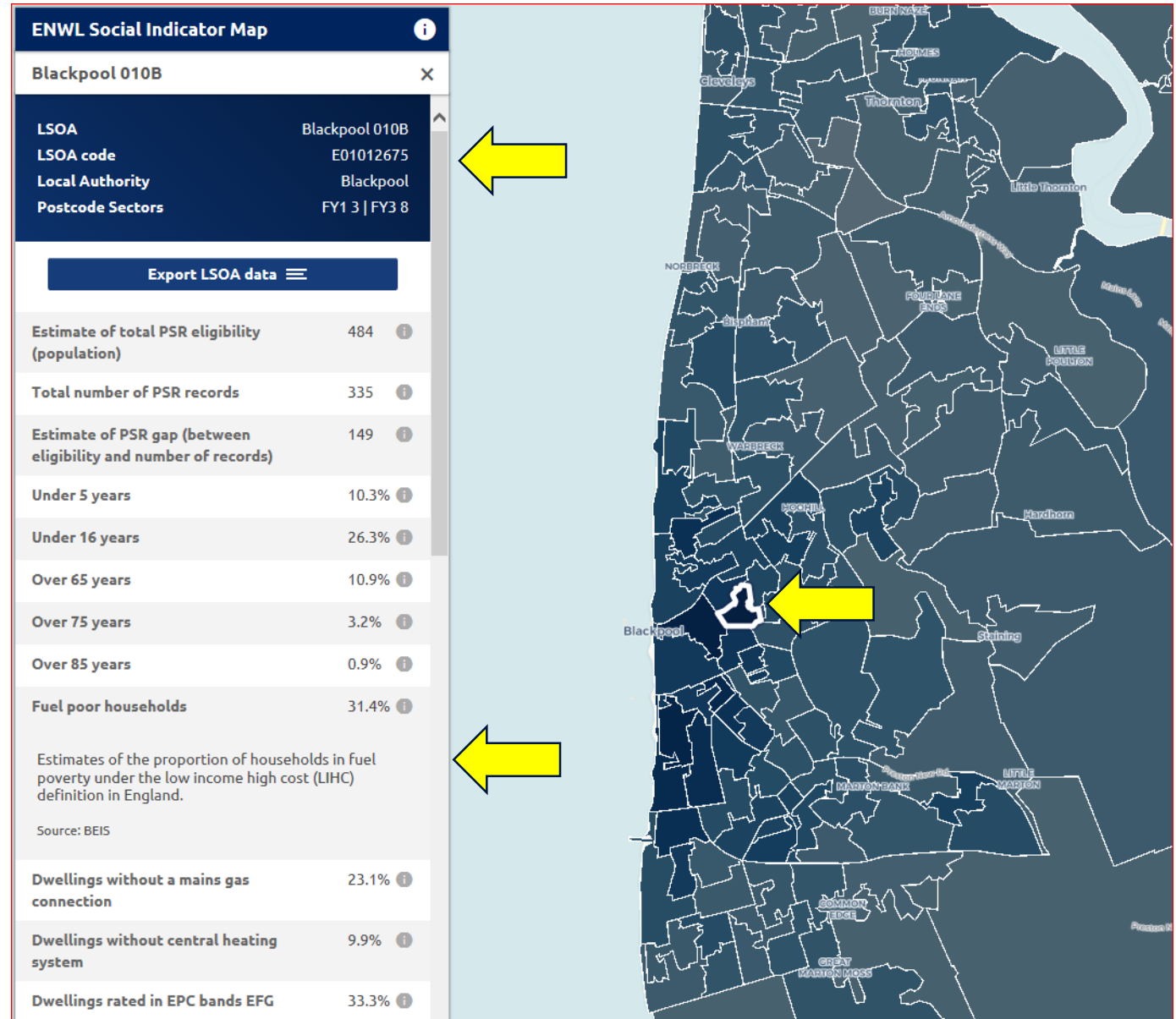
- Before looking at LSOA, we can view the distribution of any indices across Local Authority.
- This spread is visible through the use of a blue colour scale. The intensity of the blue is determined relative to the values of the surrounding regions – dark blue indicates a relatively high value, light blue indicates a relatively low value.
- In this example, we will look at fuel poor households in Blackpool.
- The percentage of households in Blackpool that are classified as fuel poor sits at 15.9%. We can see from the intensity of the blue colour on the Blackpool area that this is higher than the surrounding regions.
- We can also see the gap between PSR eligible customers and PSR registered customers for the area (26,533).
- As a percentage, 51.6% of PSR eligible customers are registered.



