

CABINET MEMBER UPDATE REPORT		
Overview and Scrutiny Committee (Regeneration and Skills)		
<i>COUNCILLOR</i>	<i>PORTFOLIO</i>	<i>DATE</i>
Ian Moncur	Health and Well Being	19 September 2023

Overview

Overall, the service continues to perform well under the pressures of expectation on service delivery, within the resources made available, and in the context of the ongoing pandemic legacy situation still affecting staffing levels availability/ the ripple effect on works/ projects etc.

It is clear that several areas of the service are struggling to meet expectations / basic standards within resources available and efforts are being made to address this. This has resulted in further increase in complaints, and negative press coverage for several areas of the service into the peak season of 2023.

To start to address this, an increase in revenue budget was approved by Full Council as part of the budget setting process for an additional £200k into the management of play areas / facilities from 2022/23 onwards (increasing the budget from £45k per year), and for several of the actions from the Coast Visitor Action Plan for the delivery of those actions on a permanent basis with a further £300k annual uplift – to include additional daytime and evening ranger staff, a full time Community Ranger for the Coast, increased litter management at key gateways, ongoing provision of temporary toilets at beach entrances, and a communications plan to encourage appropriate visitor behaviour. Further, the unachievable income targets were removed from April 2023, which allows the service to present a balanced budget for 23/24.

In addition, to develop the service / and undertake improvements, external grants and other funding are being sought such as;

- the 500k Countryside Stewardship Higher Tier funding for conservation works over the next 5 years along the coast was accepted in February 2022, and the first years work have proved successful attracting regional media attention
- a major bid for Botanic Gardens is in early development, with a Task Group set up (chaired by Cabinet Member, and with ward councillors and community reps), and approval to consult publicly given at the Consultation and Engagement Panel in March 2022. Further, a successful pre-development bid to the HLF has provided resource and capacity to lead and deliver this consultation in Winter 2022/ Spring 2023, and to undertake the required surveys and analysis etc, all in order to be able to make a bid some time afterwards (whenever match funding has been

secured). In the last quarter, this consultation has completed and a design workshop is now planned to develop and understand the scale and scope of the project, with the outcome of the consultation in mind

- consultation has been completed for the allocation of 'legacy' monies left for Hesketh Park in a residents will, and cost estimate / details for priority projects have been developed and a contract drafted with the trustees to formalise this suite of projects to be developed and delivered. Approval to proceed was confirmed at Cabinet in May 23, and the contract is now with the trustees for signing
- the Ainsdale Beach gateway schemes have reached various blockages, and so a paper was presented which agreed to pause all, and to seek resources for development of an overall masterplan for the area instead. This is being explored at the time of writing, together with a public statement to be shared to explain the apparent delays
- Cabinet gave formal approval to seek tenders for the future investment in Southport Golf Links in March 2022. The White House Café reopened in May 23 (with SHOL operating), and the course tender itself remains in abeyance, awaiting capacity and resources to proceed
- the FCERM team continue to work with the Environment Agency and other partner agencies on seeking capital monies to reduce flood risk.

Further areas of the service will also need resource consideration in the coming times – both in terms of ongoing revenue, and other capital schemes too.

What is performing well

The 2022 Annual Review was presented to an Informal meeting of the Overview and Scrutiny (regeneration and skills) committee in October, and with a formal presentation at the November meeting. This was well received, and outlined some of the successes for the service in the last year, and also explained some of the challenges. A narrated version of the presentation has been uploaded on the website here: www.sefton.gov.uk/greensefton

This has led to the refresh and launching of the Service Vision in April 2023.

Highlights from the last quarter include:

- The service continues to work in partnership with many other organisations, partner agencies, and of course fundamentally our communities – supporting around 40 'Friends of', In Bloom and other volunteer groups, together with 300+ sports clubs and leagues that utilise our facilities;
- The service co-ordinated the In Bloom competition again this year, with 37 entries being made, and judging is ongoing at the time of writing
- The delivery of the Coast and Visitor Areas PSPO was added to the services work programme this year – approved at Full Council in July 22, this will enable better management of visitor behaviour, and address anti social behaviours in the designated locations. Officers are now in

discussion with other land owners and the emergency services to ensure a 'one coast/ one sefton' approach to rolling this out, incl engagement (and are discussing enforcement approaches, which has included a special Multi Agency Group meeting in June 23 to discuss the disruption and approaches to be taken to address 'unauthorised events').

