

Guildhall Gainsborough  
Lincolnshire DN21 2NA  
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AGENDA

This meeting will be recorded and the video archive published on our website

**Challenge and Improve Committee**

Thursday, 1st September, 2016 at 6.30 pm

Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA

**Members:**

- Councillor Paul Howitt-Cowan (Chairman)
- Councillor Lewis Strange (Vice-Chairman)
- Councillor Trevor Young (Vice-Chairman)
- Councillor Hugo Marfleet
- Councillor Lesley Rollings
- Councillor Mrs Angela White
- Councillor Stuart Kinch
- Councillor Mrs Pat Mewis
- Councillor David Bond
- Councillor Christopher Darcel
- Councillor Adam Duguid
- Councillor Stuart Curtis

1. **Apologies for Absence**
2. **Minutes of the previous meeting.** (PAGES 1 - 12)  
Meeting of the Challenge and Improvement Committee held on 28 June 2016
3. **Members' Declarations of Interest**  
Members may make any declarations of interest at this point and may also make them at any point during the meeting.
4. **Matters Arising Schedule** (PAGES 13 - 16)  
Matters arising schedule setting out current position of previously agreed actions as at 23 August 2016

5. **Public Reports**

- a) Progress and Delivery - Period 1 (PAGES 17 - 44)
- b) Democracy Working Group - 6 Month Update (PAGES 45 - 50)

6. **General Work Items**

- a) Forward Plan (PAGES 51 - 58)
- b) Committee Workplan (PAGES 59 - 60)

7. **Exclusion of Public and Press**

To resolve that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

8. **Preparation for Scrutiny of Public Body**

Scrutiny of Public Body (Schools) in regard to investigation into the ongoing theme of youth unemployment - finalised questions

M Gill  
Chief Executive  
The Guildhall  
Gainsborough

Tuesday, 23 August 2016

## WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Challenge and Improvement Committee held in the Council Chamber at the Guildhall, Gainsborough on Tuesday 28 June 2016 commencing at 6.30 pm.

**Present:** Councillor Paul Howitt-Cowan (Chairman)  
Councillor Lewis Strange (Vice-Chairman)  
Councillor Trevor Young (Vice-Chairman)

Councillor David Bond  
Councillor Stuart Kinch  
Councillor Pat Mewis  
Councillor Lesley Rollings  
Councillor Angela White

**In Attendance:**

James O'Shaughnessy	Interim Strategic Lead – Transformation
Darren Mellors	Team Manager – Business Improvement
Michelle Howard	Team Manager – Home Options
Amanda Bouttell	Employment and Skills Officer
Katie Coughlan	Governance and Civic Officer

**Apologies:** Councillor Stuart Curtis

**Also In Attendance :** Mr Steve Walker, Lincolnshire Careers Service

**Membership:** No substitutes were appointed for the meeting

### 15 CHAIRMANS WELCOME

The Chairman welcomed all those present to the meeting and introduced, Mr Steve Walker to the Committee.

### 16 MINUTES

(a) Meeting of the Challenge and Improvement Committee held on 23 May 2016 (CAI.08 16/17)

**RESOLVED** that the Minutes of the meeting of the Challenge and Improvement Committee held on 23 May 2016 be confirmed and signed as a correct record.

## **17 MEMBERS' DECLARATIONS OF INTEREST**

Councillor Lesley Rollings declared a personal interest in report CAI.07 16/17 (Consideration of Scrutiny of Public Bodies – Issue of Youth Employment in West Lindsey) as she was employed by The Gainsborough Academy and through her employment worked closely with West Lindsey's Employment and Skills Officer.

## **18 MATTERS ARISING SCHEDULE (CAI.09 16/17)**

The Committee gave consideration to the Matters Arising Schedule, setting out the current position of previously agreed actions, as at 20 June 2016.

It was reported that all actions, with the exception of two longer-term items, within the report were marked as completed since the previous meeting of the Committee.

**RESOLVED** that the Matters Arising Schedule as at 20 June 2016 be received and noted.

## **19 SCRUTINY OF PUBLIC BODY – CAREERS SERVICE**

The Committee had the opportunity to scrutinise the work of the Careers Guidance Service, Mr Steve Walker was in attendance to answer the Committee's previously prepared questions, by way of presentation and a period of supplementary questioning.

The questions which had been posed were as follows: -

- How "effective" are schools and Colleges at carrying out their statutory duty for Careers Guidance in terms of quality and impact as outlined by the Education Act 2011?
- What Careers Advice and Guidance will the local authority be delivering from September and what support will young people be able to access?
- More specifically, how will young people access Careers advice once they have left mainstream education and how will they be supported into training or employment?
- How might the District Council in West Lindsey ensure that young people are getting access to independent and impartial careers advice?
- NEETs. Where does the responsibility fall for monitoring NEETS as this was traditionally measured and collated by Connexions?

The Chairman welcomed Mr Walker to the meeting and invited him to make his presentation to Members.

In opening Members were provided with context of the issue, what the current youth unemployment figures were for the District, how this compared to the rest of the County, the region and nationally and what were considered to be the key issues currently facing the service provided.

The Local Picture was as follows, with Average levels of unemployment during September 2015 to May 2016 being recorded as below: -

	Y12	Y13
West Lindsey	1.1%	2.2%
Lincolnshire	1.4%	2.7%
East Midlands	2.0%	3.8%
England	2.0%	4.0%

In numbers terms for West Lindsey, this equated as follows: -

Month	NEET	
	Y12	Y13
September	19	37
October	3	17
November	11	20
December	15	23
January	16	25
February	14	23
March	11	22
April	11	23
May	12	20

The Committee noted that as the numbers were relatively low, and as such there was no critical mass, this made accessing funding schemes particularly difficult. Other local issues which needed to be overcome included

- The Wide geographical area throughout which this element of the community were spread, again affecting the critical mass required to access a number of funding streams.
- Accessing support – reduced public funding over recent years had seen a number of programmes previously on offer disappear.
- Lack of Apprenticeships/Traineeships – having run a search of this type of vacancy within a 15 mile radius of Gainsborough there were currently only 89 vacancies; 82 intermediate level and 7 advanced level, there were no Apprenticeships/Traineeships at a degree level

currently on offer in Gainsborough. West Lindsey currently had 7366 persons eligible for work based learning under 20, of these currently 248 (3.7%) were in work based learning jobs, 22 were classed as other and only 2 were undertaking traineeships. The large majority of 16-19 year olds were still choosing to remain in full time education / college

- History of worklessness- unfortunately this was a reported inhibitor in a number of Gainsborough households and meant aspirations could often be low.

Moving on to the effectiveness of schools and colleges in providing career guidance, the Committee noted that statutory guidance for governing bodies, school leaders and school staff had been issued in March 2015 entitled “Careers guidance and inspiration in schools”. This document set out the guidelines within which all schools were currently expected to work. The Statutory duty, had since 2012 lay with schools (previously a function of the local authority) and they were free to determine

- How they meet the duties laid out in the statutory guidance
- What services they provided; and
- Which students could access the services

The effectiveness of the guidance they offered was currently assessed by Governors, Ofsted and School Destination Measures.

With regard to the latter, data from 2013/14 was shared with the Committee to demonstrate this. It was acknowledged that this was a blunt tool and made no allowance for differing circumstances, for example a particularly difficult cohort.

However it was noted that new Statutory guidance was awaited and the Gatesby Foundation report entitled “Good Careers” was likely to form the basis for this. It was also hoped that this would address the issues currently being reported, such as certain trainers not being permitted within schools. Furthermore Colleges and WBL providers would likely have the means to report schools not engaging with them under new guidance

The Governance and Civic Officer undertook to source and provide Members with a copy of the Gatesby Foundation report.

It was noted that the Lincolnshire County Council careers guidance service would cease in September 2016, after this time support would be offered by the National Careers Service, with currently two posts planned for the East Midlands. Work Coaches, through the Job Centre, would also be made available for schools to access.

Moving onto Local Authority Support and monitoring of NEETs, Members noted this was a statutory function of the local authority and statutory guidance had been issued in September 2014. From July 2016, in

preparation for the demise of the service the County Council would have the following measures in place: -

- Tracking Team
- Revamped website for information and advice
- Individualised support for those with additional factors
- Support to those claiming JSA

Affected persons would be able to access other support through a wide range of sources including: -

- National Careers Service:-
  - Website
  - On-line chat facility
  - Telephone help line
- Wide range of websites
- Foundation Study Programme Providers
- Traineeship Providers
- ESF/Lottery Projects

In conclusion, Mr Walker outlined the ways in which he considered an authority like West Lindsey, with no statutory responsibilities, may be able to assist, including:

- Investigating Lincoln CC model of a hub for unemployed
- Obtaining data from LCC – initiate contact
- Link with other advice organisations/projects
- Champion the need for schools to deliver quality careers support
- Promote Apprenticeships and Traineeships

Discussion ensued and Members were in agreement that they needed to be able to access the data of affected persons but this had proved difficult due to data protection and the absence of data sharing agreements.

Members also expressed concern that so much of a schools ability was assessed purely around its exam results, that there are schools who are putting all their focus into this and not preparing young people for leaving school and the working world.

In response to Members questions, Mr Walker and the Employment and Skills Officer outlined to Members what a traineeship was. It was noted that these usually lasted around 6 months and had no pay attached; this made them not that inviting to young people. They often attracted the hard to reach groups, however this in turn brought about issues of commitment, making them also not that attractive for employers.

The Chairman thanked Mr Walker for his informative presentation and wished him well for the future.

## **20 C AND I OPERATING METHODOLOGY (CAI.10 16/17) 2016/17**

Members gave consideration to a report which aimed to outline the role of the Committee with regard to undertaking reviews; outlined the important considerations with regard to scrutiny and conduct; and provided criteria for reviews and draft related processes.

