

## CHALLENGE AND IMPROVEMENT ANNUAL REPORT 2012-13

### 1. Introduction

The Council's Constitution Article 7 para 7.6 states that The Challenge and Improvement Committee must report annually to the Council on both its proposed work plan and its work in the preceding year.

### 2. Chairman's Report

#### ANNUAL REPORT TO COUNCIL – CIVIC YEAR 2012-2013

The Challenge and improvement Committee is the successor to Performance Management and Scrutiny Committee.

The Ethos of Challenge and Improvement is Encourage, Improve and if all else fails CHALLENGE!

I believe we share a common ideal of "if it ain't broke, don't fix it"  
 " If it is broke then we are the 5<sup>th</sup> Calvary appearing over the brow of the hill – **here to help !** "

The committee owes much to Member Forum, where many ideas are spawned, discussed, bounced around and become possibilities that can be dealt with in a formal committee setting. (Though heaven forbid that C&I should become too formal)

In the period since its inception we have:

- Deliberated over new ways of working.
- Led on paperless working, saving a minimum £60k - £70k in printing, paper, envelopes, postage & officer time.
- Created a working party to investigate renewable energy and created a statement of the Council's aims through The Renewable Energy Task and Finish Group,
- Assisted and advised on resolving problems at GAPA
- Monitored innumerable reports
- Have monitored improvements in Planning Enforcement, which we are still monitoring.
- Taking a keen interest in improved Broadband, particularly where it can assist economic development and further our paperless ambitions with town and parish councils
- Received updates on new legislation, reforms, changes to benefits and housing regimes
- Instigated a campaign to counter increasing incidents of dog fouling, littering and flytipping

I am indebted to the members of committee who all share the enthusiasm for improvements and volunteer to create the very successful hard working task and finish groups, which show a true partnership approach by officers and Members.

I am also very grateful for the energy and enthusiasm from all our officers, at all levels, who have shown zeal for these new ways of working and the running of the committee.

Looking forward to the coming year, we intend to continue supporting members, committees and the Council and find ways to ensure we are not only efficient and cost effective but more importantly customer friendly.

In this Civic Year we have split into our working groups, ably supported by excellent Officers. Our excursion into Broadband improvements has exceeded my wildest dreams, fast broadband via WiFi being installed into Village Halls, spin offs to domestic and business use, all several years ahead of the County BDUK scheme.

We have examined the proposed Honours system, it being batted back and forth from Council but finally everyone was happy and the report accepted. We also commented on Community Awards.

Members have looked at Green Waste and the four month interregnum from December to March appears to have gained public approval.

Members have looked at "open for business" and made a number of suggestions.

Customer services has had the C&I investigative treatment, with Cllrs Howitt Cowan and Patterson spending time on the customer service desks.

We are leading on a Tourism enhancement group, celebrating the huge wealth of heritage in West Lindsey.

The C&I incubator is the Member Forum and from that the Extranet is now with us, ease of access and can be used on a desktop, laptop, tablet or phone or two cocoa tins and bit of string without having to fight ones way through myriad levels of security.

FINALLY - Following discussions with the Leader, it has been suggested that a stronger Challenge & Improvement Committee could be achieved by creating a more formal scrutiny arm under an additional Vice Chairman, for the remainder of the Councils term.

With members' consent I am pleased to propose that in the committee meeting following this main meeting, that vice chairmen will be Cllr Howitt Cowan who has headed up a number of successful projects will be responsible for strategy whilst Cllr Bowler who has the analytical skills to lead a subgroup to carry out indepth investigations leading to improvements.

**Alan Caine – Chairman, Challenge and Improvement Committee**