

Lancashire County Council

External Scrutiny Committee

Tuesday, 17th November, 2020 at 10.00 am in Skype Virtual Meeting - Skype

Agenda

Part I (Open to Press and Public)

No.	Item
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1.	Apologies
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2.	Disclosure of Pecuniary and Non-Pecuniary Interests
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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 31 July 2020	(Pages 1 - 4)
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4.	Chair's update
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Verbal update

5.	Decarbonisation pathway for Lancashire	(Pages 5 - 18)
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6.	Universal Credit: Citizens Advice in Lancashire - the impact of Covid 19	(Pages 19 - 36)
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7.	Overview and Scrutiny Work Programme 2020/21	(Pages 37 - 42)
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8.	Urgent Business
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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.

9. Date of Next Meeting

The next scheduled meeting of the External Scrutiny Committee will be held on Tuesday 12 January 2021 at 10am.

County Hall
Preston

L Sales
Director of Corporate Services

Lancashire County Council

External Scrutiny Committee

Minutes of the Meeting held on Friday, 31st July, 2020 at 10.00 am in Skype Virtual Meeting - Skype

Present:

County Councillor Edward Nash PSC (Chair)

County Councillors

D Stansfield	B Dawson
I Brown	T Martin
J Burrows	G Oliver
S Clarke	J Shedwick
C Crompton	P Steen

County Councillor Bernard Dawson replaced County Councillor Azhar Ali for this meeting.

The Chair welcomed County Councillors Ian Brown and Peter Steen as new members of the committee, replacing County Councillors Anne Cheetham and David Foxcroft permanently.

Also in attendance were County Councillors Erica Lewis and Matthew Salter.

1. Apologies

Apologies were received from County Councillor Liz Oades.

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

Resolved: That the appointment of Chair and Deputy Chair; the membership of the committee and the terms of reference, as presented, be noted.

3. Disclosure of Pecuniary and Non-Pecuniary Interests

County Councillor Stephen Clarke declared a non-pecuniary interest in Item 6 as he was the Lead Member for Flooding.

4. Minutes of the Meeting held on 25 February 2020

Resolved: That the minutes from the meeting held on 25 February 2020, be confirmed as an accurate record and signed by the Chair.

5. Chair's update

The Chair pointed out to members that the External Scrutiny Committee should consider what it could achieve prior to the next election in 2021. It was reported that the committee prior to the pandemic had been focussing on three distinct themes being:

- Flood risk management.
- Universal Credit and the effects of it on the people of Lancashire.
- Low carbon energy.

Going forward, the Chair suggested that the committee should continue to review these matters as potentially single item agendas to encourage a debate and formulating recommendations on these important issues.

Resolved: That the update be noted.

6. Strengthening flood risk management and preparedness - Cabinet member responses to the recommendations of the scrutiny task and finish group

The Chair welcomed County Councillor Albert Atkinson, Cabinet Member for Technical Services, Rural Affairs and Waste Management; Rachel Crompton, Flood Risk Manager; John Davies, Head of Service Highways; and Marcus Leigh, Highways Service Manager – Infrastructure; to the meeting to present the written responses to the committee's recommendations on strengthening flood risk management and preparedness.

County Councillor Albert Atkinson, Cabinet Member for Technical Services, Rural Affairs and Waste Management, thanked the committee and the members of Strengthening Flood Risk Management and Preparedness Task and Finish Group for their comprehensive report. The recommendations of the task group had been looked at in great detail and the Cabinet Member accepted all of the recommendations. Timescales for proposed actions were also set out in the response.

A number of comments and issues were raised by members in relation to the written responses and the following was noted:

- Assurance was sought by the committee that the ongoing review of staffing levels within the Flood Risk Management Team, would not result in a reduction in the number of staff supporting the function. It was reported that following a recent restructure of the Highways Management Service a review of where the Flood Risk Management Team needed strengthening was currently underway. In addition a new manager post had been created within the team. Councillors suggested this information be communicated to Flood Action Groups to quash local rumour.

- The acceptance of the cabinet member to create a culvert policy was welcomed by the committee. The importance of locating historic culverts was highlighted. In addition it was felt that a map identifying locations of riparian responsibilities across the county would be advantageous.
- On surface water attenuation for new highways sponsored by the county council, it was reported that plans for current projects had already been completed and work was underway. It was pointed out that if the county council discovered aspects that could alleviate flooding then the appropriate action would be taken.
- On concerns regarding riparian owners' responsibilities it was explained that the subject matter was felt to be of a technical /specialist nature that provided a barrier to some owners in understanding their responsibilities. It was reported that the county council was exploring new ways of explaining riparian responsibilities to residents and local landowners.
- It was acknowledged that all risk management authorities were working within the constraints of a fragmented system. One member of the task and finish group had hoped that its work would have identified measures to reduce risk, improve resilience, speed recovery and build a single voice to influence change at a national level and felt that the outcome of the work was letters rather than leadership. In addition the member felt that they were unable to report back to their residents on what had changed as a result of the work undertaken. Furthermore it was felt that the county council did not recognise the value of flood action groups and the expertise they had and felt that the response to medium term recommendation M8 to enable participation from flood action groups at Making Space for Water meetings was dismissive.
- It was suggested that a flood risk management summit could be sponsored by the committee at some time in the future.
- Members of the committee requested to receive copies of the letters to be issued to the relevant Secretary of States.

It was noted that a number of timescales for actions to be completed by were set for December 2020. It was suggested that an update on those actions be presented to the committee at its meeting scheduled on 12 January 2021 and or all risk management authorities and flood action groups to be kept informed of the work of the committee. Subject to elections being held in 2021 and pre-election period a further update on progress be provided in March/April 2021.

Resolved: That;

1. The responses by the Cabinet Member for Technical Services, Rural Affairs and Waste Management be received.
2. Copies of the letters to the Secretary of State for Environment, Food and Rural Affairs and the Secretary of State for Housing, Communities and Local Government be circulated to the External Scrutiny Committee.
3. An update on the measures to be completed by December 2020 be presented to the External Scrutiny Committee at its meeting scheduled on 12 January 2021.

4. The Cabinet Member for Technical Services, Rural Affairs and Waste Management, and, the Flood Risk Management Team be thanked for all the work they had done.

7. Overview and Scrutiny Work Programme 2020/21

The External Scrutiny Committee was presented with a single combined work programme for all of the Lancashire County Council scrutiny committees.

On Universal Credit, it was reported that the External Scrutiny Committee was awaiting on a written response from County Councillor Shaun Turner, Cabinet Member for Health and Wellbeing, to the committee's recommendations on Universal Credit and its effect on the people of Lancashire. It was noted that claims for Universal Credit had risen since the pandemic. It was felt this matter should be revisited at the committee's next meeting along with the written response from the Cabinet Member.

Resolved: That;

1. The External Scrutiny Committee continue to review low carbon energy, flooding and Universal Credit at forthcoming meetings.
2. The External Scrutiny Committee delegate to the scrutiny officers the further development and delivery of this programme, identifying appropriate methods of scrutiny, in consultation with the Chairs and with the input from any member.

8. Urgent Business

There were no items of Urgent Business.

9. Date of Next Meeting

The next meeting of the External Scrutiny Committee would take place on Tuesday 13 October 2020 at 10.00am.

L Sales
Director of Corporate Services

County Hall
Preston

External Scrutiny Committee

Meeting to be held on Tuesday, 17 November 2020

Electoral Division affected: (All Divisions);
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Decarbonisation pathway for Lancashire

(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

Presentation on the decarbonisation pathway for Lancashire by representatives of Electricity North West and Cadent Gas.

Recommendation

The External Scrutiny Committee is asked to:

1. Note and comment on the report.
2. Formulate any recommendations.

Background and Advice

Electricity North West and Cadent Gas, the region's main gas network operator have recently developed decarbonisation pathways for Greater Manchester, Lancashire and Cumbria.

Their decarbonisation pathways "provide near to mid-term certainties around the future of energy supply and demand in order to inform decision-making and investment planning for the adoption of low carbon technologies (including solar PV and electric vehicles) as the North West transitions to a net zero future."

Representatives from Electricity North West and Cadent Gas will attend the meeting to deliver the presentation set out at appendix A. The External Scrutiny Committee is asked to provide feedback and any recommendations on the decarbonisation pathway for Lancashire.

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 Cadent Gas and are not those of Lancashire County Council.

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

Paper	Date	Contact/Tel
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None		
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Reason for inclusion in Part II, if appropriate

N/A

2050 LANCASHIRE BALANCED SCENARIO

A VIEW ON THE REGION'S FULLY DECARBONISED LOCAL ENERGY SYSTEM

NOVEMBER 2020



CONTEXT

Lancashire is currently set to achieve carbon neutrality by 2050. This pathway provides a view on how its energy system could be decarbonised through a balanced use of renewable electricity and low-carbon gas.

Key takeaways:

1. Total energy demand is expected to fall in Lancashire from 34.5TWh in 2018 to 22TWh in 2050 on the back of improvements in energy efficiency
 - a) Buildings will switch to new heating technologies including hybrid heating systems (54% of all dwellings), hydrogen boilers (24%) and all-electric heat pumps (18%).
 - b) Road transport will predominantly be electrified, although there will be a role for hydrogen and biomethane, particularly in the heavy goods vehicle segment.
 - c) Industry in Lancashire will be decarbonised through electrification and the replacement of natural gas with hydrogen.
2. Given significant renewable potential, Lancashire will be able to locally generate (at distribution grid level) over half of the electricity it requires. Abundant low-carbon electricity can also be used for local production of green hydrogen.
3. Planning for a net-zero energy system needs to start as soon as possible including coordination between local authorities, utilities, business and residents. A clear strategy will help make the right carbon-neutral investment decisions that will impact the long-term.