It was noted that the methodology within the report was primarily the same as that which has been operated over the last two municipal years but had two proposed changes:

- It provided for the exclusion of re-discussion of an issue within six months of first consideration. This reflected the approach taken by Policy Committees in the Constitution.
- It provided for Oversight Commissions to be undertaken to support the Policy Committees (section 5 of the report related)

The report also had included within it, for clarity, an additional workflow diagram which reflected the approach to pre-decision scrutiny (by selection from the forward plan).

Members welcomed the document and working examples provided.

**RESOLVED** that: -

- (a) the proposed Methodology as outlined at sections 3, 4 and 5 of report CAI.10 16/17 be approved;
- (b) the proposed processes outlined at Appendix 1 of report CAI.10 16/17 be approved; and
- (c) the accompanying flow charts, outlined at Appendix 3 be noted.

## **21 PROGRESS AND DELIVERY – SERVICES – FINAL PERIOD (CAI.11 16/17)**

Members gave consideration to the final Progress and Delivery report for 2015/16 year, which highlighted the areas where services were “off target”, the reasons for this and the proposed rectifications. The report also provided Members with an opportunity to examine the reasons why performance was off track and seek assurance that the measures which had been put in place were sufficient to tackle the issues which had been identified with the service.

The report also updated Members on those areas which had been highlighted in the third quarter report, these being: -

- Complaints Received



- Gainsborough Markets
- Local Land Charges
- Development Management
- Enforcement

and further updates were given on each.

Further “over performing” measures, not already mentioned were highlighted to the Committee and included the Assets and Facilities Management Function for their work on void properties and customer satisfaction levels, the Council Tax Team for their collection rates and the Trinity Arts Centre for its reduced operating costs.

Whilst the report was primarily an exceptions one, Members were provided with a flavour of activity currently ongoing in those areas which were on target or delivery as anticipated, including information on : -

- The Home Choices Team, in particular with regard to Choice Based Lettings
- The HR Team, in particular with regard to the work of the staff engagement group and the lowest sickness absence figures recorded since data collection commenced in 2009.

It was noted that the report had previously been considered by both the Prosperous Communities Committee and the Corporate Policy and Resources Committee and Members were provided with the minute arising from each.

The Challenge and Improvement Committee congratulated Officers on the performance of the Trinity Arts Centre.

**RESOLVED** that having examined the responses given to the report by the Corporate Policy and Resources Committee and the Prosperous Communities Committee, assurance was received that the appropriate level of challenge was being made by those Committees to the information contained within the report.

## **22 PROGRESS AND DELIVERY – PROJECTS – FINAL PERIOD (CAI.12 16/17)**

Members gave consideration to the final Progress and Delivery report for 2015/16 year, which dealt with the projects.

Members were reminded that the Progress and Delivery reports were by exception only, either above or below target, and only reported on those projects currently in delivery stage which were regularly monitored.

The report contained an update on one item contained in the previous report; this Gainsborough South West Ward Programme, previously reported as amber status, now reported as green with supporting commentary.

The following projects were reported as being an Amber Rating during this period: -

- Hemswell Cliff MasterPlan
- Fraud Investigation Services

and further reasoning for such was offered to the Committee. It was anticipated that both projects would be back on track when the next report was due for consideration.

It was noted that the report had previously been considered by both the Prosperous Communities Committee and the Corporate Policy and Resources Committee and Members were provided with the minute arising from each.

With regard to the South West Ward Project, a member enquired as to what, if any, plans there were for the Sandsfield Lane Playing field. The ward was crying out for open green space and this was a prime location, not being made use of and was considered a wasted opportunity by some Members.

In the absence of Key Officers associated with this project, the Interim Strategic Lead for Transformation, undertook to raise this with the Tactical Group

**RESOLVED** that having examined the responses given to the report by the Corporate Policy and Resources Committee and the Prosperous Communities Committee, assurance was received that the appropriate level of challenge was being made by those Committees to the information contained within the report.

## **23 FORWARD PLAN (CAI.13 16/17)**

The Governance and Civic Officer presented a report setting out the items of business due to be considered through the committee system and asked Members to identify any reports that they wished to be brought before the Challenge and Improvement Committee for pre-scrutiny.

Having perused the list of scheduled the reports, the Vice-Chairman, made reference to Quickline, and in particular the difficulty some residents were finding themselves in, as a result of the decision made by BDUK to exclude West Lindsey from its rollout plan. Some areas across the District had no or very limited broadband connection and the Vice-Chairman expressed concern at the position residents found themselves in. Businesses could not compete and grow without reliable broadband.

The Interim Strategic Lead for Transformation, outlined to the Committee the negotiations and communications the Authority had had with BDUK at the highest level. The Director of Resources would be preparing a position paper regarding this matter for likely submission to the Corporate Policy and Resources Committee in Autumn 2016, in a bid to dispel some of the misunderstanding.

The Committee considered it would be a worthwhile exercise to write to all residents to understand what their current broadband connection was like. It was accepted that such an exercise could be costly, however further suggestions, such as making use of the Citizen's Panel or Operational Services staff to distribute literature were offered.

The interim Strategic Lead, again offered reassurance that negotiations had been had at the highest level. Broadband connectivity was a national issue.

**RESOLVED** that the Forward Plan be noted

#### **24 WORK PLAN (CAI.14 16/17)**

The Work Plan for the business of the Challenge and Improvement Committee was presented.

**RESOLVED** that the Work Plan be noted.

#### **25 EXCLUSION OF PUBLIC AND PRESS**

**RESOLVED** that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

#### **26 PREPARATION FOR SCRUTINY OF PUBLIC BODY – BRIEFING PAPER IN ADVANCE OF THE 2<sup>ND</sup> PUBLIC BODY BEING INVITED REGARDING THE ONGOING THEME OF YOUTH UNEMPLOYMENT – SCHOOLS (CAI.16 16/17)**

Members were presented with a briefing paper for consideration, which set out a list of proposed schools to be invited to attend the October meeting, together with a proposed set of questions, derived from comments previously expressed by Committee, to be put to the schools.

The report suggested that a total of five schools from across the District be invited to respond to the same series of pre-determined questions. It was

intended to invite five initially with the prospect that there may be a degree of unavailability.

The schools proposed were considered to represent a good geographical spread across the District and carried a range of current school inspection ratings, ranging from inadequate to outstanding.

In response to Members questions, Officers confirmed that it was intended all schools invited would be asked to attend on the same evening. It was Members discretion, as to how many they wished to invite, however the meeting would need to be manageable.

**RESOLVED** that: -

- (a) All of the schools listed at Section 2.2 of the report, namely: -
- Cherry Willingham Community School
  - De-Aston School, Market Rasen
  - Caistor Grammar School
  - The Gainsborough Academy
  - Queen Elizabeth's High School, Gainsborough
- be invited to attend at the October meeting; and
- (b) the series of questions, as presented, and as detailed in paragraph 3.1 of report CAI.16 16/17, form the basis of the presentations the invited schools are asked to prepare.

## **15 BRIEFING PAPER ON CURRENT CRIME ISSUES IN ADVANCE OF ATTENDANCE BY SIMON OUTEN AT SEPTEMBER'S MEETING**

Members received a briefing paper on current strategic and operational policing issues of specific interest. The report also sought Members approval to series of draft questions relating to these areas, in preparation for attendance of Police and Police and Crime Commissioner colleagues at September's Committee meeting.

It was noted that Challenge and Improvement Committee currently received a 6 monthly update on crime and ASB issues in West Lindsey from Inspector Simon Outen, Lincolnshire Police. This was considered valuable information and these updates were welcomed.

In addition to the information provided by Inspector Outen, there was an opportunity to enhance this session at the September C&I meeting. This was intended to enhance member understanding and further promote effective partnership working with Lincolnshire Police.

Officers had become aware of a number of key areas of work both operationally and strategically which it was felt Elected Members would benefit from an enhanced insight into. This would enable informed consideration of the issues affecting West Lindsey and enable Members to seek assurance of the work in place to ensure that efforts to reduce crime and promote community safety in West Lindsey were effective.

Additionally, following the appointment of the new Police and Crime Commissioner this presented an opportunity for members to engage with him at the earliest opportunity and to understand his future priorities and content of Lincolnshire's new Police and Crime Plan.

The report provided context around each of the areas for consideration by members, rationale for posing questions, together with a proposed draft question(s).

The proposed strategic areas for discussion were: -

- Integrated Offender Management
- THRIVE
- New Police and Crime Commissioner
- Rural Crime
- Future Capacity, Structure and Local Policing Priorities

The proposed operational issues for discussion were: -

- Hate Crime (and Mate Crime)
- Customers with arrest warrants
- Dangerous Dogs
- Illegal Eviction
- ATM Thefts
- Market Rasen House

Discussion ensued and Members openly welcomed the extended remit of September's Committee Meeting.

Reference was made to the recent County Council decision to turn off street lighting throughout the night, and whether this had resulted in an increased level of crime. Members requested that a question dealing with this issue also be incorporated.

**RESOLVED** that: -

- (a) the draft questions for Police and Police and Crime Commissioner colleagues, subject to the inclusion of the matter detailed above, be approved; and
- (b) an invitation be extended to the Police and Crime Commissioner and Integrated Offender Management lead(s) to attend at September's meeting

The meeting concluded at 7.55 pm

Chairman

## Challenge & Improve Committee Matters Arising Schedule

# B

### Purpose:

To consider progress on the matters arising from previous Challenge & Improve Committee meetings.

