

Guildhall Gainsborough
Lincolnshire DN21 2NA
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AGENDA

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

Prosperous Communities Committee
Tuesday, 11th September, 2018 at 6.30 pm
Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA

Members:

- Councillor Mrs Sheila Bibb (Chairman)
- Councillor Mrs Gillian Bardsley (Vice-Chairman)
- Councillor John McNeill (Vice-Chairman)
- Councillor Owen Bierley
- Councillor Christopher Darcel
- Councillor Michael Devine
- Councillor Steve England
- Councillor Paul Howitt-Cowan
- Councillor Mrs Pat Mewis
- Councillor Malcolm Parish
- Councillor Mrs Lesley Rollings
- Councillor Trevor Young

1. **Apologies for Absence**
2. **Public Participation**
Up to 15 minutes are allowed for public participation. Participants are restricted to 3 minutes each.
3. **Minutes of Previous Meeting** (PAGES 3 - 11)
To confirm and sign as a correct record the Minutes of the Prosperous Communities Committee held on 17 July 2018.
4. **Matters Arising Schedule** (PAGES 12 - 13)
Setting out current position of previously agreed actions as at 3 September 2018.
5. **Members' Declarations of Interest**
Members may make any declarations at this point but may also make them at any time during the course of the meeting.

6. **Public Reports**

a) South West Ward Waste Collections Review Scope (PAGES 14 - 33)

b) Youth Housing Four Way Protocol (PAGES 34 - 56)

7. **Workplan** (PAGES 57 - 59)

Mark Sturgess
Head of Paid Service
The Guildhall
Gainsborough

Monday, 3 September 2018

Prosperous Communities Committee- 17 July 2018

Subject to Call-in. Call-in will expire at 5pm on Thursday 2 August 2018

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Prosperous Communities Committee held in the Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA on 17 July 2018 commencing at 6.30 pm.

Present: Councillor Mrs Sheila Bibb (Chairman)
Councillor Mrs Gillian Bardsley (Vice-Chairman)

Councillor Owen Bierley
Councillor Michael Devine
Councillor Steve England
Councillor Paul Howitt-Cowan
Councillor Mrs Pat Mewis
Councillor Malcolm Parish
Councillor Mrs Lesley Rollings
Councillor Trevor Young

In Attendance:
Mark Sturgess Executive Director of Operations and Head of Paid Service
Michelle Carrington Strategic Lead Customer First
Grant White Enterprising Communities Manager
Katie Coughlan Senior Democratic & Civic Officer

Apologies: Councillor John McNeill

Membership: There were no substitutes appointed

17 PUBLIC PARTICIPATION

There was no public participation.

18 MINUTES OF PREVIOUS MEETING

(a) Meeting of the Prosperous Communities Committee – 5 June 2018.

RESOLVED that the Minutes of the Meeting of the Prosperous Communities Committee held on 5 June 2018 be confirmed and signed as a correct record.

19 MATTERS ARISING SCHEDULE

Members gave consideration to the Matters Arising Schedule which set out the current position of all previously agreed actions as at 9 July 2018.

Members' attention was drawn to the Appendix which had been included and which related to reciprocal arrangements in respect of household recycling sites, in response to questions and comments posed at previous meetings.

RESOLVED that progress on the Matters Arising Schedule, as set out in the report be received and noted.

20 MEMBERS' DECLARATIONS OF INTEREST

Councillors Gillian Bardsley, Sheila Bibb, Owen Bierley and Paul Howitt-Cowan, all declared a personal non-pecuniary interest in agenda item 6 (ii) – Health Commission Review as they all sat on the Health Commission.

Councillor Owen Bierley made a further personal non-pecuniary declaration, in respect of this agenda item, in that he was also the West Lindsey Representative on the Rural Services Network and Age UK Lindsey, both of which were referenced within the report. In respect of the latter organisation, Councillor Bierley also declared that he was a Trustee and the Treasurer.