Detail of the area



- The data can be filtered down as granular as the LSOA.
- This allows us to identify the areas within a Local Authority that are having more of an influence on the criteria under observation.
- The area highlighted here indicates that an estimated 31.4% of the households are fuel poor – the highest percentage in Blackpool.
- We're able to see the postcode sectors within this LSOA. The tool is able to provide full postcodes of an area if required.



Fuel poverty across the region...



- To truly understand fuel poverty across the 37 Local Authorities in our network, we compared the fuel poor social indicator against the social indicators for properties with no central heating and with EPC bands rated EFG.
- The percentage of each social indicator was banded into deciles relative to all the Local Authorities being assessed.
- The sum of the 3 deciles was calculated to form an index (“Combined Decile”) and then sorted from highest to lowest.
- A rank was attributed to the score (from 1-37 for each Local Authority) and the top 10 (11 due to joint scoring) can be seen below. Local Authorities that may be of interest have been highlighted for easier reference.

Blackpool featured in deciles 10, 10, and 9 (out of 10) across the 3 social indicators. It was ranked joint number 1 priority within our network alongside Barrow-in-Furness for fuel poverty.

Local Authority	Percentage			Decile			Ranking	
	Fuel Poor	No Central Heating	Dwellings rated in EPC bands EFG	Fuel Poor	No Central Heating	Dwellings rated in EPC bands EFG	Combined Decile	Priority Rank
Blackpool	15.9%	5.3%	26.7%	10	10	9	29	1
Barrow-in-Furness	15.3%	7.5%	27.9%	10	10	9	29	1
Pendle	16.1%	5.5%	24.8%	10	10	8	28	3
Burnley	15.1%	4.5%	23.5%	9	9	7	25	4
Lancaster	13.0%	4.3%	25.7%	8	9	8	25	4
Hyndburn	14.1%	5.0%	19.0%	9	10	6	25	4
Manchester	16.2%	3.0%	20.6%	10	7	7	24	7
Eden	11.2%	4.0%	30.8%	4	8	10	22	8
Allerdale	12.3%	3.0%	24.3%	7	7	8	22	8
Blackburn with Darwen	14.4%	3.6%	16.8%	9	8	4	21	10
Preston	14.1%	4.2%	16.4%	9	9	3	21	10



Blackpool Council

- LCC are a trusted partner of ENWL, we work with them to support the Cosy Homes in Lancashire project.
- Connect4U's source and secure funding to enable the work of Cosy Homes In Lancashire (CHiL). CHiL access energy efficiency grants, affordable heating solutions, energy advice and support on a range of money saving energy measure for Lancashire residents.
- The project is specifically targeted at those areas with high fuel poverty, Lancaster, Blackpool, Burnley, Preston, Pendle and Hyndburn

- Blackpool Council promote the ENWL Priority Services Register at every opportunity.
- An active member of the ENWL Advisory Panel
- Proactive in extending invitations to ENWL to events in Blackpool to raise the awareness of the PSR



- Lancashire Fire and Rescue - distribute leaflets to customers when they are delivering fire prevention checks



- Burnley Boys and Girls Club
- A Youth and Community centre for all young people inclusive of all genders, race and abilities between the ages of 6 to 21
- Eco Warriors are an active part of the youth centre focused on engaging the community with fuel efficiency tips and awareness of the ENWL PSR



- Lancashire Resilience Forum Community Resilience Sub Group – invited by Joanne Latham (LCC) to present the PSR

- East Lancashire Community Focus, in partnership with Electricity North West, is a volunteer led programme available in Burnley, Pendle, Rossendale, Hyndburn, and the Ribble Valley. The scheme pairs people who feel isolated, or lonely, or who struggle to get involved in their community, with a volunteer who will create a bespoke support plan with them



- Kashmir Youth Project is an independent charity dedicated to the development and economic regeneration of the communities of Rochdale.
- KYP are trusted partners for the Kashmir Community in Rochdale; a hard to reach and vulnerable community for many reasons.



- The business priority register has been created on the back of customer feedback
- The register launched late May 2019
- One of the benefits for business customers is they will receive 30 notices of a PSI
- You can identify any business customers using the on line dashboard
 - This works in the same way as the Vulnerable Priority Services Register with the added benefit to identify which property is a business
 - Any questions about the dashboard, copy of leaflets etc contact ella.stafford@enwl.co.uk

Electricity north west
Bringing energy to your door

Business priority services

We offer this service for FREE to help reduce the impact of power cuts on our business customers.

We're here to make sure your business has the information and support it needs should you ever experience a planned or unplanned power cut.

What support can you expect?