**Recommendation:** That members note progress on the matters arising and request corrective action if necessary.

### Matters arising Schedule

Active/Closed	Active				
Meeting	Challenge and Improve Committee				
Status	Title	Action Required	Comments	Due Date	Allocated To
<b>Amber</b>					
	<b>sandsfield lane playing field</b>	<p>extract from mins of meeting 28/6 /16: With regard to the South West Ward Project, a member enquired as to what, if any, plans there were for the Sandsfield Lane Playing field. The ward was crying out for open green space and this was a prime location, not been made use of and was considered a wasted opportunity by some Members.</p> <p>In the absence of Key Officers associated with this project, the Interim Strategic Lead for Transformation, undertook to raise this with the Tactical Group</p>	<b>james please can you liaise with Mark and ask him to provide commentary through this matters arising as to any plans for the site.</b>	18/08/16	James O'Shaughnessy
<b>Black</b>					
	<b>copy of the Gatesby Foundation report</b>	<p>extract from mins of meeting 28/6/16:-</p> <p>The Governance and Civic Officer undertook to source and provide Members with a copy of the Gatesby</p>	<b>document circulated by e-mail to all cttee members and lead officers 30/6/16 kjc</b>	12/07/16	Katie Coughlan

		Foundation report.			
	<b>additional question to pose to the police</b>	<p>extract from mins of mtg 28/6/16:</p> <p>Reference was made to the recent County Council decision to turn off street lighting throughout the night, and whether this had resulted in an increased level of crime. Members requested that a question dealing with this issue also be incorporated.</p>	<b>Michelle please could you craft a question around this notion to add to the list of questions already approved for use at Septembers cttee meeting (now November's meeting)</b>	19/07/16	Michelle Howard
	<b>Green</b>				
	<b>forward plan /work plan</b>	<p>extract from minutes of mtg 23/5/16 Development Management – Outcomes of the Peer Review: - members requested that a report on this subject be brought forward. It was noted however that the development management improvement plan was overseen by this Committee and was next due to be submitted in October 2106. It was therefore suggested that Officers could be requested to extend this report to include within it: -</p> <ul style="list-style-type: none"> <li>• Peer Review Outcomes</li> <li>• S106 arrangements and move to CIL payments</li> <li>• Enforcement</li> <li>• A General Update on the Service; and</li> <li>• Local Plan Progress</li> </ul>	<b>please see extended remit requested by c and i cttee for future report. this extra info has been entered onto the forward plan - kjc 14/6</b>	30/09/16	Oliver Fytche-Taylor



	<b>forward plan / work plan</b>	extract from mins of mtg 23/5 Anglian Water Attendance: - A Member requested that Anglian Water be invited to attend a future meeting as part of the Public Body Scrutiny Element, in light of the continued issues arising from flooding and limited responses to large planning applications. The Director of Resources advised that the Committee had previously resolved to look into the matter of Youth Unemployment on a themed basis, inviting a raft of associated agencies throughout the year. It was suggested this matter be held in abeyance and should the work plan allow later in the year, the matter be re-visited. Members were again agreeable to this suggestion.	<b>keep on hold</b>	31/12/16	Katie Coughlan
	<b>school invites</b>	extract from mins of mtg 28/6/16 (a) All of the schools listed at Section 2.2 of the report, namely: - <ul style="list-style-type: none"> <li>• Cherry Willingham Community School</li> <li>• De-Aston School, Market Rasen</li> <li>• Caistor Grammar School</li> <li>• The Gainsborough Academy</li> <li>• Queen Elizabeth’s High School, Gainsborough</li> </ul> be invited to attend at the October meeting; and  (b) the series of questions, as presented, and as detailed in paragraph 3.1 of report CAI.16 16/17, form the basis of the presentations the invited schools are asked to prepare.	<b>please contact schools, provide with questions and invite to October meeting .</b>  <b>Initial contact made late July 2016 to all 5 schools. as at 19/8. confirmed attendance from QEHS. in principal agreement from De Aston. Follow up e-mails to be sent on schools return from summer break. It is anticipated the planned session in October will be feasible</b>	05/09/16	Katie Coughlan

	<b>invitation to police and other representatives</b>	<p>extract from mins of meeting: -</p> <p>(a) the draft questions for Police and Police and Crime Commissioner colleagues, subject to the inclusion of the matter detailed above, be approved; and</p> <p>(b) an invitation be extended to the Police and Crime Commissioner and Integrated Offender Management lead(s) to attend at September's meeting</p>	<p><b>please invite required attendees, provide with the questions and date of meeting</b></p> <p><b>invitation and info sent. response awaited as at 21/7/16.</b></p> <p><b>Unfortunately, simon was unable to attend on this date. alternative date offered of November and confirmed in principal. Initial response from the PCC received declining invitation for September. Officers are undertaking further work with a view to obtaining his agreement to attend now in November. Responses awaited from Mark Housley and Chris Davidson therefore follow up e-mail sent . All attendees now requested to attend in November. Wrk Plan amended accordingly</b></p>	30/09/16	Katie Coughlan
<b>Grand Total</b>					



CAI.20 16/17
Challenge and Improvement
1 September 2016

# C

**Subject: Progress and Delivery – Period 1 (April and May)**

Report by:	Director of Resources
Contact Officer:	Ian Knowles Director of Resources 01427 676500 ian.knowles@west-lindsey.gov.uk
Purpose/Summary:	<p>This report deals with the progress and delivery of projects which are aimed at the delivery of the corporate plan. This report highlights those projects that have entered the delivery stage and are either off track or at risk of not delivering.</p> <p>This report also deals with the progress and delivery of the services the council provides. It is an “exceptions” report and deals with those services which are either performing above the required level or are below the target set for them. The report will also provide members with a summary of activity across services.</p>

**RECOMMENDATION(S):**

1. That the committee examine the responses given to the report by the Corporate Policy and Resources Committee and the Prosperous Communities Committee and assure themselves that the appropriate level of challenge is being made by those committees to the information contained in the report.

## IMPLICATIONS

Legal: None

Financial: FIN / 66 / 17

Staffing: None

Equality and Diversity including Human Rights: None

Risk Assessment: None

Climate Related Risks and Opportunities: None

Title and Location of any Background Papers used in the preparation of this report:

P & D Review May 2016

### Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

x

### Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

x

- 1.1 The report attached at Appendix 3 has previously been considered by both the Policy Committees
- 1.2 The Committee are asked to examine the responses given to the report by the Corporate Policy and Resources Committee and the Prosperous Communities Committee and assure themselves that the appropriate level of challenge is being made by those committees to the information contained in the report.
- 1.3 The minutes arising from the Corporate Policy and Resources Committee and the Prosperous Communities Committee are attached at Appendix 1 and 2 respectively.

## Appendix 1

### Extract from Corporate Policy and Resources Minutes 28 July

#### 37 PROGRESS & DELIVERY PERIOD 1

The Director of Resources summarised the Progress and Delivery report for period 1 which, due to the timetable, was for April and May. The new format of the report dealt with the progress and delivery of projects which were aimed at the delivery of the corporate plan. This report highlighted those projects that had entered the delivery stage and were either off track or at risk of not delivering. The report also dealt with the progress and delivery of the services the council provided. It was an “exceptions” report and dealt with those services which were either performing above the required level or were below the target set for them. The report would also provide Members with a summary of activity across services.

Members agreed that the revised format of the report made for a clearer understanding which required little discussion or subsequent questions.

Discussion took place on the performance of the Enforcement Service and questioned why there was only one officer to deal with the volume of work involved. The Director of Resources assured Members that resources were being increased, and perhaps the method of reporting the difference between long and short cases could be considered.

Note was also made of the Affordable housing provision and the work of ACIS was commended. Further opportunities would be available through the adoption of the Central Lincolnshire Local Plan, the Devolution agenda, and also Community Infrastructure Levy.

**RESOLVED** that having reviewed the Progress and Delivery report Members were satisfied with the responses to the performance.

## Appendix 2

### Extract from Prosperous Communities Committee Minutes 19 July

#### 31 PROGRESS AND DELIVERY PERIOD 1 16/17 (PRCC.18 16/17)

The Chief Operating Officer summarised the Progress and Delivery report for period 1. The report dealt with the progress and delivery of projects which were aimed at the delivery of the corporate plan. This report highlighted those projects that had entered the delivery stage and were either off track or at risk of not delivering. The report also dealt with the progress and delivery of the services the council provided. It was an “exceptions” report and dealt with those services which were either performing above the required level or were below the target set for them. The report would also provide Members with a summary of activity across services.

Members agreed that the revised format of the report made for a clearer understanding which required little discussion or subsequent questions.

Note was made however of the number of complaints and the target failure. The Chief Operating Officer clarified that an analysis would differentiate between the differing reasons for complaints, such as in Planning where there were differences between the public not being happy with a decision, or the way the application was handled. Any decision in Planning would make someone unhappy, so it would be useful to rationalise the nature of the complaints.

It was noted that public expectations were occasionally unrealistic based on a lack of understanding of how processes worked.

**RESOLVED** that having reviewed the Progress and Delivery report Members were satisfied with the responses to the performance.

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# Introduction

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Councillors have received progress and delivery reports since 2012. They have sought to give councillors information on how the council is performing through its services, project delivery and finances. This has given councillors the opportunities to question officers on performance and ensure that any rectification measures proposed to remedy poor performance are sufficient to tackle the issues identified.

This report is about the services the council is delivering in order to meet the objectives it has set itself in the corporate plan.




For clarity this report will provide information on those services that are either performing below their target level or have exceeded the performance expected of them. This will be done within certain tolerance levels therefore services which are just below their target performance will not be reported at this stage, but will be monitoring through the council's services leadership team. Generally explanations and rectifications are given where an aspect of a service is performing below the required standard.

In addition the report will contain information on services which were included in the last period's exceptions report, but have subsequently improved to the extent that they are not included in this report. This is to demonstrate to members that remedial measures which have been put in place are working.

### How to use this report

#### RAG Performance Indicators

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	Performance against this indicator is better than the set target
	Performance is in line with its target
	Performance is lower than predicted

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#### Direction of Travel

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↑	Performance is improving
→	Performance is remaining static
↓	Performance is declining

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## **Executive Summary**

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### **Overview of performance**

This report is based on the first two months of the 2016/17 financial year in order to be able to report in the July cycle.