EVOLUTION OF ENERGY CONSUMPTION

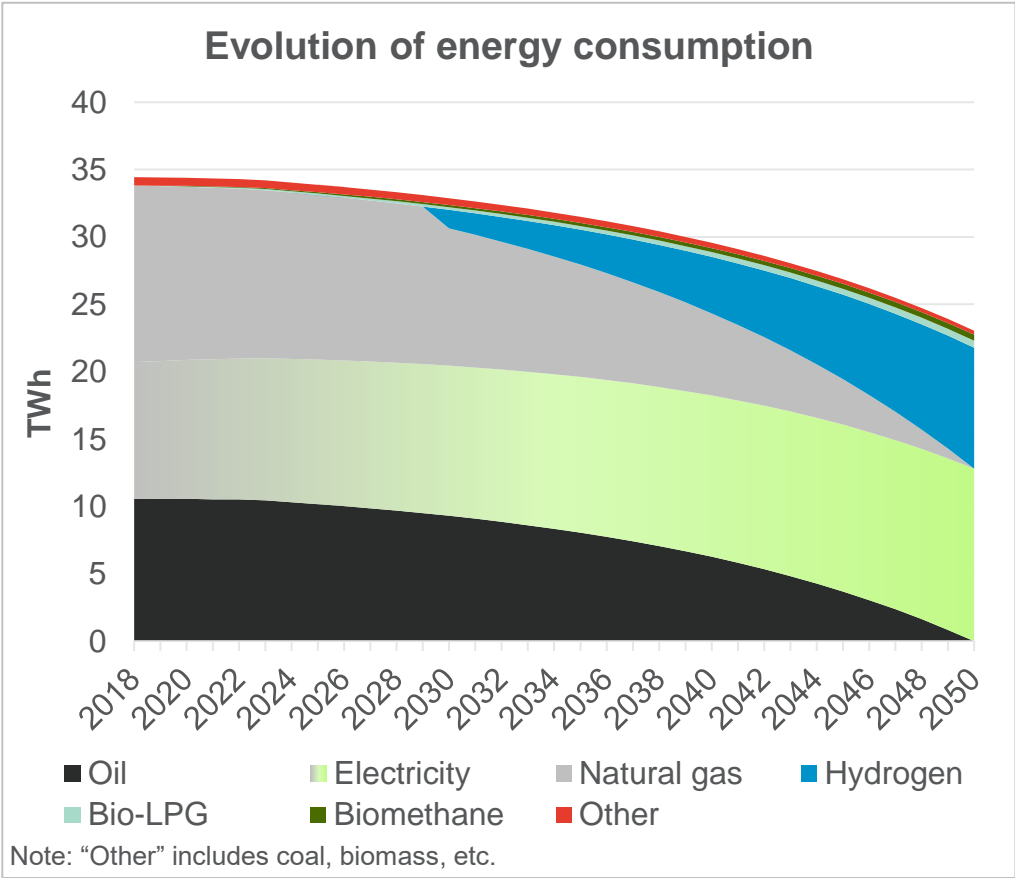
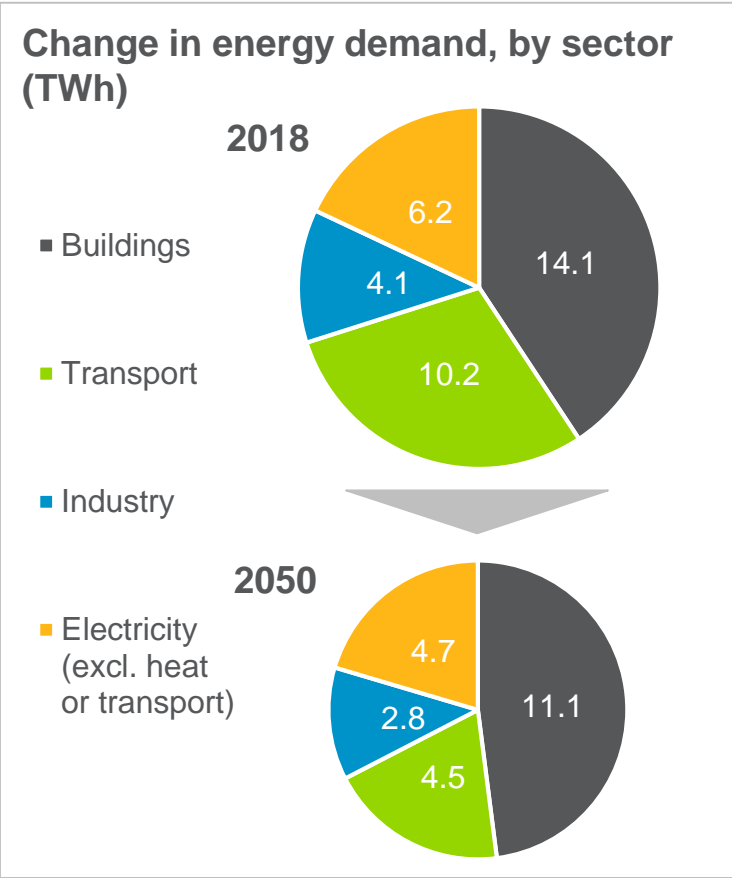
Total energy demand will fall from 34.5TWh to 22TWh in 2050 on the back of improved energy efficiency.

Buildings will increase from 41% today to 51% of total demand in 2050

Transport will fall from 30% currently to 21% of total demand in 2050.

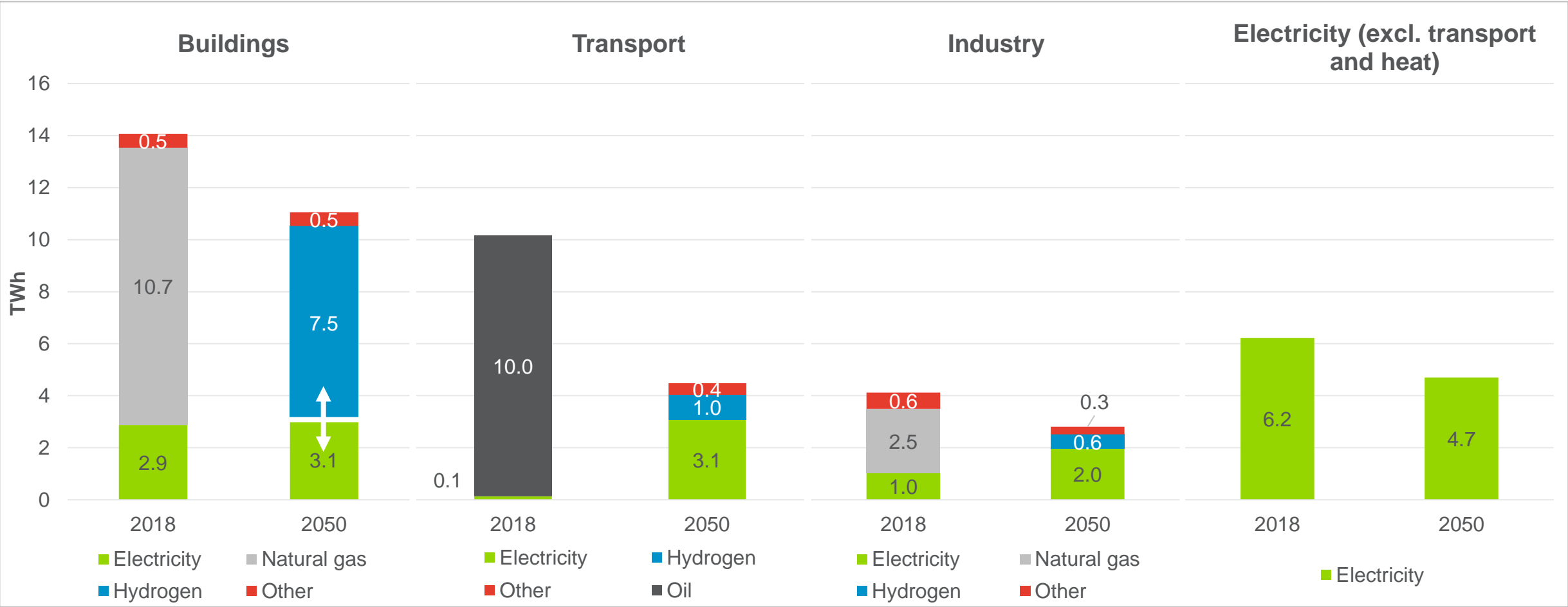
Fossil fuels will diminish completely
Zero-carbon electricity and hydrogen will become key

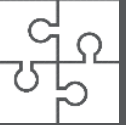
Lack of local blue hydrogen production capacity suggests hydrogen may materialise later than in other areas of the NW