- We will provide you with 30 day's notice of a planned power cut via a leaflet with a reminder via SMS or email 48 hours before.
- We will make every effort to prevent the planned works being cancelled.
- Advice and guidance on obtaining generators and other ways of preparing for a planned or unplanned power cut.
- We'll always work as quickly as possible to restore your electricity.
- You'll be kept up to date of any changes to timings our engineers make us aware of.
- Sometimes we may need to access your land to complete the works and will contact you in advance to discuss further and make suitable arrangements.
- Working with the business community we will take steps to avoid planned work at times that could be the most disruptive.
- If there is an unplanned power cut in your area, we will send you proactive updates.

Sign up for free support:
www.enwl.co.uk/power-cuts/business-priority-services/business-priority-form

The graphic includes images of a woman in a cafe and two men in a shop, illustrating business customers.



- ENWL & United Utilities data share PSR registrations
- Intention to remove barriers to registration and assist customers in getting all the help they need
- Industry leading initiative
- Set the bar for all Water and Energy Companies to share data and create ‘the single PSR’
- ENWL are major contributors to the development of ‘the single PSR’
- Current challenges:
 - the format of data collection and storage
 - System adoption or creation/development



- Owing to our continued investment in the networks, faults are thankfully rare . However, as an additional commitment to these vulnerable customers we planned to increase reliability even further in the 2015-2023 period.
- We identified 56 hospitals connected to our high voltage (HV) network and 87 distribution substations, each providing power to 50 or more vulnerable customers as targets for improvement
- We successfully completed the planned programme in 2018 delivering enhancements through installation of the latest automation technology alongside several local network reconfigurations.
- In the rare event of a fault on the network causing loss of supply to these customers, electrical supplies will immediately transfer to alternative supply points, thus reducing the duration of any supply disruptions to just a handful of seconds.
- 47 of the substations were located in our Lancashire operating area. We invested £1m to improve supplies at these sites to 2,818 vulnerable customers, and 19,786 customers overall.
- 20 of the hospitals were located in Lancashire.



- We successfully completed the planned programme in 2018.
- In the rare event of a fault on the network causing loss of supply to these customers, electrical supplies will immediately transfer to alternative supply points, thus reducing the duration of any supply disruptions to just a handful of seconds.
- These enhancements have been achieved by installation of the latest automation technology alongside several local network reconfigurations.
- 47 of the substations were located in our Lancashire operating area. We invested £1m to improve supplies at these sites to 2,818 vulnerable customers, and 19,786 customers overall.
- 20 of the hospitals were located in Lancashire.



- Hospitals in Lancashire benefitting from the programme;

NAME	SITE	Area	Primary
MORECAMBE BAY HOSPITALS NHS TRUST	ROYAL LANCASTER INFIRMARY ASHTON RD LANCASTER	Lancaster	Spring Gdn St - 609906
EUXTON HOSPITAL	WIGAN RD CHORLEY PR7 6DY	Chorley	Woodfield Road
BLACKPOOL & FYLDE HOSPITALS NHS TRUST	PERSHORE RD LYTHAM ST ANNES	Blackpool	Ansdell
CHORLEY & DISTRICT GENERAL HOSPITAL	PRESTON ROAD CHORLEY	Chorley	Woodfield Road
SOUTHPORT & ORMSKIRK HOSPITALS	WIGAN RD ORMSKIRK	Chorley	Ormskirk
SPIRE FYLDE COAST	ST WALBURGES RD FY3 8BP	Blackpool	Cecil St
ACCRINGTON VICTORIA HOSP	HAYWOOD RD ACCRINGTON BB5 6AS	Rawtenstall & Accrington	Hyndburn Rd
East Lancashire Hospitals NHS Trust	Burnley General, Casterton Ave, Burnley	Burnley & Nelson	Burnley GSP
BLACKPOOL & FYLDE HOSPITALS NHS TRUST	FLEETWOOD HOSPITAL PHAROS ST FLEETWOOD	Blackpool	Copse Rd
BEARDWOOD HOSP	PRESTON NEW RD BLACKBURN BB2 7AE	Blackburn	Griffin
FULWOOD HALL, HOSPITAL	MIDGLEY LANE PR2 9SZ	Preston	Preston East Pry
LYTHAM HOSPITAL	LYTHAM ST ANNES FY8 5EE	Blackpool	South Pk
ERIC WRIGHT GROUP	PCT HEALTH CENTRE, 150-158 WHITEGATE DRIVE	Blackpool	Preston Old Rd
BLACKPOOL PRIMARY CARE TRUST	STONEHILL AVENUE, BLACKPOOL	Blackpool	Squires Gate
BLACKPOOL PRIMARY CARE TRUST	MEDICAL & LEISURE CENTRE, BRISTOL AVE	Blackpool	Bispham
WHELLEY HOSP	BRADSHAW ST WIGAN WN1 3XD	South Lancs	Gidlow
PENNINE ACUTE HOSPITALS NHS TRUST	FAIRFIELD GENERAL HOSPITAL BURY	South Lancs	Heywood
BOLTON HOSPITALS NHS TRUST	ROYAL BOLTON HOSPITAL MINERVA ROAD FARNWORTH BOLTON	South Lancs	Campbell St
WRIGHTINGTON WIGAN & LEIGH NHS TRUST	HALL LANE APPLEY BRIDGE WIGAN	South Lancs	Standish
ST ANNES HOSPICE	PEEL LANE MANCHESTER M28 0FE	South Lancs	Little Hulton