### **Corporate Health**

**Customer** – The measures used to assess this perspective are currently showing as performing worse than target however there is a debate around whether we should indeed have a target for customer comment and complaints. We should be encouraging customers and residents to provide feedback and a target could be counter-productive in that respect. However we are analysing the complaints and taking appropriate action where necessary. It is a positive matter that we are also receiving increasing compliments at this time

**Financial** – The financial reporting is picked up in detail as part of the budget monitor elsewhere on this agenda. However from a performance viewpoint it should be noted we are already predicting a 1.9% underspend for the year due to an adjustment to our pension deficit contribution for this year. This will ensure that we do not need to use reserves to balance our budget as provided for in the MTFP in March 2016.

**Process** – This perspective looks at service delivery and the measure being used is about channel optimisation. We are currently below our target for digital access. Our customer focus strategy will provide the basis on which to develop our approach to digital access. It should be noted that under **Systems Development** in the Service section the number of people signing up for a **self-service account** on the new website is ahead of expectations.

**Quality** – This perspective has a mixed outcome so far with staff absenteeism continuing to improve against expectations whilst the number of calls answered is a cause for concern. We continue to support managers to deliver improved staff absenteeism and are working with team managers to establish why phones are not being answered in a timely manner.

### **Programme Delivery**

Whilst this section reflects that all projects are currently on track, however we feel members should be aware of the following:

**Hemswell Cliff** – In the period 4 report in 2015/16 this project was shown as amber as there had been delays in developing the action plan for the area. This has been overcome and the plans are now in place and being initiated.

**Surestaff Lincs Ltd.** – This was a commercial project where we were seeking to acquire a staffing agency that had supplied the Authority for some years but was looking to close for personal reasons for the owner. We are pleased to report that this acquisition is complete and we secured the support of the previous owner for a three month period within

the purchase price. The payment will be paid in instalments based on the company hitting our forecast figures for turnover and supply to our own Operational Services.

**Trade Waste** – This was our first commercial venture and is now well established in the local market place. Income for 2015/16 exceeded expectations and we are now building into our financial forecasts increasing returns from this venture.

### **Service Exceptions**

I trust that members will find the new narrative on each service helpful and the commentary on both red and green performance measures informative. I will only reference in the summary those measures considered noteworthy. The measures included in this report is on an exceptions basis.

In year **collection rates** (Council Tax and NNDR) are favourable for Business Rates but is lower than expected for Council Tax. Recovery action for the 206/17 Council Tax is being taken in May and this is expected to improve the collection rate going forward.

**Land Charges** response rate has again seen a dip in performance due to a change in the resourcing available to the service. Action is being taken to increase the resource available.

**Development Management** continues to improve its performance against the nationally set targets. Most measures are currently above expectation except the level of invalid submissions. We will ensure this performance is appropriately scrutinised.

**Enforcement** continues to be a concern. A large caseload of **Planning** Enforcement means the target is exceeded and a number of long standing cases coming to an end means the **time to closure** is exceeding target. However, **Housing** Enforcement is delivering well below the expected timescales.

**Licensing** is receiving less income than expected due to the budget being established before we were able to assess the impact of the reduced frequency for Taxi licensing. This will be remedied in the next iteration of the MTFP.

**Street Cleansing** experienced reduced demand for its services and therefore income is significantly below expectations. However, **Volunteer Litter** picks are well ahead of target.

**Waste Collection** has seen an increase in **missed bins**. It is believed this is as a result of new staff coming into the Green Waste teams. Work is ongoing to remedy this situation.

**Markets** continues to deliver below expected income levels. Action is being taken to reduce expenditure where possible for the immediate future and reports are being prepared for Prosperous Communities Committee in September.

The delivery of **DFG's Spend** has increased over the first two months and whilst this is ahead of target this should not been seen as poor performance at this stage. We await to see how the profile of DFG's over the year develops. The average time form a **DFG Request** to completion is well below expectations and this may be contributing to the higher spend profile.

The **time to rehouse a band 1 person** significantly exceeds our target. This reflects the impact of a number of individual cases that have been particularly difficult including properties being in disrepair when offered. The **Home Choices Team** continues to monitor this situation and is working with partners to make improvements.

The **Healthy District** range of indicators are all ahead of target and reflects the hard work of the team involved.

Overview of performance (Total RAG ratings)

<b>Measure Category</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>
Corporate Health	4	0	3
Service	24	22	27
<b>TOTAL</b>	<b>28</b>	<b>22</b>	<b>30</b>

## Section 1: Corporate Health Measures

West Lindsey District Council performance against key performance metrics.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Customer</b>										
Complaints	Mth	37	14	●	↓	24	●	●	A total of 32 new complaints were received in April and May, with 1 informal, 28 formal Stage 2; and 3 escalated to the final Stage 3. Of those, 8 were for Development Control, 5 for Planning Enforcement Issues and 6 were Waste related issues; and the remaining spread across a range of services. There are no obvious factors for the increase in complaints in this period. However analysis shows that 4 were a dissatisfaction with the decision, 8 dissatisfaction with process, 4 dissatisfaction with staff behaviour or time of response, 4 missed bin or bins replacement and 2	Officers will continue to monitor the reasons for complaints to identify if there are any trends emerging; and will be discussing the issues around the dissatisfaction with process and staff responses with the relevant departments.

									were MP or Councillor enquiries.	
Compliments	Mth	21	18	●	↓	42	▲	●		
Councillor satisfaction	Ann	Data expected Period Four 2016/17								
Employee satisfaction	Ann	Data expected Period Four 2016/17								
<b>Perspective: Financial</b>										
Position against budget %	Qtr	-1.9		★	-	-	-	★	Pension deficit contribution 2015/16 overpaid reduced from 16/17 required amount.	
<b>Perspective: Process</b>										
Service requests received through digital channels	Mth	29%	35%	●	↑	26%	●	●	Demand caused by other services/tenants that we have no control over	Work with services/tenants to try to promote use of digital channels
<b>Perspective: Quality</b>										
Service and system availability	Mth	100%	98%	★	→	100%	★	★	Proactive monitoring ensures standards are maintained.	Continue to monitor.
Staff absenteeism	Mth	0.55	0.70	★	↓	0.38	★	★	Staff absence remains lower than target and we continue to work with managers to actively support this area.	
Percentage of calls answered	Mth	72%	90%	●	↓	92%	★	●	Need to discuss with Team Managers to identify issues affecting performance	Work with the Team Managers is underway to improve this performance.
Energy consumption	Ann	Data expected Period Four 2016/17								
Health and Safety incidents	Mth	16	NTS1	-	-	-	-	-		

Table 1: Corporate Health measures

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<sup>1</sup> NTS: no target set

## Section 2: Project and Programme Delivery

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Identification of Council programmes and projects that are not progressing as anticipated.

Project Name	Description	RAG	Reason
<b>Commercial Board</b>			
All projects are currently on track			
<b>Growth Board</b>			
All projects are currently on track			
<b>Transformation Board</b>			
All projects are currently on track			

Table 2: Project and Programme delivery

## Section 3: Service Exceptions

Service performance metrics that are performing better or worse than agreed tolerances.

### Cluster: Customer First

#### Customer Satisfaction

##### Overview of performance

#### Benefits

Housing Benefit and Council Tax Support has a 'seasonal' nature to it in that demand for the service is affected when the Housing Benefit year starts on 1 April and the Council Tax demands are sent in March. Existing customers contact the department with queries or changes to their circumstances prompted by receiving their new-year bill and entitlement letters. Once these enquiries have tapered off, the team seasonally have a period where demand remains acceptable and annual leave does not affect the team adversely. Housing Benefit demand is also affected by changes in national legislation and media hype, with the introduction of Universal Credit in West Lindsey in December 2015, the workload of the benefits team assessing Council Tax Support for Universal Credit claimants has been extremely difficult due to the lack of information coming from the customer and the Department for Works and Pensions – this is not isolated to West Lindsey as other Local Authorities are reporting an increase in administration time for Council Tax Support due to Universal Credit. The team have coped well with demand since April and performance is good.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Quality</b>										
End to end processing times for Housing benefit and Council Tax Support	Mth	4.6 days	6 days	★	↓	2.5 days	★	★	After a very busy February and March send New Year benefit letters and receiving new claims and changes to existing claims, April and May has seen better processing times due to having more staff available after Easter holidays and experiencing a lull in annual leave.	

Table 3: Benefits measure exceptions



## Council Tax and NNDR

The Council Tax and Business Rate bills for 2016/17 were successfully issued in March 2016 and recovery of unpaid instalments commenced in May 2016 which resulted in an increase in receipts. More council taxpayers are opting to pay by 12 monthly instalments which affects the collection rate at the beginning of the year however, this should still result in collection rates being maintained by the end of the financial year.

Business rateable values continue to reduce as the Valuation Office Agency finalises more appeals many of which are nationwide changes and these continue to be closely monitored as although rateable value reductions affect income this is not something WLDC can influence.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Financial</b>										
Page 31 Total rateable value - business rates	Mth	£42,139,777	£42,700,000	●	↓	£42,141,527	-	●	Reduction in RV relating to oil fields	VOA is responsible for determining rateable values leading to the reduced figure. However, the Economic Development team are developing the Growth Strategy for the district which will improve this position.
<b>Perspective: Process</b>										
Council Tax in year collection rate	Mth	20.11%	20.55%	●	↓	20.55%	★	●	More customers paying by 12 instalments hence reduction in sum being collected each month but more payments due in Feb and March	Recovery action for new years council tax commenced in May which increases performance
NNDR in year collection rate	Mth	27.37%	23.22%	★	↑	23.22%	●	★	Net liability has increased by £39,994 from April but	



Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Quality</b>										
Time taken to process a search	Mth	13 days	10 days		↓	6 days			Resources available to undertake searches is reduced. Service experienced a spike in searches again in the middle of the month and whilst the average for the month is 14 days searches to the end of the month are being completed in around 10 days again	There have been a number of improvements undertaken to the existing process and system which has made the process more efficient. Work is also being undertaken to ensure all existing records are digitised ready for the implementation of the new IT system which will ultimately provide greater resilience for processing searches.