EVOLUTION OF DEMAND – OVERVIEW





2050 BALANCED SCENARIO FOR LANCASHIRE

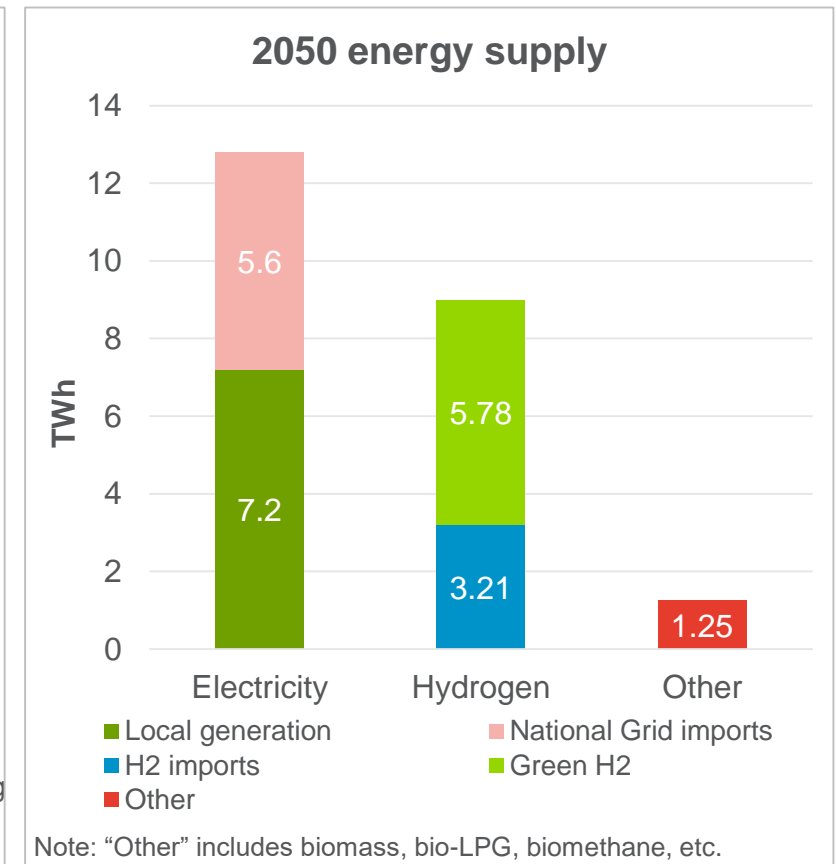
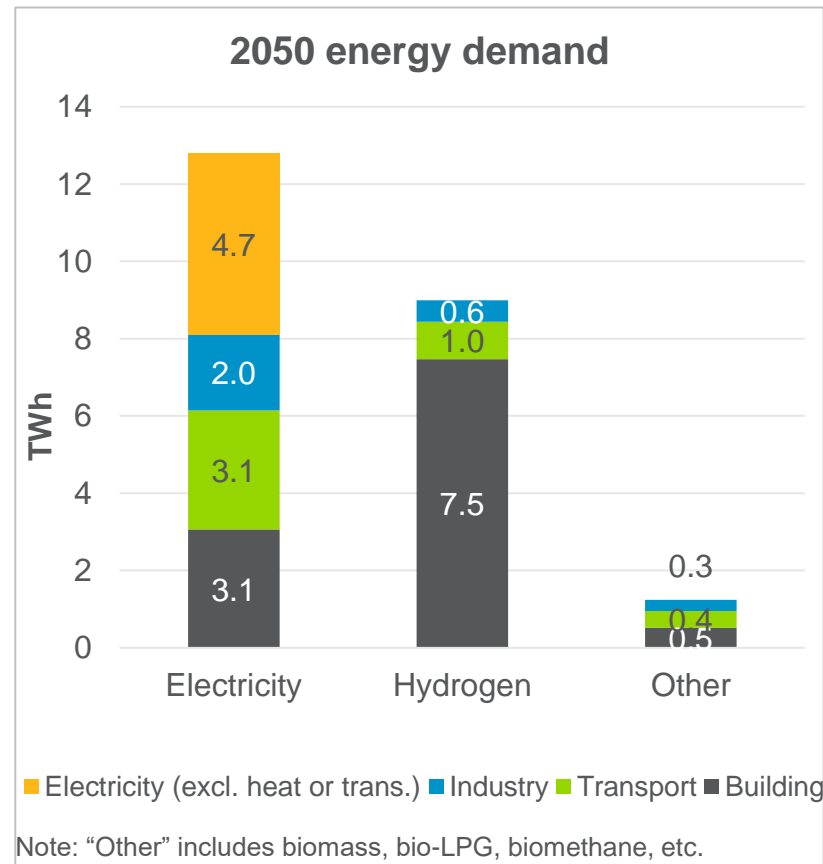
By 2050, Lancashire will require 13TWh of electricity and 9TWh of hydrogen. It will rely on electricity imports from the National Grid and will be a net-importer of hydrogen.

The majority of energy consumed in a 2050 will be electricity, then hydrogen.

Other sources of energy in 2050 will include bio-LPG for off-grid home heating, bio-CNG/LNG for heavy goods transport and biomass in industry.

Lancashire has the potential to become a generator of electricity for the rest of the UK thanks to its large renewable power potential.

Around 60% of hydrogen consumed by 2050 in the region will be green hydrogen – considerably more than the 20% expected for the whole of the UK.





ENERGY SUPPLY IN LANCASHIRE

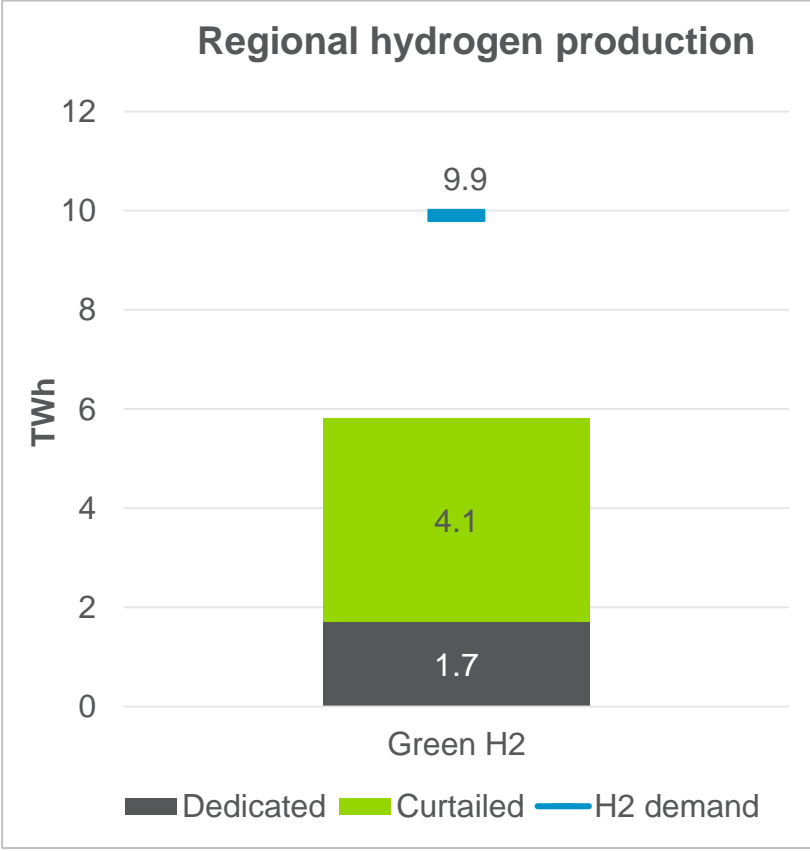
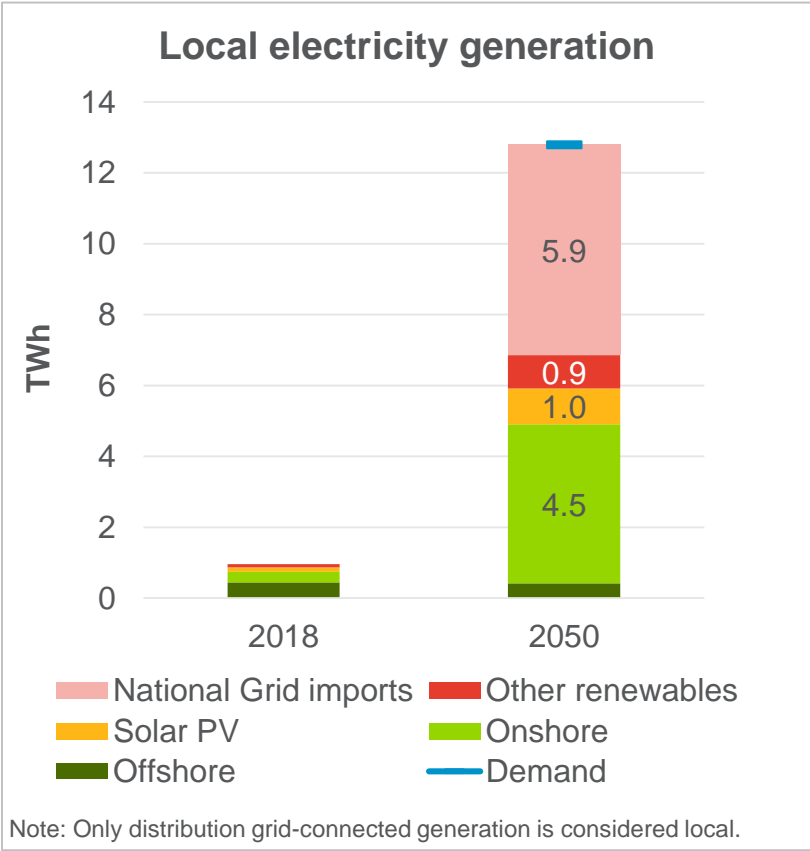
Due to its onshore wind potential, more than half of electricity demand can be met with local distribution-level generation. Abundant wind resources can also be used to generate significant amounts of green hydrogen by 2050.

Renewable electricity generation will increase considerably.
Potential for far more onshore and offshore wind.

Nuclear is unclear. Reactors in Heysham are to decommission in 2024 and 2030. It's likely the lifetime of these reactors will be extended, new nuclear reactors would have to be built for nuclear to play a role by 2050.

From the mid-2030s, there's the potential to produce significant quantities of green hydrogen from dedicated wind generation or curtailed grid electricity.

Long-term, Lancashire will be part of the North of England Hydrogen Zone providing access to various sources of low-carbon hydrogen.