How could support from LCC generate more from ENWL for the region?



Building the trust through recognised agencies promoting the PSR

Signpost ENW to suitable teams to collaborate with

- Private and social housing teams
 - PSR leaflets in move in packs
 - Pass move in/move out details
- Benefits advice teams
 - Advocate PSR sign up
 - Pass on fuel efficiency info
- Blue Badge Teams
 - Advocate PSR sign up

WHO ELSE SHOULD WE BE WORKING WITH?

Networking and spreading the word with the right agencies

Display Posters & PSR leaflets in:-

- Mobile and static libraries
- Walk in surgeries, waiting rooms
- Council offices/depots
- Hyperlinks of websites
- Letter campaigns or communications

Where are the conversations we should be in?

- Events
- Conferences
- Surgeries
- Energy awareness days
- Magazine articles
- Newsletters
- Social media

Educate key staff on the benefits of the PSR so they can be ambassadors e.g. Social and health care workers, librarians etc

How could working together create more support?



Signpost to:
<https://www.enwl.co.uk/power-cuts/priority-services-register/register-as-a-priority-customer>

Support/promote introductions to care teams within LCC to create a network of 'trusted partners'

Educate key staff on the benefits of the PSR so they can be ambassadors e.g. Social and health care workers, librarians etc

Work together to target vulnerable groups so that more of your constituents get the many benefits of the PSR

Facilitated links to the right health, wellbeing and social care teams would really help ENWL spread the word and get more people on the PSR



External Scrutiny Committee

Meeting to be held on Tuesday, 15 October 2019

Electoral Division affected: None;

External Scrutiny Committee Work Programme 2019/20

(Appendix 'A' refers)

Contact for further information:

Gary Halsall, Tel: (01772) 536989, Senior Democratic Services Officer (Overview and Scrutiny), gary.halsall@lancashire.gov.uk

Executive Summary

The themed work programme for the External Scrutiny Committee is presented at appendix 'A'.

Recommendation

The External Scrutiny Committee is asked to note and comment on the report.

Background and Advice

A statement of the work and potential topics to be undertaken and considered by the External Scrutiny Committee for the remainder of the 2019/20 municipal year is set out at appendix 'A'. The work programme is presented to each meeting for information.

The work programme for 2019/20, will feature a themed approach to some of the Committee's work on climate change and low carbon energy. This follows a resolution by Full Council at its meeting on 28 February 2019, in relation to the Notice of Motion to declare a climate emergency; and an agreement between the Chairs of the External and Internal Scrutiny Committees for this Committee to act on Full Council's call to review the council's operations and to help identify how the council's activities might be made net-zero carbon by 2030.

The work programme is a work in progress document.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

This report has no significant risk implications.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Tel
-------	------	-------------

None

Reason for inclusion in Part II, if appropriate

N/A

External Scrutiny Committee Work Programme 2019/20

The External Scrutiny Committee Work Programme details the planned activity to be undertaken over the forthcoming municipal year through scheduled or extraordinary Committee meetings, task group, events and through use of the 'rapporteur' model.

The items on the work programme are determined by the Committee following the work programming session at the start of the municipal year in line with the Overview and Scrutiny Committees terms of reference detailed in the County Council's Constitution. This includes provision for the rights of County Councillors to ask for any matter to be considered by the Committee or to call-in decisions.

Coordination of the work programme activity is undertaken by the Chair and Deputy Chair of all of the Scrutiny Committees to avoid potential duplication.