Table 6: Local Land Charges measure exceptions

Development Management  
Overview of performance

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Quality</b>										
Rate of invalids	Mth	64%	50%		↓	54%				
'Majors' determined within national targets	Qtr	65%	65%		↓	75%				
'Minors' determined within national targets	Mth	82%	75%		↑	67%				
'Others' determined within national targets	Mth	96%	85%		↓	97%				

Table 7: Development Management measure exceptions

## Enforcement

The demand on enforcement based services continues to remain at a high level and additional resources have been agreed to address areas where there are specific issues. Formal action continues to be taken in regards to the most serious cases and the service is putting processes and procedures in place in order to be ready for the commencement of selective licensing in July 16.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Process</b>										
Housing enforcement requests received	Mth	29	40	★	↓	14	★	★		
Open planning enforcement cases	Mth	130	100	●	↓	112	NTS	●	A large and ongoing caseload	The team will continue to monitor and review cases
<b>Perspective: Quality</b>										
Time taken to resolve a housing enforcement request	Mth	58 days	90 days	★	↑	88 days	●	★		
Time taken to resolve a planning enforcement request	Mth	146 days	100 days	●	↑	191 days	●	●	During April a number of long standing cases were closed resulting in a high figure	

Table 8: Enforcement measure exceptions

## Environmental Protection

The demand coming in to the team remains high. Enforcement action is taken when necessary and this will include prosecution proceedings as an option.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Quality</b>										
Nuisance complaints completed within timescales	Mth	100%	95%	★	→	100%	★	★		

Table 9: Environmental Protection measure exceptions

## Food Safety

The food team continue to perform well. The number of inspections are not evenly spread throughout the year and due to this some months we will achieve more than the targeted inspections. Work is ongoing to try to ensure that all businesses are in compliance with legislative requirements.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Process</b>										
Percentage of registered food premises receiving a pro-active inspection	Mth	106%	95%	★	↑	91%	●	★	Performance achieved by completing more inspections than scheduled.	

Table 10: Food Safety measure exceptions

## Community Safety

Community Safety is currently being reviewed.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Process</b>										
Percentage of cases completed within six months	Mth	100%	95%	★	-	-	-	★		

Table 11: Community Safety measure exceptions

## CCTV

CCTV performance will start to be recorded from Period Two. This is due to the system upgrade that is currently being undertaken on the CCTV system which will not be live till July 2016.

## Licensing

Whilst licensing income does not align with agreed performance tolerances it is still higher than income received at this time last year. Further work needs to be undertaken to intelligent profile income and expenditure targets (to reflect seasonal changes) and this will be undertaken during the next period. Volumes of application remain consistent with previous years and 100% are processed within the agreed timescales.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Financial</b>										
Income received	Mth	£18,465	£22,782	●	↓	£29,468	●	●	This is not a performance matter as the income received is demand led & beyond our control.	The profile of the income needs amending to reflect seasonal variations and the change in frequency of Taxi Licensing.

Table 12: Licensing measure exceptions

## Street Cleansing

All measures in line with predicted performance apart from income and volunteer litter picks. There has been a general downturn in requests for the mechanical road sweeping service, at this time it isn't a cause for concern as demand tends to be dynamic. The team continue to promote this service. Volunteer litter picks are well ahead of expectation mainly as a result of some events being organised as part of the national 'Clean for the Queen' campaign. We hope to continue to engage with this new set of volunteers.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Financial</b>										
Income generation	Mth	£3,849	£8,000	●	-	£11,158	↓	●	Downturn in mechanical road sweeping demand	Continue to promote
<b>Perspective: Quality</b>										
Volunteer litter picks	Mth	21	10	★	↑	18	★	★	Clean for the Queen events	Continue to engage with voluntary groups

Table 13: Street Cleansing measure exceptions

## Waste Collection

All measures on target apart from recycling rate and missed collections. The recycling rate is currently 8% ahead of target, it will come back into line when garden waste collections are suspended in the winter months. There remain concerns about levels of reported contamination since a new disposal contractor was appointed, officers continue to work with colleagues from around the county to resolve. Missed collections have increased since April, this tends to happen every year as new staff are inducted to work on the garden waste service and they learn the collection rounds. However, significant progress was achieved last year and we will work with crews to support continual improvement.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Process</b>										
Recycling rates	Mth	58%	50%	★	↑	38%	●	★	In line with target, will reduce during winter months	Continue education/enforcement work
<b>Perspective: Quality</b>										
Missed collections	Mth	324	260	●	↑	357	●	●	New staff at start of garden waste season, improvement expected	Work with crews to resolve

Table 14: Waste Collection measure exceptions

Trinity Arts Centre  
Overview of performance

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Financial</b>										
Received surplus	Mth	£7,221	£9,490	●	↓	£20,458	★	●	Reduction in programme due to roofing works	
<b>Perspective: Process</b>										
Audience figures	Mth	2,326	1,400	★	↓	5,220	★	★	Reduction in programme due to roofing works and less customers attending due to disruption	Audience figures
<b>Perspective: Quality</b>										
Event occupancy	Mth	45%	55%	●	↓	64%	★	●	Roof works causing disruption and making centre unattractive to users	

Table 15: Trinity Arts Centre measure exceptions

## Cluster: Democratic and Business Support

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### Democratic Services

There are currently a number of projects to be delivered in this area which are being managed within the team. A number of processes are currently being reviewed to ensure that work is being carried out in the most efficient way and in the right areas.

## Cluster: Economic Development and Neighbourhoods

---

### Localism

#### Overview of performance

### Markets

Income is below target, there is a general downturn in demand. Some changes have been implemented to address operational issues such as improving the availability of officers to answer enquiries. Market Review underway and future delivery options presented to Committee in September with proposals to reduce the subsidy substantially.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Financial</b>										
Income received		£6,321	£7,500	●	-	-	-	●	Downturn in demand	Improvements being made to operational delivery, future provision is to be considered by Members

Table 16: Markets measure exceptions



## Cluster: Housing and Regeneration

### Assets and Facilities Management

#### Overview of performance

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Financial</b>										
Rental income- Assets	Mth	£64,919	£76,358	●	-	-	-	●	Income comparable with previous years slight delay in getting service charge setting resolved	
Rental income- Car Parks	Mth	£44,136	£34,163	★	-	-	-	★	Income is up over previous year's first two months	
Planned and responsive maintenance	Mth	80%/16%	70%/30%	★	↑	65%/35%	●	★		
<b>Perspective: Process</b>										
Void management	Mth	2%	12%	★	↑	5%	★	★		
<b>Perspective: Quality</b>										
Two year backlog maintenance reduction	Mth	2%	10%	●	-	-	-	●	209 pieces of work have been identified during survey for completion in the next 2 years	Staff shortages are limiting ability to tender works, Restructure planned for the summer should help address this.

Table 17: Assets measure exceptions

## Housing

The number of long term empty properties remains at a stable level and the focus within this area is now on the “worst” properties, which require more formal enforcement type action. A number of proposals for Compulsory Purchase Orders are being developed, which will be presented to the relevant committee. The average spend on Disabled Facilities Grants has increased slightly, mainly due to larger, more complex cases where more work has been required. This has not affected the delivery timescales for works and customers continue to be very satisfied with the service provided.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Financial</b>										
The average spend per disabled facilities grants	Mth	£4,394	£3,500	●	↑	£4,624	●	●	Complex and larger cases. Satisfied that grant award is correct.	Ongoing case reviews
Total spend on completed disabled facilities grants	Mth	£107,185	£56,166	●	↑	£254,033	●	●		
<b>Perspective: Process</b>										
Number of affordable homes delivered	Mth	17	20	●	↑	0	●	●		
<b>Perspective: Quality</b>										
Average days from DFG approval to completion	Mth	43 days	60 days	★	↑	68 days	●	★	No performance issues	

Table 18: Housing measure exceptions

## Home Choices

During Period one work has been undertaken to further enhance the on-going relationship with ACIS and in particular performance surrounding the nominations process. To support this a Home Choices Advisor is receiving an honorarium to deliver specific monitoring outcomes which is being jointly funded by WLDC and ACIS.

Work on the Housing Strategy is underway with the commissioning of a data collection exercise being awarded and it is envisaged that the adoption of this Strategy will greatly enhance future service planning and joint work with the Growth team.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Process</b>										
Number of nights verified rough sleepers	Mth	1	0	●	-	-	-	●	Individual with no local connection and not approaching WLDC	Currently working with P3 to resolve this
<b>Perspective: Quality</b>										
Average time for a person in "band 1" to be rehoused	Mth	73 days	28 days	●	↓	43 days	-	●	Individual cases have been having a detrimental impact on performance. These cases include properties being in disrepair and applicants not accepting specific properties.	Home Choices to monitor and to offer property when available
Homeless prevention	Mth	18	20	★	-	38	▲	★		

Table 19: Home Choices measure exceptions

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Customer</b>										
Customer satisfaction of leisure facilities & activities	Mth	98%	80%	★	↑	96%	★	★	Customer satisfaction remains high across the contract	
<b>Perspective: Financial</b>										
Cost of Leisure Management fee per service user	Mth	£0.78	£1.20	★	↓	£0.74	★	★	Good usage across facilities and reduced management fee	
<b>Perspective: Process</b>										
New participants at West Lindsey Leisure facilities	Mth	484	400	★	-	-	-	★	Good marketing activity and range of new activities which are proving attractive and popular	

Table 20: Healthy District measure exceptions

## Cluster: Organisational Transformation

### ICT

#### Overview of performance

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Quality</b>										
Service and System availability: Secure Network	Mth	100%	98%	★	→	100%	★	★	Proactive monitoring ensures standards are maintained.	Continue to monitor.