A HIGH-LEVEL ROADMAP FROM 2020 TO 2050

A high-level roadmap of actions that need to be taken to achieve carbon neutrality in Lancashire by 2050:

	2020-2030	2030-2040	2040-2050
Planning	<ul style="list-style-type: none"> Campaign to communicate change and raise social awareness Development of energy transition skills and resource pool Creation of an energy transition monitoring and resource hub 		
Buildings	<ul style="list-style-type: none"> Regional building stock survey Demonstration projects for building upgrades followed by a planned building stock upgrading programme Pilots for Building Energy Management Systems 	<ul style="list-style-type: none"> Large-scale upgrading of the existing building stock Deployment of demand side management in buildings Adoption of hydrogen-ready devices (e.g. boilers) 	<ul style="list-style-type: none"> Expand building stock upgrading to include most challenging and difficult to reach buildings
Transport	<ul style="list-style-type: none"> Develop walking, cycling and public EV charging infrastructure Adoption of low-carbon public transport (e.g. electric buses) Planning long-term supply of bio-methane for heavy goods vehicles (HGVs) at key transport hubs 	<ul style="list-style-type: none"> Public EV charging network is complete by 2035 (national ICE sale ban) Electrify all remaining rail links or adopt hydrogen trains Develop charging/refuelling infrastructure for HGVs 	<ul style="list-style-type: none"> Development of charging/refuelling infrastructure for HGVs is complete
Industry	<ul style="list-style-type: none"> Drive energy efficiency and fuel recycling in industry Industrial clusters (e.g. Samlesbury or Hillhouse) assess most optimal decarbonisation options Industrial electrification where technically feasible and lowest cost 	<ul style="list-style-type: none"> Hydrogen-ready equipment (e.g. boilers) and processes Continued industrial electrification as costs decline First facilities switch to hydrogen 	<ul style="list-style-type: none"> Completion of hydrogen switching Remaining carbon emissions are captured and utilized or stored e.g. in Morecombe Bay
Electricity	<ul style="list-style-type: none"> Development of best onshore wind sites (best wind resource, grid connection, least local opposition) is supported by local authorities Local uptake of rooftop and ground-mounted solar PV LV grid monitoring is expanded 	<ul style="list-style-type: none"> Electricity network is reinforced, especially for electric heating for off-gas-grid buildings Local Energy Markets, behind-the-meter storage and demand response is expanded 	<ul style="list-style-type: none"> Nuclear decommissioning at Heysham (if plant lifetime extended) Continued electricity network reinforcement
Hydrogen	<ul style="list-style-type: none"> Detailed planning for rollout of local hydrogen grid Natural gas grid is converted street by street to a hydrogen grid 	<ul style="list-style-type: none"> Expansion of the HyNet network to Lancashire Local green hydrogen from dedicated wind power Industry starts gradual switch from natural gas to hydrogen Localized hydrogen storage near anchor users 	<ul style="list-style-type: none"> Local green hydrogen becomes dominant source Large-scale hydrogen storage, e.g. in salt caverns

APPENDIX



BUILDINGS – ENERGY DEMAND IN LANCASHIRE

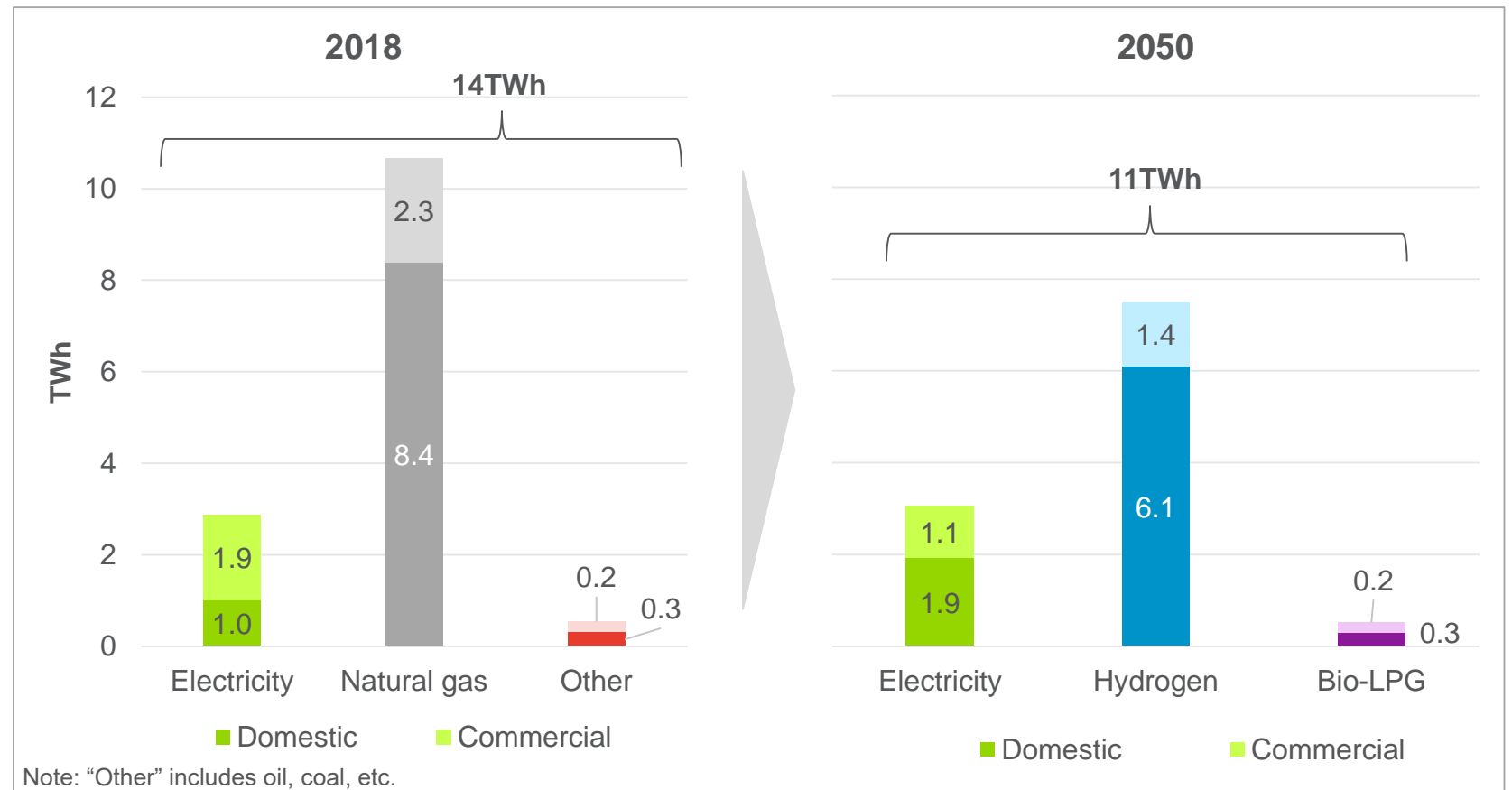
Total energy demand is expected to fall from 14TWh in 2018 to 11TWh by 2050. The 2050 residential heating mix will consist of hybrid heating systems (54%), hydrogen boilers (24%) and all-electric heat pumps (18%).

The majority of households in Lancashire are connected to the gas grid and currently use gas for space heating. The current residential heating mix in Lancashire is:

- Gas – 87%
- Electricity - 10%
- Oil – 1.5%%
- Other – 1.7%

The projected growth rate of net dwellings in Lancashire is relatively low – around 9% over the period 2018-2050. These new buildings are expected to be highly energy-efficient and be heated with all-electric heat pumps.

To accommodate low-carbon heating technologies the energy efficiency of the existing building stock will have to be improved – 54% of buildings will need to undergo “moderate” upgrades (e.g. install high-performance glazing or improve loft insulation), whilst 18% will have to see “extensive” upgrades (e.g. underfloor insulation and heating or solid wall insulation cladding).





TRANSPORT – ENERGY DEMAND IN LANCASHIRE

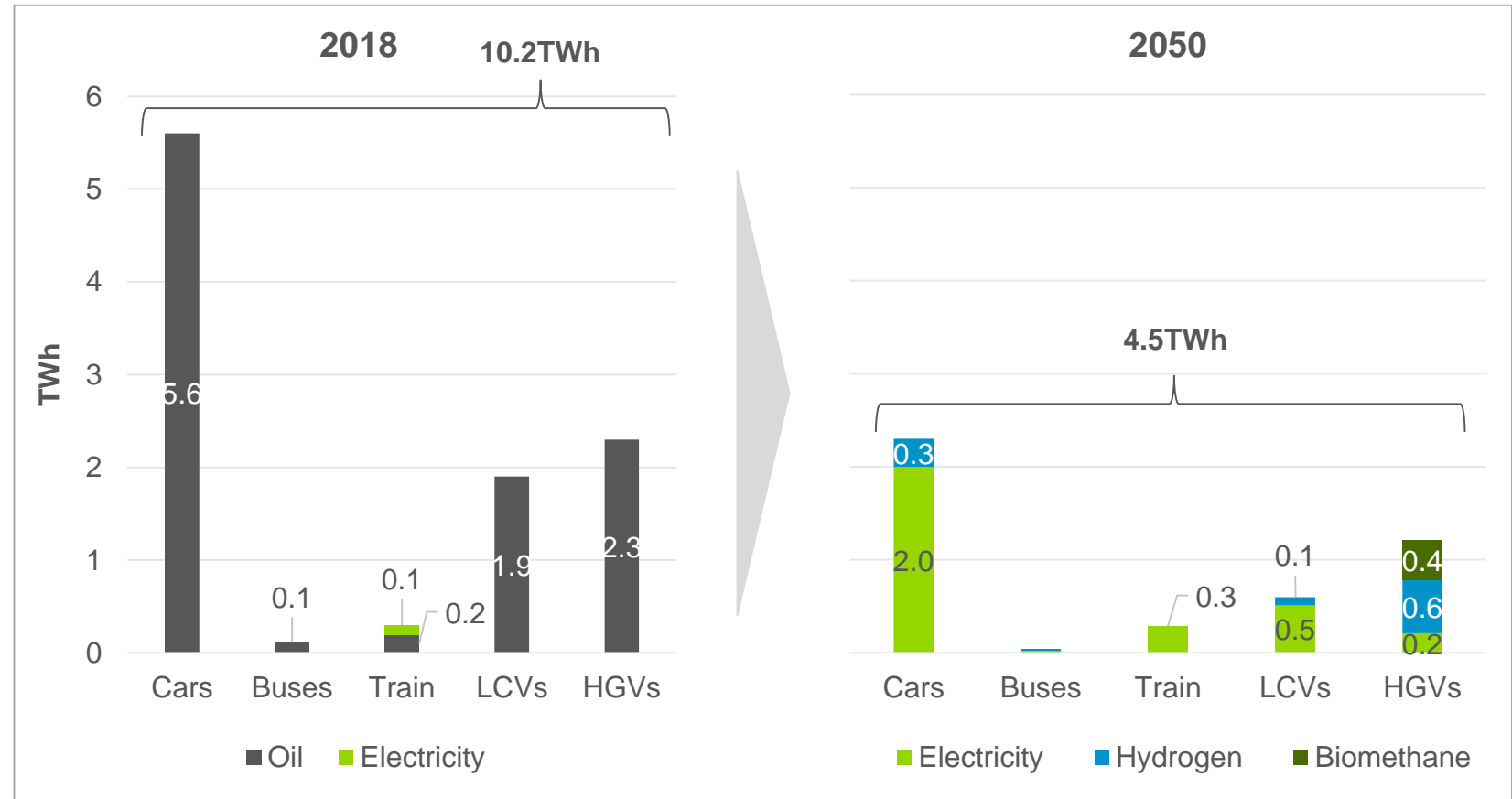
Total energy demand will fall from 10.2TWh in 2018 to 4.5TWh by 2050 on the back of high fuel efficiency of low-carbon vehicles. HGVs are expected to see the most diverse mix of fuels including hydrogen and bio-CNG/LNG.