- Bootle Driving Range is now operational and exceeding initial expectations, albeit with some operational challenges that the service are learning from (including an international shortage of range balls). Officers need to prioritise seeking a professional partner, to offer lessons, and explore seeking sponsorship too as part of the year 2 business plan
- The suite of short term improvement works to Ainsdale Gateway have been delayed as explained above, but a project management consultant has been engaged to deliver a full refurbishment of the toilet block (including the reintroduction of shower and drinking water facilities, together with the creation of a Changing Places unit within the improved building. Following procurement challenges, officer remain keen to see this element through to delivery and so are exploring alternative options at the time of writing.
- The Visitor Action Plan for 2023 is being enacted. The Multi Agency Group with other landowners and emergency services etc. continue to meet fortnightly, which will again include a pre, mid, and post season briefing will all coastal ward councillors, together with the special meeting mentioned above regarding unauthorised events

What requires improvement and what action is being taken

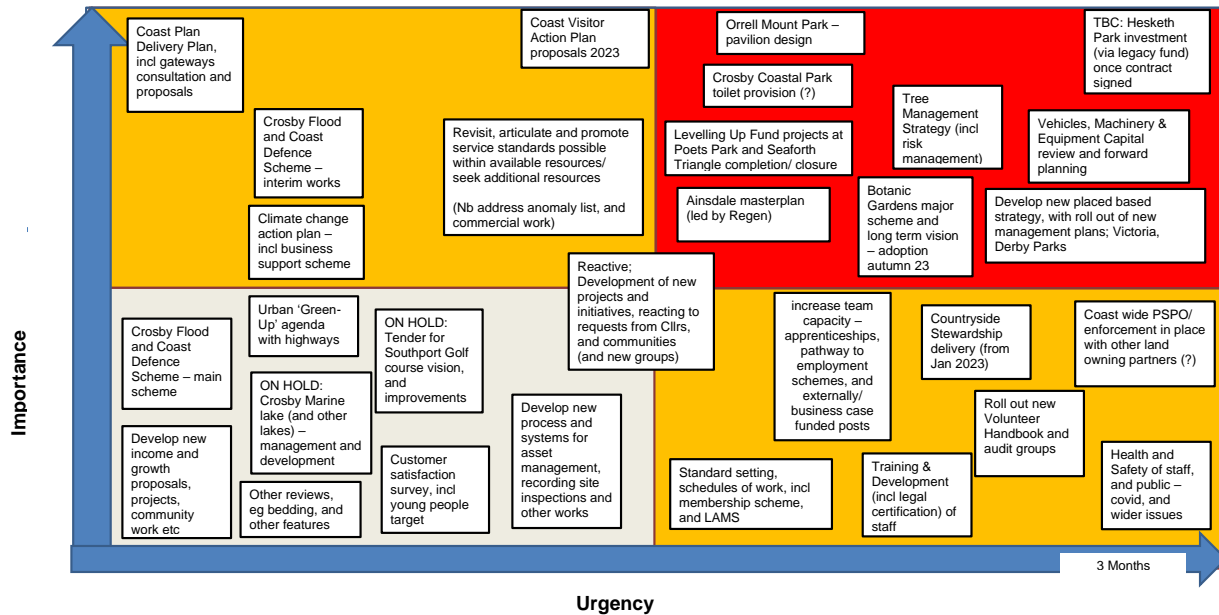
Overall work programming

The Annual report highlighted the tracking of the services overall performance against the actions contained within the Service Plan which has been RAG rated over the last two years. This clearly shows that many actions have slowed down or stalled since the pandemic started due to a reduced staffing capacity to deal with developmental issues, and new operational demands being placed upon services as the 'staycation' phenomena resulted in massive increases in visitor numbers and other pressures on our sites.

The action taken to address this has been to develop a more sophisticated work programming approach for the service, with an 'urgency / importance' matrix developed, as below. This was presented to O&S Committee within the Annual Review, but has also led to each sub-team within Green Sefton creating their own version, with updates being discussed at team meetings, and individual monthly 1:1's. The overall team matrices now also form part of regular updates.

GREEN SEFTON STRATEGIC WORKLOAD MATRIX – as presented to O+S Oct/ Nov 22, and updated 25.11.22, 10.2.23, 10.3.23, 25.7.23

(to be reported to Cabinet Member on a regular basis, and updated through the year)



Working with Volunteers

A specific challenge in recent times has been ongoing issues arising with some of our volunteer groups. Probably symptomatic that the service no longer undertakes land management and maintenance to the standards previously seen, and that there is less officer capacity available to respond to complaints, nurture groups, and pro-actively keep them aligned – several groups have become dissatisfied with the Council and / or have suffered from internal issues leading to corporate complaints being raised.

The action taken to address this is to refresh the Volunteer Handbook – this guiding document introduces volunteers to setting up a group, however it also now goes much further in terms of setting out expectations to be placed on volunteers about their Policies and Procedures expected of a group, including Equality and Diversity, Safeguarding, and overall Code of Conduct – both in terms of the way volunteers treat each other, and also about how they deal and interact with Council officers.

Following discussion with Cabinet Member during 2022, and comments received (including those from CVS, legal and personnel colleagues), the final version was approved in September 22. This has since been shared with all volunteer groups, with a request that the sign up to the updated document, and expectations contained therein.

Defining Standards

As part of addressing some of the frustrations from the community referred to above, we have also instigated a piece of work to define our maintenance service standards

that we are currently resourced to provide. This is initially being prioritised on the inland parks and greenspaces maintenance aspects of the service, but team leaders are working up thoughts on defining standards across wider areas too. The first draft of this new document was shared with Cabinet Member at the April 2022 meeting, and final amendments are being made before releasing this wider in the coming months.