Table 21: ICT measure exceptions

### Systems Development

#### Overview of performance

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Process</b>										
Percentage of street naming and numbering requests dealt with	Mth	0%	50%	●	-	-	-	●	Pending info from developer re plots above foundation level.	Some developments take a long time to complete, but we can provide numbers on request.
Number of online customers signing up to the self-service accounts	Mth	510	132	★	-	-	-	★	Launch of new website and promotion to ensure customers are fully aware of new functionality.	Keep promoting the new initiatives
Number of electronic forms developed and integrated into the website	Mth	2	64	●	-	-	-	●	Development of new forms has been suspended to ensure successful delivery of the website project	Keep working with departments to encourage channel optimisation
Number of electronic forms completed and submitted on the website	Mth	1,918	146	★	-	-	-	★	Launch of new website and promotion to ensure customers are fully aware of new functionality.	Keep promoting the new initiatives
<b>Perspective: Quality</b>										

Website availability	Mth	100%	98%	★	→	100%	★	★	Proactive monitoring ensures standards are maintained.	Continue to monitor
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Table 22: Systems Development measure exceptions

## Contracts Management

The Corporate Governance service is keen to forge close working relationships with WLDC officers to ensure that visibility is applied to the contracts management process. The key to this relationship is the timely acknowledgement of contracts that are due to expire and the assurance that subsequent work is completed to either renew or re-negotiate the contract. During Period One this relationship has led to the service meeting the agreed tolerances of two contract related measures and performing 'better' than agreed tolerances in the below measure.

Work will continue to ensure that performance continues to improve and that Contract Management is given the visibility that it requires.

Performance Measure	Frq	Current Period				Previous Period		YtD Per	What is affecting performance?	What do we need to do to improve and by when?
		Act	Tar	Per	DoT	Act	Per			
<b>Perspective: Process</b>										
Percentage of contracts that have expired and continued with no extension arrangement in place	Mth	0%	20%	★	-	-	-	★	The majority of contracts that have expired are specific 'one-off' projects therefore they will not need to be procured	Continue to work with officers responsible for contracts
Percentage of supplier enquiries regarding evaluation feedback	Qtr	0%	10%	★	-	-	-	★	Performance is on track	-

Table 23: Contract Management measure exceptions





CAI.21 16/17
Challenge and Improvement Committee
1 <sup>st</sup> September 2016

**D**

**Subject: Update from the Democracy Working Group**

Report by:

Monitoring Officer  
Alan Robinson

Contact Officer:

Nicola Calver  
Governance and Civic Officer  
[Nicola.calver@west-lindsey.gov.uk](mailto:Nicola.calver@west-lindsey.gov.uk)  
01427 676606

Purpose / Summary:

To provide Members with an update on the work of the Democracy Working Group.

**RECOMMENDATION(S):**

**That Members:**

- i) Consider and note the work to date of the Democracy Working Group and request a further update in six months; and**
- ii) Note and approve the four year plan;**

## IMPLICATIONS

**Legal:** None

**Financial : FIN / 6 / 17** None

**Staffing :**None

**Equality and Diversity including Human Rights :** None

**Risk Assessment :**None

**Climate Related Risks and Opportunities :**None

**Title and Location of any Background Papers used in the preparation of this report:**  
None

### Call in and Urgency:

**Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?**

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

### Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No



## **1. BACKGROUND**

- 1.1 The Democracy Working Group (DWG) last reported to Challenge and Improvement Committee (C&I) on 22<sup>nd</sup> February 2015, where it was requested for a further report to be submitted in 6 months updating on progress.
- 1.2 At that meeting the proposed 4 year plan was amended and approved, the revised terms of reference for the meeting were adopted and further work of the Chamber Reconfiguration project was commissioned.
- 1.3 Since that meeting, the DWG have met twice, once on 16<sup>th</sup> March and again on 27<sup>th</sup> June. The Minutes of those meetings are available to Members. It is hoped that further progress will be made at the forthcoming meeting in September.

## **2. PROGRESS MADE TO DATE**

- 2.1 Reconfiguration of the Council Chamber – Further consultation on a layout for Council meetings was commissioned by C&I Committee, which was undertaken with all Members of Council. Following full Council discussion, it was agreed that no changes to the current configuration would be implemented. However, it did air Members concerns and the following improvements have been made:
  - Screens located in the Chamber to provide all Members will a view of speakers, and for members of the public to see the debate.
  - New Microphone system installed to replace the faulty Beyer system, providing a better sound quality to meetings. This system has the potential to assist with electronic voting on all decisions, assisting with transparency on decision making. Further, assistance can be given to the Chairman and Vice Chairman through using the speaker queuing system. The DWG wish to further consider the potential of the system and trial at a forthcoming committee meeting.
- 2.2 Civic Matters Sounding Board – To date one civic matter has been discussed by the DWG. The DWG welcome any civic matters that Members wish to refer to the board for discussion, and the meetings are open for any Councillor to attend (the next meeting is scheduled for 6<sup>th</sup> September at 4pm).
- 2.3 Engagement with Schools – All primary schools within the district have received a letter from the Chairman inviting use of Council facilities to host their Youth Council meetings. No replies have been received, but it is expected that this is due to the summer recess. Further, all Secondary Schools have received a letter to arrange a series of visits over the remainder of the four-year term following a pledge to visit them all prior to the All-Out elections in 2019. Work is being considered on developing a pack to support Members of Council on the promotion of democracy in schools.
- 2.4 Flag Poles for Schools – Update awaited from Lead Officer, however indication has been given that there is little interest from schools.

2.5 Road Safety Partnership – Concerns have been discussed about officer ownership of work with the RSP. The lead officer on this is still to be identified.

2.6 Four Year Plan Changes – The DWG would like to add reintroduction of the 18<sup>th</sup> Birthday Card back on to the Four Year Plan. Research has been undertaken by the group to consult other local authorities on their arrangements, however, feedback was negative with many of them withdrawing the issue of birthday cards. Therefore, instead, the DWG would like to consider messages that can be added to the WLDC website and social media. This amended project has been re-entered in the four year plan for C&I approval.

### 3. FOUR YEAR PLAN

3.1 The DWG have been clear in their objectives and have developed a four year plan to stagger the work of the group over the four-year term meeting the priorities set. This revised plan is as follows:

CIVIC YEAR	PRIORITY 1	PRIORITY 2	PRIORITY 3	ADDITIONAL WORK
15/16	Reconfiguration of the Council Chamber to aid debate and democratic process	Road Safety Partnership	18 <sup>th</sup> Birthday notifications for new voters.	
16/17	Reintroduction and development of Primary Youth Council Meetings in the Chamber	Commence Secondary School Visits for all Members of Council	Flags and Flagpoles for Schools Initiative	Making best use of the new conferencing equipment to aid the democratic process
17/18	Road Safety Partnership	Focus on Scouting / Guiding	Focus on Cadets and Introduce a Chairman's Cadet	
18/19	Introduction of Youth Chairman and Youth Council for WL	Youth Council to lead on projects such as a Takeover		

3.2 The DWG welcome the views of all Members of Council on matters relating to democracy, civic and youth engagement and there is an open invitation for

attendance at their meetings (6<sup>th</sup> September at 4pm), or ideas can be fed back through C&I Chairs Briefing or by email to Members of the Group (Cllrs Welburn, Lawrence, and McNeill, with the Chairman of the Council and C&I Committee as consultees).

- 3.5 Challenge and Improvement Committee are asked to consider the proposed work plan, and agree for 6 monthly monitoring.

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**Purpose:**

This report provides a summary of reports that are on the Forward Plan over the next 12 months that the Challenge & Improvement Committee may wish to consider.

**Recommendation:**

1. That members consider the schedule of reports and determine whether or not they should be brought to Challenge & Improvement prior to committee consideration.

All Committees									
Active/Closed	Active								
Title	Lead Officer	Purpose of the report	C&I	Council	G&A	P&R	L&R	JSCC	PC
Audited Statement of Accounts	Tracey Bircumshaw	To present the audited statement of accounts for approval	-	-	15/09/2016	-	-	-	-
Member Training update	Alan Robinson	To present an update on the Member development programme	-	-	20/06/2017	-	-	-	-
MTFP	Tracey Bircumshaw	To present the Medium Term Financial Plan	-	06/03/2017	-	09/02/2017	-	-	-
Policy Review - Travel Policy	Emma Redwood	To review, update and agree the Travel Policy	-	-	-	27/10/2016	-	06/10/2016	-
Annual Audit Letter	Tracey Bircumshaw	To present the Annual Audit Letter - KPMG External Audit	-	-	08/11/2016	-	-	-	-
recommendations from the SWW Working Group	Shayleen Towns	to bring together the conclusions of the work undertaken by the Group and to consider their recommendations on how the council and partner agencies can better work together  please note timescale for report may change. group as yet have not agreed its timescales (15/9/15 kjc)	21/02/2017	-	-	-	-	-	21/03/2017
Health and Safety Report	Kim Leith	To provide all throughout the Authority with information how health and safety is developing	-	-	-	22/09/2016	-	07/07/2016	-
Members Allowances	Alan Robinson	Discussion item to inform the work of the Independent Remuneration Panel prior to their recommendations to Council	-	-	08/11/2016	-	-	-	-
AGS 15/16 Monitoring Report Q1	James O'Shaughnessy	To assess progress against the agreed AGS action plan at the end of quarter 1	-	-	08/11/2016	-	-	-	-