All road transport is expected to be decarbonised by 2050 with a ban on the sale of internal combustion engine (ICE) light vehicles starting in 2035.

The number of vehicle-kilometres driven in the UK is expected to increase by 2050 for passenger cars (by 35%) and light commercial vehicles (LCVs) (by 70%). The expected increase is less pronounced for heavy goods vehicles (HGVs) (7% increase by 2050).

The impact of increased road traffic on energy demand from road transport is offset by the high fuel efficiency of electric vehicles, which are around 70% more efficient than internal combustion engines. This results in an overall drop in energy demand from road transport by 2050.

The drop is the lowest in the HGV category which is expected to see the most diverse fuel mix in the long-term: 50% hydrogen, 30% battery-electric and 20% running on bio-CNG/LNG.





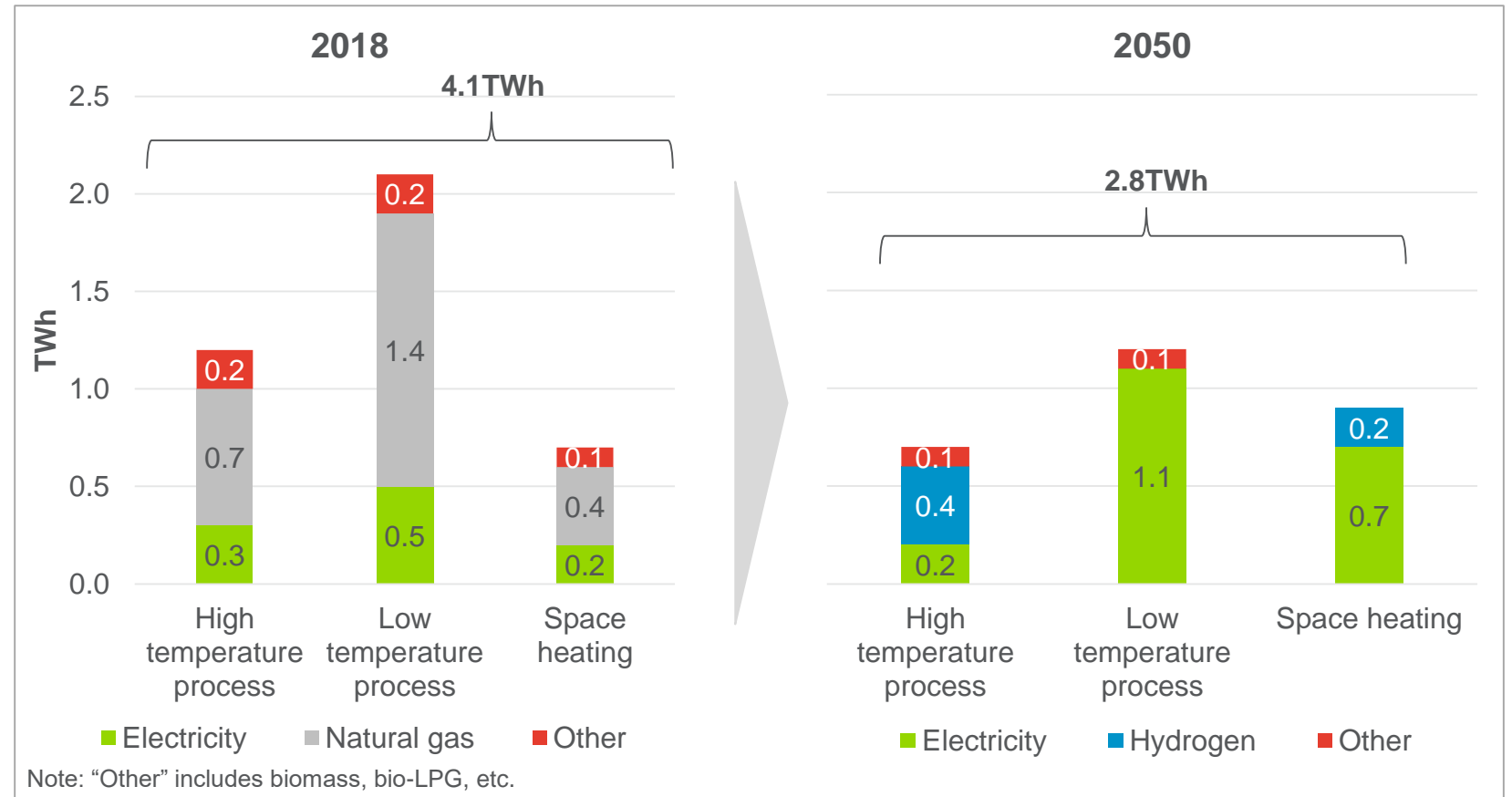
INDUSTRY – ENERGY DEMAND IN LANCASHIRE

Total energy demand is expected to fall from 4.1TWh in 2018 to 2.8TWh by 2050. Given the relatively low heat intensity of Lancashire industry, the role of electricity will increase substantially from 25% to 70% over this time period.

Lancashire has a relatively light industry reflected by a high share of industrial demand for energy used in low temperature industrial processes. Key industries in Lancashire are advanced manufacturing and engineering, aerospace, textiles and energy (nuclear ecosystem in Heysham and range of renewable businesses).

The regional economy (measured in GVA) is expected to increase by 0.8% per annum until 2033 which is clearly below the 1.2% UK average. This is reflected by lower growth in industrial demand for energy. In the long-term demand growth is offset by significant improvements in industrial energy efficiency.

In principle, low temperature processes are expected to be electrified in the future. Conversely, the electrification of high temperature processes can be challenging due to the high volumes of electricity required. It is most likely that such processes will switch from natural gas to hydrogen.



MODELLING APPROACH AND MAIN ASSUMPTIONS

Modelling Approach

- Navigant’s modelling for the balanced scenario in ENA’s *Pathways to Net Zero* report forms the basis for the work presented here.
- Demand and supply per sector or energy carrier were estimated using a bottom-up approach leveraging local data and analyses reflected in various strategy and policy documents
- In case where (insufficient) local data was available, national level data was scaled down to the regional level.
- Based on the demand and supply analysis, a balanced scenario for Lancashire in 2050 was created

Main Assumptions

- Grid-connected buildings will be heated either through hybrid heat systems or boilers fueled by hydrogen, depending on building insulation level, type and size.
- Off-grid buildings switch to purely electric heat pumps
- Energy efficiency EPC data can be scaled to model full building stock
- Energy consumption for each mode of transport was calculated using the fuel mix used in the analysis done for the ENA
- Energy demand in industry was assessed using BEIS data on fuel mix for industrial processes

Key documents

1. Pathways to Net Zero, ENA
2. ONS forecasts for new dwellings until 2040
3. Lancashire Sustainable Energy Study
4. Lancashire Local Industrial Strategy (Draft)
5. Developing networks for the future, Cadent
6. Distribution Future Electricity Scenarios, ENWL
7. Future Energy Scenarios 2019, National Grid

External Scrutiny Committee

Meeting to be held on Tuesday, 17 November 2020

Electoral Division affected: (All Divisions);
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Universal Credit: Citizens Advice in Lancashire - the impact of Covid 19 (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

Representatives from Citizens Advice will attend the meeting to present an update on the impact of Covid 19 on the people of Lancashire and the issues they face.

Recommendation

The External Scrutiny Committee is recommended to:

1. Note and comment on the report.
2. Formulate any recommendations.

Background and Advice

As part of the External Scrutiny Committee's ongoing work in relation to its themed review of Universal Credit in Lancashire, Rachel Whippy, Chief Officer and Jenny Duthie, Universal Credit Help to Claim Best Practice Lead from Citizens Advice will attend the meeting to present an update on the impact of Covid 19 on the people of Lancashire. A copy of the presentation is set out at appendix A.

The committee had previously received evidence from Citizens Advice and the Lancashire County Council Welfare Rights Service at its meeting held on 25 February 2020¹ along with evidence from Lisa Scullion, Professor of Social Policy at the University of Salford when the committee met on 21 January 2020².