In addition to the terms of reference outlined in the [Constitution](#) (Part 2 Article 5) for all Overview and Scrutiny Committees, the External Scrutiny Committee will:

1. Review and scrutinise issues, services or activities carried out by external organisations including public bodies, the voluntary and private sectors, partnerships and traded services which affect Lancashire or its inhabitants, and to make recommendations to the Full Council, Cabinet, Cabinet Members, Cabinet Committees or external organisations as appropriate.
2. Review and scrutinise the operation of the Crime and Disorder Reduction Partnership in Lancashire in accordance with the Police and Justice Act 2006 and make reports and recommendations to the responsible bodies as appropriate
3. In connection with 2. above, to require an officer or employee of any of the responsible bodies to attend before the Committee to answer questions
4. Co-opt additional members in accordance with the Police and Justice Act 2006 if required, and to determine whether those co-opted members should be voting or non-voting
5. Review and scrutinise the exercise by risk management authorities of flood risk management functions or coastal erosion risk management functions which may affect the local authority's area

The Work Programme will be submitted to and agreed by the Scrutiny Committees at each meeting and will be published with each agenda.

The dates are indicative of when the External Scrutiny Committee will review the item, however they may need to be rescheduled and new items added as required.

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
Electricity North West	Leading the Way to Zero Carbon	Committee	Helen Norris, Helen Boyle, and Mike Taylor, ENW	16 July 2019		
Electricity North West	Vulnerable Customers and the priority services register	Committee	Helen Norris, Jo Crinson and Jill Hendry, ENW	15 October 2019		
Universal Credit	Dealing with people in Lancashire (https://www.lancashire.gov.uk/lancashire-insight/economy/income-earnings-and-benefits/universal-credit/ https://www.lancashire.gov.uk/lancashire-insight/economy/income-earnings-and-benefits/claimant-count-figures/)	Committee	Tbc, Department for Work and Pensions, Joanne Barker, Welfare Rights Manager, LCC	tbc		
Lancashire Renewables Ltd	Energy from waste	Committee	Paul Brindle, General Manager, Lancashire Renewables and Steve Scott, Head of Waste Management, LCC	26 November 2019		

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
Lancashire Energy Strategy	Activities arising from the key findings of the Strategy	Committee	Chair of LEP, Andy Walker, LCC	26 November 2019		
Strengthening flood risk management and preparedness in Lancashire	Task and finish group report	Committee	CC Matthew Salter and Gary Halsall, LCC	26 November 2019		
Transport for the North (TfN)	Outcome of the trans-pennine road study	Committee	Robin Miller-Stott, TfN and Highways England	21 January 2020		
LCC Carbon Plan/Internal Energy and Water Management Policy	Policy development and energy performance of LCC buildings	Committee	Denise Jepson, Energy Team Manager, LCC, Electricity North West, Lancashire Renewables (CEO), Npower, Total Gas and Power, Heat network	21 January 2020		
Community Safety Partnerships	Outcome of the review of Community Safety Partnerships and Governance Arrangements	Committee	Debbie Thompson and Clare Platt, LCC	21 January 2020		

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
Lancashire Energy HQ	Education and training	Committee	Bev Robinson, Principal and Chief Executive	21 April 2020		
United Utilities	Renewable energy - biogas, solar panels, hydro- and wind turbines on water and wastewater sites across the North West/Lancashire.	Committee	Chris Matthews (tbc), United Utilities	21 April 2020		
Task and finish groups						
Strengthening flood risk management and preparedness in Lancashire	To bring together the expertise of all flood risk management authorities, local flood and emergency response groups, and residents to better understand how the County Council as Lead Local Flood Authority and all other flood risk management authorities can better support residents to: - be prepared for flooding; - respond to flooding; - recover from flooding; and - understand what we can do together to reduce flood risk.	Task and finish group	LCC, Environment Agency, United Utilities, Flood action groups	Task and finish group report presented at 26 November 2019 meeting		

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
Rapporteurs						
Universal Credit	Bite size briefing: Universal Credit full service roll out in Lancashire	Rapporteur (CC G Oliver)	Joanne Barker, Welfare Rights Manager, Health, Equity, Welfare and Partnerships, LCC	5 March 2019	Report circulated to Committee in March 2019. Invite representative from DwP to present on dealing with people in Lancashire	
Low Carbon and the Lancashire Energy Strategy	To determine how the Lancashire Energy Strategy can be progressed. Low carbon technology and legislation	Rapporteur (CC E Nash)	Andy Walker, Economic Development Service, LCC and Electricity North West tbc	16 July 2019 15 October 2019	-	Completed In progress
Green Summit						
Lancashire and Cumbria Green Summit?				Spring 2020 (27 March?)		

Other topics to be scheduled:

- Co-ordination of roadworks across Lancashire – LCC, utility companies and housing developers
- Quality of works/repairs on highways by utility companies
- Natural Energy Wyre, Halite Energy, Ecotricity, [Future Biogas](#) [Energy Summit March 2020]
- Follow the council pound (Rachel Tanner Head of Procurement)
- HS2