ISA 260	Tracey Bircumshaw	For KPMG (External Auditor) to present their report in relation to the Statement of Accounts for 2015-16	-	-	15/09/2016	-	-	-	-
Progress and Delivery Period 2	Ian Knowles	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 2	20/12/2016	-	-	10/11/2016	-	-	06/12/2016
Budget Monitoring Q2	Tracey Bircumshaw	To present budget monitoring information as at the end of period 2	-	-	-	27/10/2016	-	-	-
Treasury Management Q2	Tracey Bircumshaw	To present the Treasury Management monitoring report for quarter 2	-	-	-	27/10/2016	-	-	-
Internal Audit Plan Q2	Ian Knowles	To present progress against the agreed internal audit plan up until the end of period 2 extract from mins of mtg 21/6 Referring to Appendix 4, the continuous improvement plan for the Audit Lincolnshire service, Independent Members enquired as to how they as a Committee sought assurance the plan was being delivered. It was stressed that Audit Lincolnshire was a service provided by the County Council and as such its service improvement plan would be held to account by Mangers at the County Council. However if the Committee were minded, Officers would request that it be submitted in six months time alongside the internal audit plan progress report. The Committee welcomed this suggestion. it is therefore requested that this report includes an update improvement plan for Audit Lincolnshire	-	-	08/11/2016	-	-	-	-
Quickline Monitoring Report Q2	Tracey Bircumshaw	Exempt monitoring report assessing progress against the agreed business loan	-	-	08/11/2016	-	-	-	-
Fees and Charges 2017-18	Tracey Bircumshaw	To present the proposed fees and charges for 2017-18	-	-	-	15/12/2016	-	-	06/12/2016
Collection Fund Surplus and Council Tax Base	Tracey Bircumshaw	To present the declaration of estimated surplus on the Council's Collection Fund relating to Council Tax at the end of March 2017 and to set out the Council Tax Base calculation for 2017-18	-	23/01/2017	-	12/01/2017	-	-	-
Local Council Tax Support Scheme	Alison McCulloch	To agree the Local Council Tax Support Scheme for WLDC for 2017-18	-	23/01/2017	-	15/12/2016	-	-	-
NNDR Write Offs	Alison McCulloch	Exempt report to present irrecoverable NNDR accounts and Benefits overpayments for write off	-	-	-	15/12/2016	-	-	-
Treasury Management Draft Strategy	Tracey Bircumshaw	To present the draft strategy for scrutiny purposes	-	-	17/01/2017	-	-	-	-

Internal Audit Plan Q3	Ian Knowles	To present progress against the agreed internal audit plan up until the end of period 3	-	-	17/01/2017	-	-	-	-
Quickline Monitoring Q3	Tracey Bircumshaw	Exempt monitoring report to assess progress against the agreed business loan	-	-	17/01/2017	-	-	-	-
Corporate Plan	Manjeet Gill	To present the refreshed Corporate Plan	-	06/03/2017	-	09/02/2017	-	-	31/01/2017
Members' Allowance Scheme	Alan Robinson	To consider the Remuneration Panel's recommendation for the 2017-18 allowance scheme	-	23/01/2017	-	-	-	-	-
Progress and Delivery Q3	Ian Knowles	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 3	21/02/2017	-	-	09/02/2017	-	-	31/01/2017
Revenue Base Budgets 2017-18	Tracey Bircumshaw	To present the proposed revenue base budgets for 2017-18	-	06/03/2017	-	09/02/2017	-	-	31/01/2017
Budget and Treasury Management Q3	Tracey Bircumshaw	To present the Budget and Treasury Management monitoring report for period 3	-	06/03/2017	-	09/02/2017	-	-	-
Certification of Grants and Claims	Tracey Bircumshaw	For External Audit to present the Certification of Grants and Claims	-	-	14/03/2017	-	-	-	-
Combined Assurance Report 2016/17	James O'Shaughnessy	To present the Combined Assurance Report	-	-	14/03/2017	-	-	-	-
Budget and Treasury Management Monitoring Q4	Tracey Bircumshaw	To present budget monitoring and Treasury Management information as at the end of period 4 and the outturn position	-	-	-	13/04/2017	-	-	-
Progress and Delivery Q4	Ian Knowles	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 4	23/05/2017	-	-	13/04/2017	-	-	02/05/2017
Quickline Monitoring Q4	Tracey Bircumshaw	Exempt monitoring report to assess progress against the agreed loan as the end of period 4	-	-	18/04/2017	-	-	-	-
Constitution Annual Review	Alan Robinson	To present the Annual Review of the Constitution	-	08/05/2017	18/04/2017	-	-	-	-
Presentation by Simon Outen	Katie Coughlan	to provide verbal six month update on crime in West Lindsey	15/11/2016	-	-	-	-	-	-
		to receive a 6month verbal update on Crime across the District	21/02/2017	-	-	-	-	-	-
C and I Annual Report 16/17	Katie Coughlan	to present the 16/17 Annual Report	04/04/2017	-	-	-	-	-	-
Food and Farming LDO stage 2 report	Marina Di Salvatore	Stage 2 agreement from Growth Board	-	-	-	-	-	-	-
democracy group 6m update report	Nicola Calver	to provide an update on the ongoing work of the Group	01/09/2016	-	-	-	-	-	-
Strategic Risks - 6 month Update	James O'Shaughnessy	to present the 6 month update	-	-	08/11/2016	-	-	-	-
		to present the 6 monthly update	-	-	18/04/2017	-	-	-	-

6 month selective licensing progress update report	Andy Gray	to update cttee on how the first six months of the scheme is progressing	-	-	-	-	-	-	31/01/2017
Four Year Agreement	Ian Knowles	<p>The MTFP made reference to being based on the assumption of a four year deal but did not at that time seek explicit agreement. We had been waiting for further guidance on what was intended by an 'efficiency plan' and this communication makes it clear that there is to be no further guidance.</p> <p>Whilst a four year agreement would provide some level of certainty it is by no means a guarantee and it will be helpful to be able to review over the next couple of months the implications of NHB and NNDR reviews.</p> <p>This communication also makes clear that it only relates to the RSG, Rural Service Delivery Grant and Transitional Grant but does indicate that the top-up and tariffs will be fixed too. These are helpful clarifications as is the fact that the 'new burdens' commitment will continue.</p> <p>It would be my intention to bring a paper to CLT in May and take through committee and Council in June and July to agree whether or not we wish to take up the offer of a four year agreement.</p>	-	10/10/2016	-	22/09/2016	-	-	-
Commercial Property Portfolio	Penny Sharp	To seek approval for the acquisition of a commercial property portfolio in line with the capital programme and Medium Term Financial Plan.	-	-	-	15/06/2017	-	-	-
revised youth unemployment paper and proposed q's	James O'Shaughnessy	<p>report will set out revised set of agencies to be invited and a set of proposed questions to ask of the careers service.</p> <p>minutes from 5/4/16 relate</p>	23/05/2016	-	-	-	-	-	-
Presentation by AGE UK	Katie Coughlan	to receive a presentation from representatives	-	-	-	-	-	-	25/10/2016
absence Monitoring Report - 6 month position	Emma Redwood	to present the absence figures for first 6 months of the 16/17 year	-	-	-	-	-	06/10/2016	-
West Lindsey TRading Company	Penny Sharp	Report to update members on the acquisition of a local company and seek approval for governance arrangements for a Group company structure	-	10/10/2016	-	28/07/2016	-	-	-
Commercial Delivey Plan - 6month progress update	Penny Sharp	To review progress against the annual commercial delivery plan.	-	-	-	22/09/2016	-	-	-
Riseholme Neighbourhood Plan	Luke Brown	to seek approval to go to referendum	-	14/11/2016	-	-	-	-	13/09/2016
Public Space Protection Order	Andy Gray	to consider the implementation of a public space protection order at roses and marshalls	-	-	-	-	13/12/2016	-	-



		sports ground for dogs							
<b>Member Champions</b>	<b>Alan Robinson</b>	To formalise the role of Member Champions for the Constitution	-	14/11/2016	15/09/2016	-	-	-	-
<b>welton by Lincoln Neighbourhood plan</b>	<b>Luke Brown</b>	to adopt the neighbourhood plan following a local referendum	-	05/09/2016	-	-	-	-	07/06/2016
<b>attendance by 2 public body - schools</b>	<b>James O'Shaughnessy</b>	tbc....September avoided as not ideal for schools / colleges etc	11/10/2016	-	-	-	-	-	-
<b>Gainsborough Market - Future Delivery</b>	<b>Joanna Walker</b>	To determine the future delivery mechanism for Gainsborough Market.	-	-	-	-	-	-	13/09/2016
<b>Review of Maternity Policy</b>	<b>Emma Redwood</b>	To review the current Maternity Policy in line with legislation.	-	-	-	22/09/2016	-	07/07/2016	-
<b>Introduce a Leaving the Authority Procedure</b>	<b>Emma Redwood</b>	To introduce a new leaving the authority procedure that captures the processes we currently have and give clarity on responsibilities.	-	-	-	22/09/2016	-	08/09/2016	-
<b>Review the Paternity, Parental and Adoption Policy</b>	<b>Emma Redwood</b>	to review the current policies for Adoption, parental and paternity	-	-	-	22/09/2016	-	08/09/2016	-
<b>Introduce a Fixed Term Contract Procedure</b>	<b>Emma Redwood</b>	To introduce a fixed term contract procedure for the council	-	-	-	15/12/2016	-	24/11/2016	-
<b>Review the Bullying &amp; Harassment policy</b>	<b>Emma Redwood</b>	to review the Bullying & Harassment policy	-	-	-	15/12/2016	-	24/11/2016	-
<b>Review the Flexible Working Policy</b>	<b>Emma Redwood</b>	to review the flexible working policy	-	-	-	12/01/2017	-	24/11/2016	-
<b>Housing Assistance Policy Update</b>	<b>Andy Gray</b>	To provide members with an update on the Housing Assistance Policy	-	-	-	-	-	-	13/09/2016
<b>Introduction of Information Governance Policies</b>	<b>Steve Anderson</b>	To obtain approval for the introduction 3 new IG policy documents: 1. Legal Responsibilities Policy 2. Information Governance Policy 3. Information Sharing Policy	-	-	-	27/10/2016	-	08/09/2016	-
<b>Confidential bid for commercial tender</b>	<b>Ady Selby</b>	Stage 2 - To assess capability of fulfilling contract specification and if necessary, preparing an effective, profit-driven bid	-	-	-	-	-	-	-
<b>attendance by PCC and Mark Housley</b>	<b>Michelle Howard</b>	for the Police and Crime Commissioner and Mark Housley to be in attendance to answer a number of strategic and operational questions posed by the Committee	15/11/2016	-	-	-	-	-	-
<b>to finalise the questions to be posed to schools</b>	<b>James O'Shaughnessy</b>	To finalise the questions in advance of attendance by schools	01/09/2016	-	-	-	-	-	-
<b>Debt Collection</b>	<b>Ian Knowles</b>	Report setting out the process undertaken to collect outstanding debts	-	-	-	22/09/2016	-	-	-
<b>Sun Inn redevelopment</b>	<b>Eve Fawcett-Moralee</b>	The report will seek approval of a grant with a requisite development agreement to enable and ensure the development of a 64 bed hotel with a ground floor restaurant.	-	-	-	22/09/2016	-	-	13/09/2016