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

¹ External Scrutiny Committee agenda and minutes 25 February 2020 -

<https://council.lancashire.gov.uk/ieListDocuments.aspx?CId=1396&MId=10592&Ver=4>

² External Scrutiny Committee agenda and minutes 21 January 2020 -

<https://council.lancashire.gov.uk/ieListDocuments.aspx?CId=1396&MId=9487&Ver=4>

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 Citizens Advice and are not those of Lancashire County Council.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Citizens Advice in Lancashire - The Impact of Covid 19

Page 21

Citizens Advice Rossendale & Hyndburn

November 2020

Citizens Advice in Lancashire and the impact of Covid 19

1. About Citizens Advice

- We offer quality assured advice, advocacy and specialist casework support. We are licensed to give expert debt advice through the Financial Conduct Authority and hold Advice Quality Standards certification in general advice, telephone advice and also welfare benefits and debt.
- There are 8 local Citizens Advice offices in Lancashire covering all areas, these are: CA Blackpool, CA Preston, CA Lancashire West (Chorley, Wyre, South Ribble, Blackburn with Darwen, West Lancashire), CA Burnley & Pendle, CA North Lancashire (Morecambe & Lancaster) CA Rossendale & Hyndburn, CA Ribble Valley, CA Fylde.
- Each local office is a member of the Citizens Advice Network, all are independent charities offering free, impartial and confidential advice. We use our insight into the problems people face to influence policy and practice to make society fairer for all.

Multi-channel access

We have continued to deliver our services remotely by phone, webchat and email during the pandemic.



Meeting individual needs

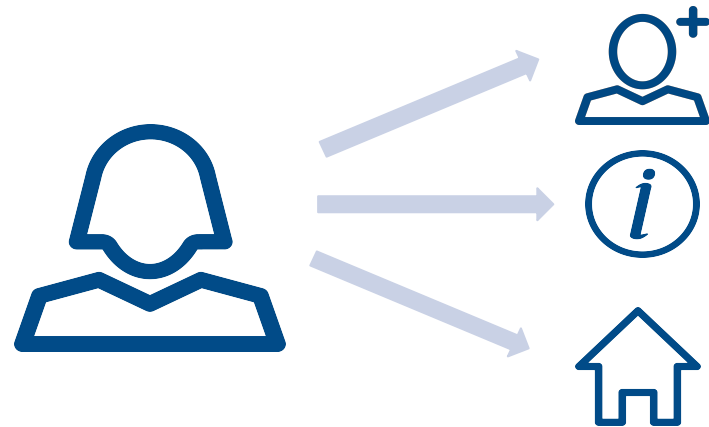
We'll assess everyone's individual needs at the first point of contact to gauge the level and type of support they need.

Working in partnership

We work in close partnership with local community organisations, statutory services and advice providers, including Welfare Rights to ensure that clients get holistics advice and support when they need it most.

Access to longer term or additional Support

- Debt
- Housing
- Other benefits
- Employment etc



Citizens Advice Lancashire - Impact of Covid 19 Across all Service Areas

- We have seen an increase in demand for our services since the lockdown and expect this to continue due to the continued impact from the pandemic, especially as we see more unemployment, business and industries closing, more people claiming UC and other benefits for the first time, payment breaks ending and eviction rates increasing.
- The impact of Covid is demonstrable across all service areas which is in addition to the existing problems facing our vulnerable clients and the constituents of Lancashire.
- The next few slides will help to demonstrate the impact of Covid 19 on the client, the issues they face, the help and advice they require and the upcoming issues we expect to see over the next six months.

Comparison of Key Issues:

1st April 2019 - 30th September 2019 VS 1st April 2020 - 30th September 2020

Pre Covid:

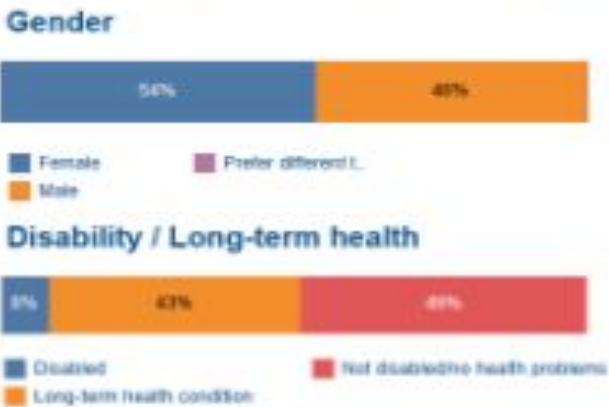
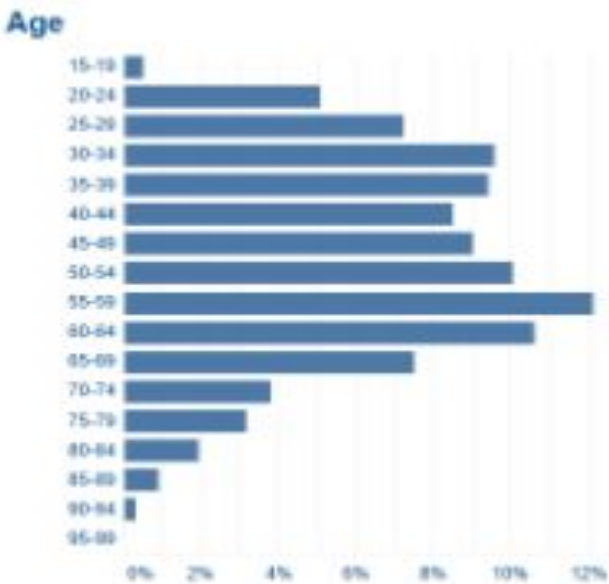
	In person	Telephone	AdviceLine Phone	Web chat	Email	Letter	Other	Grand Total
Benefits & tax credits	1,967	396	1,430	131	654	6	3	5,486
Benefits Universal Credit	1,758	953	483	462	30	5	4	5,490
Consumer goods & services	876	23	583		28	2		1,492
Debt	2,646	693	937	17	73	14	1	3,578
Discrimination & Hate & GVA	155	19	40	5	4			179
Education	67	0	34	3	3			107
Employment	702	68	586	12	67			1,329
Financial services & capability	1,094	94	129	2	1,400			2,521
Health & community care	223	20	88		6			338
Housing	1,213	113	633	8	48	3		1,823
Immigration & asylum	108	39	51	3	8			209
Legal	392	26	287	2	21	1		789
Other	1,068	104	79	8	10	3		1,253
Relationships & family	638	45	683	3	69	2		1,253
Tax	227	8	44	1	2			279
Travel & transport	481	17	141	1	8			656
Utilities & communications	443	47	25	1	6			585
Grand Total	11,792	2,186	5,888	318	1,803	38	8	28,337

Impact of Covid:

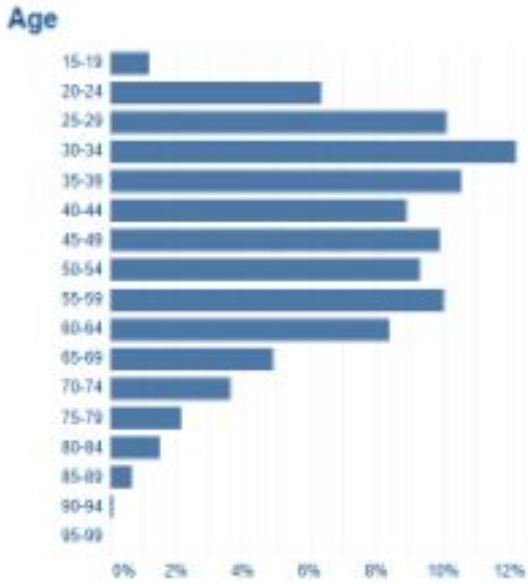
	In person	Telephone	AdviceLine Phone	Web chat	Email	Letter	Other	Grand Total
Benefits & tax credits	55	1,913	2,018	635	349	8	15	4,184
Benefits Universal Credit	62	2,429	1,972	1,308	463	1	6	5,880
Consumer goods & services	4	113	619	7	30		1	864
Debt	120	1,162	817	25	180	24	7	1,917
Discrimination & Hate & GVA	1	50	126	6	34			235
Education		36	63	11	18			143
Employment	16	650	1,747	208	361		4	2,765
Financial services & capability	28	2,068	216	14	49	2	1	2,181
Health & community care	3	126	249	13	54	1	1	421
Housing	68	456	1,087	52	306	4	1	1,801
Immigration & asylum	1	33	119	27	33			256
Legal	6	187	590	14	84	1	1	833
Other	14	993	407	40	69	2	2	1,402
Relationships & family	4	308	933	17	136	1	2	1,301
Tax	4	42	56	10	20	1		139
Travel & transport	2	86	217	4	29		1	312
Utilities & communications	7	217	156	3	20	1	2	366
Grand Total	324	8,317	8,617	1,351	1,537	42	33	18,617

The New Vulnerable: Demographics of Citizens Advice Clients Across All Service Areas

Pre Covid:



Impact of Covid:



The Impact of Covid 19 - Key Areas of Concern

- Increased numbers
- The new vulnerable
- Women and the younger population in precarious employment
- Welfare inequality
- Drop in volunteer capacity
- Limited funding
- Changing priorities

Expectations over the next few months:

- Benefits Enquiries (UC) will continue to increase
- Debt Enquiries will increase
- Housing Enquiries will increase
- Employment / Redundancy Enquiries will increase

Universal Credit - Help to Claim Pre Covid

Key Statistics

Summary

Clients	3,882
Quick client contacts	
Issues	15,085
Activities	4,886

Outcomes

Income gain	£9,512,618
Re-imbursements, services, loans	£1,371
Repayments rescheduled	88
Not recorded/not applicable	£185,947