<b>Market St Regeneration Ltd</b>	<b>Eve Fawcett-Moralee</b>	The report will seek approval to the Council entering a JV agreement to regenerate Market St. Approval is sought to transfer £20k from the THI/Heritage masterplan project approved by PC committee in May.	-	-	-	22/09/2016	-	-	13/09/2016
<b>scother neighbourhood plan</b>	<b>Luke Brown</b>	to agree the plan proceed to referendum	-	23/01/2017	-	-	-	-	25/10/2016
<b>Saxilby Neighbourhood Plan</b>	<b>Luke Brown</b>	To receive the plan and pass for referendum	-	23/01/2017	-	-	-	-	25/10/2016
<b>dunholme neighbourhood plan</b>	<b>Luke Brown</b>	to receive the plan and refer for local referendum	-	14/11/2016	-	-	-	-	25/10/2016
<b>broadband provision across the district</b>	<b>Ian Knowles</b>	the report will advise members on the current status of broadband provision across the district , of negotiations had with LCC, BDUK and quickline and what provision will look like going forward	-	-	-	-	-	-	25/10/2016
<b>Housing Allocations Policy &amp; Partnership ToR</b>	<b>Michelle Howard</b>	1. To seek approval of the revised housing register/ choice based letting allocations policy. Referred to as CBL policy. This is a joint policy for WLDC, CoLC, NKDC and Acis Group.  2. To seek approval of the revised terms of reference and governance arrangements for the CBL strategic partnership.	-	-	-	27/10/2016	-	-	25/10/2016
<b>community defibrillator scheme</b>	<b>Grant White</b>	to present proposals for scheme using community grant funding (Grant please amend to be more appropriate)	-	-	-	-	-	-	13/09/2016
<b>Market Rasen Car Parking</b>	<b>Sarah Troman</b>	To provide an update on the impact of introducing car parking charges in Market Rasen	-	-	-	15/06/2017	-	-	02/05/2017
<b>Chance to Share Leisure Provision</b>	<b>Karen Whitfield</b>	To provide Members with assurance regarding the cessation of Community leisure provision at De Aston and Caistor Academies	-	-	-	-	-	-	13/09/2016
<b>GP / Hospital / Ambulance Provision - scope paper</b>	<b>Mark Sturgess</b>	to present a scoping paper inc remit and terms of ref for commission to be undertaken by c and l cttee in regard to GP / Hospital / Ambulance Provision	-	-	-	-	-	-	25/10/2016
<b>Budget Options</b>	<b>Tracey Bircumshaw</b>	to present budget options, in advance of fees and charges / base budgets proposals being submitted for agreement	-	-	-	-	-	-	25/10/2016
<b>Food Enterprize Zone</b>	<b>Eve Fawcett-Moralee</b>	funding requirements for the FEZ (eve please extend)	-	-	-	-	-	-	31/01/2017
<b>Rural Transport Proposals</b>	<b>Grant White</b>	to present proposals relating to rural transport (grant please extend )	-	-	-	-	-	-	31/01/2017
<b>Monitoring of Festivals - Caistor MR</b>	<b>Karen Whitfield</b>	To provide feedback on the impact of the festivals held in market rasen and caistor.	-	-	-	-	-	-	31/01/2017
<b>Housing Strategy</b>	<b>Sarah Troman</b>	to present the new Housing Strategy for approval	-	03/07/2017	-	-	-	-	02/05/2017

<b>Disabled Facilities Grant - Future Provision</b>	<b>Andy Gray</b>	to present proposals regarding the future provision of DFGs	-	-	-	-	-	-	02/05/2017
<b>Annual Treasury Management Report 2015/16</b>	<b>Tracey Bircumshaw</b>	Statutory report which details Treasury Management performance over the financial year 2015/16. Recommended for approval by CP&R	-	05/09/2016	-	-	-	-	-
<b>Withdrawal of LCTS grant to Town &amp; Parish Councils</b>	<b>Tracey Bircumshaw</b>	This report proposes to withdraw this funding to Town and Parish Councils as it is no longer sustainable.	-	-	-	22/09/2016	-	-	-
<b>Devolution</b>	<b>Manjeet Gill</b>	To agree to form the combined authority for Greater Lincolnshire	-	10/10/2016	-	-	-	-	-
<b>Leisure Contract Procurement</b>	<b>Karen Whitfield</b>	To update Members on the conclusion of the leisure contract procurement exercise and to approve the preferred contractor	-	-	-	11/01/2018	-	-	-
<b>Formal Adoption of the local plan</b>	<b>Oliver Fytche-Taylor</b>	to present the local plan for adoption, this matter will also require recommendation to full council	-	10/04/2017	-	-	-	-	21/03/2017
<b>DM Update - Performance, Income, Staffing &amp; Risks</b>	<b>Oliver Fytche-Taylor</b>	comprehensive report updating GCLT on the progress made on implementing the improvement plan, current DM performance, fee income, application numbers, current staffing levels, risk of designation and the conclusion of the assurance work carried out by Alison Blom-Cooper. to provide committee with the second report on progress achieved in respect of the agreed development management improvement plan. extract from mins of c and l cttee 23/5/16 Development Management – Outcomes of the Peer Review: - members requested that a report on this subject be brought forward. It was noted however that the development management improvement plan was overseen by this Committee and was next due to be submitted in October 2106. It was therefore suggested that Officers could be requested to extend this report to include within it: - <ul style="list-style-type: none"> <li>• Peer Review Outcomes</li> <li>• S106 arrangements and move to CIL payments</li> <li>• Enforcement</li> <li>• A General Update on the Service; and</li> <li>• Local Plan Progress</li> </ul>	11/10/2016	-	-	-	-	-	-
<b>Withdrawal of LCTS funding to Town and Parish Cncl</b>	<b>Tracey Bircumshaw</b>	To propose the LCTS funding support as this is no longer financially sustainable	-	-	-	22/09/2016	-	-	-
<b>Waste Services Policies</b>	<b>Ady Selby</b>	To update waste policies which have been in use since 2009 and introduce amendments to support commercial activity	-	-	-	-	-	-	06/12/2016
<b>By-Election Result</b>	<b>Manjeet Gill</b>	To report the result of the by-election in Cherry Willingham on 29 September 2016	-	10/10/2016	-	-	-	-	-

<b>Leisure Contract Update</b>	<b>Karen Whitfield</b>	to provide Members with a progress update regarding the procurement of a a new leisure contract and assurance that the project is running in line with agreed parameters and timescales	-	-	-	-	-	-	02/05/2017
<b>Grand Total</b>									

Challenge and Improvement			
Active/Closed	Active		
Date	Title	Lead Officer	Purpose of the report
-			
11/10/2016	attendance by 2 public body - schools	James O'Shaughnessy	
	DM Update - Performance, Income, Staffing & Risks	Oliver Fytche-Taylor	comprehensive report updating GCLT on the progress made on implementing the improvement plan, current DM performance, fee income, application numbers, current staffing levels, risk of designation and the conclusion of the assurance work carried out by Alison Blom-Cooper. to provide committee with the second report on progress achieved in respect of the agreed development management improvement plan. extract from mins of c and l cttee 23/5/16 Development Management – Outcomes of the Peer Review: - members requested that a report on this subject be brought forward. It was noted however that the development management improvement plan was overseen by this Committee and was next due to be submitted in October 2106. It was therefore suggested that Officers could be requested to extend this report to include within it: - <ul style="list-style-type: none"> <li>• Peer Review Outcomes</li> <li>• S106 arrangements and move to CIL payments</li> <li>• Enforcement</li> <li>• A General Update on the Service; and</li> <li>• Local Plan Progress</li> </ul>
15/11/2016	Presentation by Simon Outen	Katie Coughlan	to provide verbal six month update on crime in West Lindsey
	attendance by PCC and Mark Housley	Michelle Howard	for the Police and Crime Commissioner and Mark Housley to be in attendance to answer a number of strategic and operational questions posed by the Committee
20/12/2016	Progress and Delivery Period 2	Ian Knowles	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 2
21/02/2017	recommendations from the SWW Working Group	Shayleen Towns	to bring together the conclusions of the work undertaken by the Group and to consider their recommendations on how the council and partner agencies can better work together  please note timescale for report may change. group as yet have not agreed its timescales (15/9/15 kjc)
	Progress and Delivery Q3	Ian Knowles	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 3
	Presentation by Simon Outen	Katie Coughlan	to receive a 6month verbal update on Crime across the District
04/04/2017	C and I Annual Report 16/17	Katie Coughlan	to present the 16/17 Annual Report
23/05/2017	Progress and Delivery Q4	Ian Knowles	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 4
Grand Total			

The next round of public bodies, associated with Youth Unemployment, also need to be factored into this work plan

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