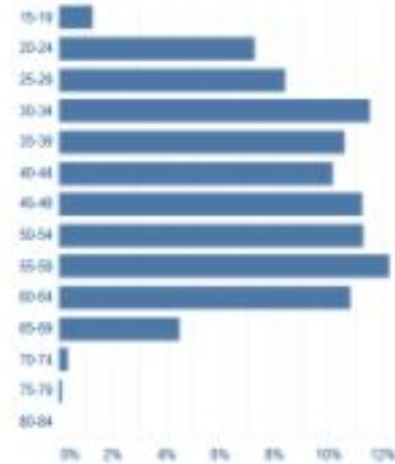
Issues

	Issues all	Distinct count
Benefits & tax credits	2,108	877
Benefits Universal Credit	12,305	3,448
Consumer goods & services	2	2
Data	104	71
Discrimination & Hate & OVA	42	21
Education	12	8
Employment	63	48
Financial services & capability	34	15
Health & community care	15	7
Housing	111	72
Immigration & asylum	66	32
Legal	1	1
Other	73	62
Relationships & family	39	25
Tax	6	4
Travel & transport	1	1
Utilities & communications	3	2
Grand Total	15,085	

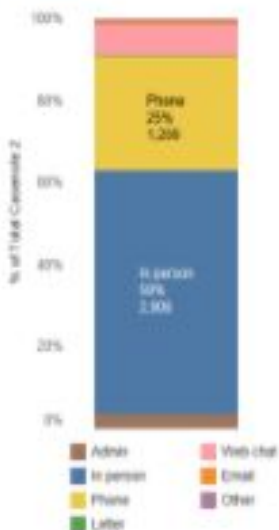
01/04/2019 30/09/2019

citizens
advice

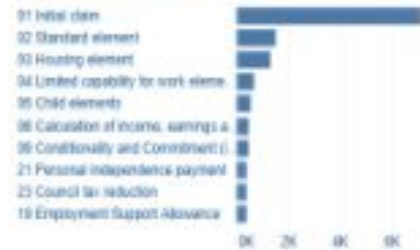
Age



Channel



Top benefit issues



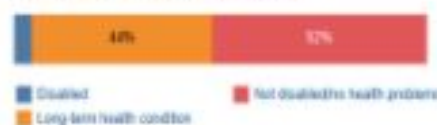
Top debt issues



Gender



Disability / Long-term health



Ethnicity



citizens
advice

Rossendale
& Hyndburn

Universal Credit - Help to Claim Midst of Covid

Key Statistics

Summary

Clients	4,154
Quick client contacts	
Issues	17,875
Activities	5,541

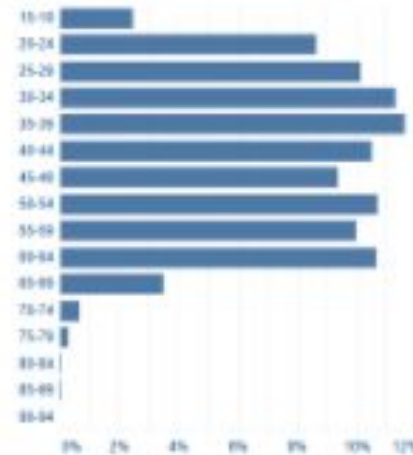
Outcomes

Income gain	42,791,892
Re-entrance, services, visits	3,103
Not recorded/not applicable	4240,158

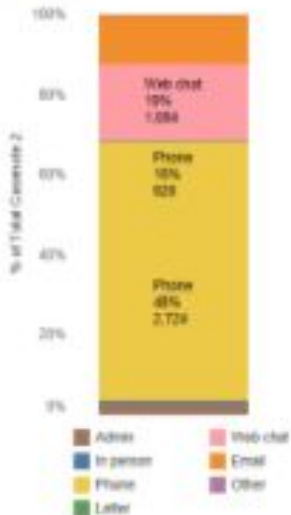
Issues

	Issues all	Dissect count
Benefits & tax credits	3,381	1,215
Benefits Universal Credit	13,208	3,793
Consumer goods & services	18	13
Debt	193	43
Discrimination & hate & OVA	32	27
Education	24	17
Employment	911	352
Financial services & capability	45	38
Health & community care	44	25
Housing	121	73
Immigration & asylum	72	49
Legal	15	14
Other	122	131
Relationships & family	88	48
Tax	17	14
Travel & transport	5	5
Utilities & communications	11	8
Grand Total	17,875	

Age



Channel



Top benefit issues



Top debt issues



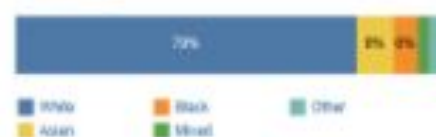
Gender



Disability / Long-term health



Ethnicity



citizens
advice

Rossendale
& Hyndburn

Universal Credit - Help to Claim Key Data

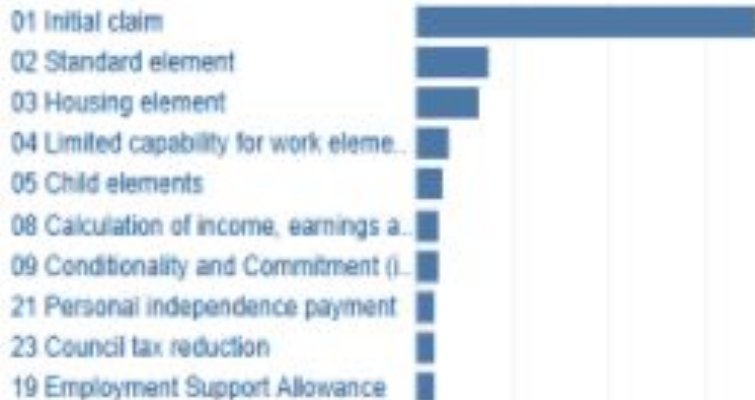
1st April 2019 - 30th September 2019 VS 1st April 2020 - 30th September 2020

Between the 1st of April 2019 and the 30th of September 2019 local Citizens Advice advised **3682 clients** living in Lancashire with **15085 issues** relating to **Universal Credit**.

Between the 1st of April 2020 and the 30th of September 2020 local Citizens Advice advised **4154 clients** living in Lancashire with **17875 issues** relating to **Universal Credit**.

Top Benefit Issues

Pre Covid:



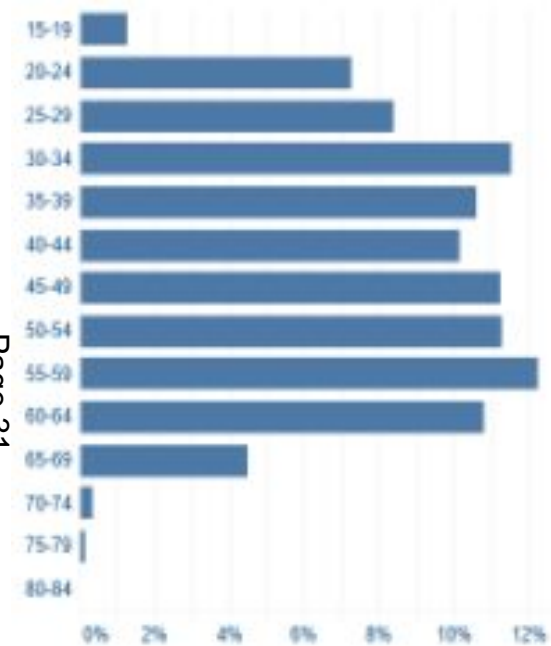
Impact of Covid:



Demographics of Universal Credit clients

Pre Covid:

Age

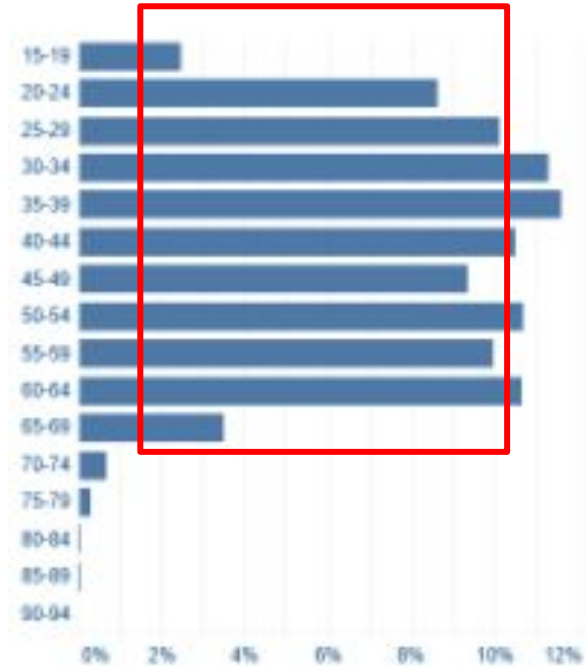


Gender



Impact of Covid:

Age



Gender



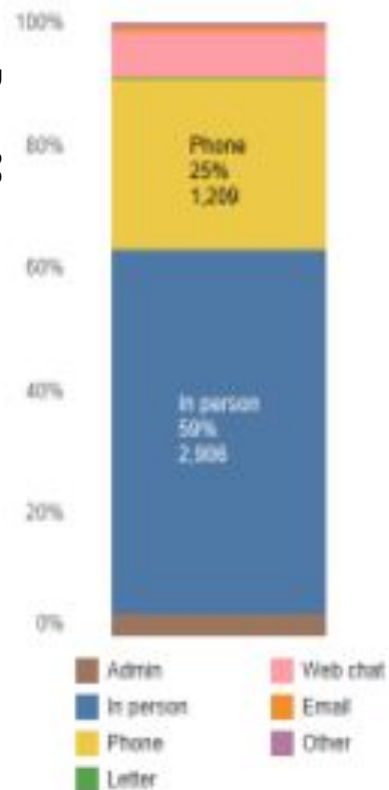
Disability / Long term health



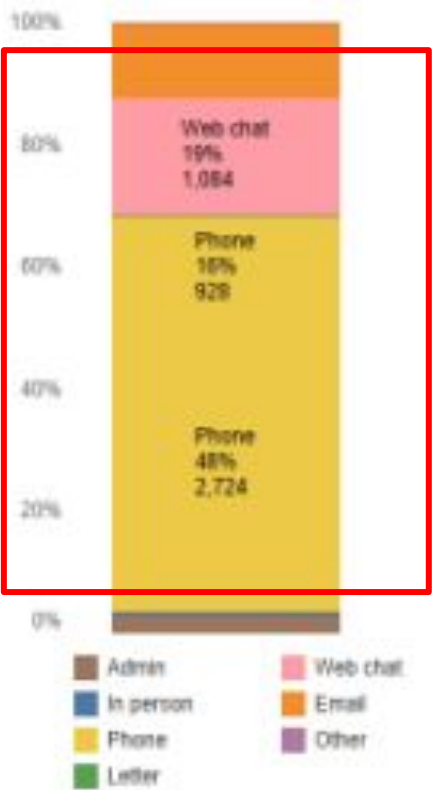
Disability / Long term health



Channel



Channel



The New Vulnerable

Summary

- The increased demand we have seen since lockdown began is expected to increase, particularly in the areas of debt, welfare benefits, housing and employment. Especially as we see more unemployment, business and industries closing, more people claiming UC and other benefits for the first time, payment breaks ending and eviction rates increasing.
- The Money Advice and Pension Service has predicted that the need for debt advice will increase by 60% over the next 18 months and Shelter's research found that 174,000 renters could face eviction once the eviction ban is lifted.
- We are reaching fewer people from vulnerable and disadvantaged groups due to reduced face to face services. It is therefore imperative that we develop better referral routes and partnership work to help support those most in need access our services.
- Citizens Advice services in Lancashire need support to be able to continue to help those most vulnerable and in need with their problems, to prevent financial hardship, poor housing and the impact on mental health and wellbeing.

Discussion points

- What next?
- How can we work together?
- Areas of support.

Thank you

Rachel Whippy

Chief Officer, CA Rossendale & Hyndburn

rachel.whippy@carh.org.uk

Jenny Duthie

Universal Credit Help to Claim Best Practice Lead

jenny.duthie@carh.org.uk

Contact Information

Adviceline: 0800 1448 848

Universal Credit Help to Claim: 0800 144 8 444

Pension Wise: 0800 138 3944. <https://www.pensionwise.gov.uk/en>

Consumer Helpline: 0808 223 1133

Citizens Advice Website: <https://www.citizensadvice.org.uk/>

Local Office websites:

Blackpool <https://www.blackpoolcab.org.uk/>

West Lancashire <https://citizensadvicelancashirewest.org.uk/>

Rossendale & Hyndburn <https://carh.org.uk/>

Preston

<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/local-citizens-advice-details/?serialnumber=100567>

Fylde <https://www.citizensadvice.org.uk/local/fylde/contact-us/?serialnumber=100563>

North Lancashire <http://www.northlancashirecab.org.uk/>

Ribble Valley <https://www.citizensadvice.org.uk/local/ribble-valley/>

Burnley & Pendle <https://burnleyandpendlecitizensadvice.org.uk/>

External Scrutiny Committee

Meeting to be held on 17 November 2020

Electoral Division affected: (All Divisions);
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Overview and Scrutiny Work Programme 2020/21

(Appendix 'A' refers)

Contact for further information:

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

Executive Summary

This report provides information on the single combined work programme for all of the Lancashire County Council scrutiny committees. A copy of this work programme is set out at Appendix A.

The topics included were identified at a work planning workshop for members of the Internal Scrutiny Committee held on 29 May 2020.

Recommendation

The External Scrutiny Committee is asked to:

- i. Review and agree the work programme items for the committee (as at Appendix A).
- ii. Discuss and identify any potential key questions for upcoming items.
- iii. Consider and agree sources of information including key officers/partners to invite for upcoming items.

Background and Advice

The Covid 19 pandemic has required members and officers to work differently and the wider context has also meant that priorities have changed or shifted in emphasis.

The work programme for this year has been combined with the other scrutiny committees given that the primary focus of the scrutiny work programme as a whole is dedicated to the response to the Covid 19 pandemic.

It is important to note that the work programme needs to be flexible in order to accommodate any urgent items that may arise. In addition, the work programme will form a standing item on the committee meeting agenda for regular review and to ensure it is still fit for purpose.

Key discussion areas (questions)

To further enhance the work programme, members are asked to reflect on key discussion areas or questions they would like to consider for each of the topic areas. This will ensure that the senior officers have a clear focus in order to provide the relevant information.

Information sources

In addition to identifying key discussion areas, members are asked to consider information sources and meeting participation for upcoming scrutiny items. This could include seeking views from service users through:

- individual scrutiny members having conversations with individuals and groups in their own local areas,
- use of the rapporteur function,
- compiling a short list of questions for a response by the relevant service,
- or the use of social media.

Further to this, members are asked to consider who they would like to invite to future meetings to help provide a more holistic picture for scrutiny to understand the challenges and produce meaningful but achievable recommendations.

Members are asked to:

- i. Review and agree the work programme items for the committee (as at Appendix A).
- ii. Discuss and identify any potential key questions for upcoming items.
- iii. Consider and agree sources of information including key officers/partners to invite for upcoming items.

Consultations

NA

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
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None		
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Reason for inclusion in Part II, if appropriate - NA

Overview and Scrutiny Work Programme 2020-2021

Scrutiny Committee					
Month		Education and Children's Services	External	Health	Internal
	June			<ul style="list-style-type: none"> Update from the ICS on NHS Cells for Lancashire and digital and engagement with local people. Temporary changes to clinical services across the ICS during the COVID-19 pandemic 	
	July	Response to the COVID 19 pandemic in Lancashire - perceptions of the experiences of children and young people, and headlines from the operation of service during the COVID-19 emergency period.	Strengthening flood risk management and preparedness		1. RIPA annual report 2. The impact of Covid 19 on county council services Highways – challenges faced following pandemic and resuming 'normal' work programmes
	September	<ul style="list-style-type: none"> Education: <ul style="list-style-type: none"> - What powers do we have as a county council/what can we do to support schools and parents. - Position update on the wider reopening of schools Schools Causing Concern Task Group report – response to recommendations SEND Ofsted inspection report Review of work programme 		<ul style="list-style-type: none"> Adult social care – winter preparations (Supporting the social care sector including domiciliary care workers) NHS 111 First 	Covid 19 – what comes next? Including building pan-Lancashire working and Democratic involvement in resilience forums and maintaining democratic leadership during a crisis

	October	Children's Social Care - protecting vulnerable/valuable children – plans in place to manage spikes in referrals. Child poverty increase and the impact on the demand on social care	<ul style="list-style-type: none"> • Universal credit – Citizens Advice • Decarbonisation pathway – Lancashire, Electricity North West and Cadent Gas 		
Month	November	Education – digital poverty and lesson learned. Digital aspirational views – turning challenge into opportunity.		<ul style="list-style-type: none"> • Suicide prevention in Lancashire • LCC Adult Social Care Winter Plan 	Speeding Traffic and the lack of enforcement
	December	Impact of the pandemic on children and young people's mental health – plans in place to support and an update on CAMHS including managing increase in contacts, anxiety of YP on return to school and availability of more online support		Housing with Care and Support Strategy 2018-2025	
	January	Early Years sector – impact on private providers supporting vulnerable children and families (including update on the EY Strategy and School Improvement Model)	<ul style="list-style-type: none"> • Strengthening flood risk management and preparedness – update on implementing recommendations. • Canal & Rivers Trust (tbc) • Universal Credit – Welfare Rights Service update (tbc) 		Covid 19 – Further update following the update provided at the September 2020 meeting
	February	Lancashire schools attainment report (standing item)		<ul style="list-style-type: none"> • NHS 111 First – update (tbc) • OHOC Task and Finish Group report (tbc) 	

		Schools causing concern task group - update on recommendations			
	March	**Family Safeguarding Model – update on implementation of model in Oct/Nov 2020			Youth Employment and Skills – impact on youth as one of the hardest hit groups during the pandemic (consideration to be given to which scrutiny committee will be most relevant to consider this topic)
	April	**SEND: Lancashire Breaktime update SEND Accelerated Progress Plan update Progress update on Pupils in special schools with medical conditions task group recommendations	Review of Community Safety Partnerships Governance arrangements	-	Scrutiny of the Council's response to the Government's call for local councils to invest in street safety

Other Topics	Topics from work programmes 2019/20 not scheduled	Participation strategy update Road safety Independent children's homes Getting to Good plan update NEET SEN equipment in schools School transport Maintained nurseries update Parking at schools Childhood immunisation programme 0-19 Healthy Child programme	Lancashire energy strategy Review of Community Safety Partnerships and governance arrangements (2021 tbc) Greater Lancashire plan LCC Carbon Plan/Internal Energy and Water Management Policy LEP – response to the pandemic – economic recovery plan incorporating 'green' principles Impact of pandemic on road safety and lessons learnt	Urgent Mental Health Pathway Transforming Care (Calderstones) Social Prescribing Cessation of the Lancashire Wellbeing Service Tackling period poverty Delayed transfers of care Stroke Programme Vascular, head and neck Review of Primary Care Networks and Neighbourhoods Transforming hospital services and care for people in Southport, Formby & West Lancs Disabled Facilities Grants	Local Government Funding and Income Generation Task Group Update on Reducing Single Use Plastics in Lancashire
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