21 CUSTOMER FIRST

Members gave consideration to a report which presented the Customer First Programme – Strategy, Ethos and Transformational Journey, for endorsement.

In presenting the report Officers explained that the Council faced twin pressures to continually improve the services it offers to residents, businesses and visitors whilst at the same time trying to reduce its costs as budgets become tighter. In order to do this it was proposed that two principal methods were adopted. Firstly, that the council transformed the services which dealt directly with customers so that they put the customer at the heart of everything the Council did (the “customer centric organisation”) and secondly, where appropriate, it utilised technology to improve the overall speed and accuracy of the service the customer received at a cost that was sustainable and affordable in the long term.

This would be a major transformation programme and had the potential to deliver significant savings over the long term as well as greatly increase the levels of customer satisfaction with the Council.

Technology alone would not deliver the changes required, and work would be undertaken to address the culture of the organisation, including increased Leadership around the importance of the customer and investing in staff training. A clear understanding of what the customer wanted would be established through the Customer Insight work being undertaken, and processes would be re-designed based on customer requirements.

Customers receiving consistent service delivery, every time they contacted the Council, regardless of how they made contact was also important. Comments, Compliments and Complaints received would be made greater use of as a learning tool and used to improve processes.

Debate ensued and in responding to a Member's comments all were in agreement that communication was key. The Strategy which sat behind the Executive Summary contained much more detail. Establishing regular communication points was a strategy to be employed and would avoid customers having to re-contact the Council for an update.

Members welcomed the Strategy and in doing so welcomed the fact that customers would be at the heart of service delivery. It was commented that currently this was not the case for all teams across the board.

The need to include Elected Members in their Ward Councillor capacity and capture the information they gained and enquiries they dealt with was accepted and could be built into the Strategy as part of phase 3. The technological solutions would also assist with this.

In responding to Member's comments regarding ensuring Council priorities aligned with Customer priorities and that consultation on any matter was undertaken in a meaningful way, Officers advised that a lot of work had been undertaken through the Customer Insight programme and data collected directly from the customer as to how they would wish to receive a service. Staff's operation and delivery knowledge had also been utilised to redesign processes but with the customer at the heart. It was accepted that historically processes had been set around a service's priorities, they were now being designed around the customer's priorities using the information gained directly from them and long term would result in better engagement all round.

The setting of Council priorities in the wider sense, was established through the Corporate Plan. The ways in which Elected Members could engage in its development and raise community priorities was outlined.

In response to further comments Officers confirmed no additional permanent staff would be required to deliver the programme, but staff would be utilised in a more efficient and effective way. Homeworking for customer service staff, and web based on-line chat systems, regardless of location were being considered and investigated. The website was due for renewal over the next two years and it was intended to establish a customer focus group to assist with this, ensuring pages were logical to navigate and contained information relevant to the customer in a style and language that met their needs.

The Government had recently announced it would be establishing a Digital Enabling Fund to help Local Authorities finance such initiatives, this would be by way of bids and all digital services established needed to demonstrate they meet the customers' needs rather than the authority's, customer engagement was a national focus too.

RESOLVED that: -

- (a) having reviewed and analysed the Customer First Programme, the programme be endorsed; and

- (b) regular updates on the progress with the implementation of the programme be received by the Committee every six months.

22 HEALTH COMMISSION REVIEW

Members of Committee gave consideration to a report regarding the work and progress of the Health Commission. Members were provided with the background to the Health Commission and it was explained that the Health Commission sought to be part of the solution to improving the health and wellbeing of communities in West Lindsey.

The Health Commission had been operational for sixteen months, Membership of the Commission was stable and working well, with individual members leading on the thematic areas as agreed and reporting back to the Commission.

Members were advised that it was apparent from work undertaken by the Health Commission and the Government's agenda at a national level that there would be a continuing role for district councils to identify and promote the delivery for the health needs in their areas.

The experience of running the Health Commission for the last two years had been that it was benefiting the District by focusing on specific issues and helping partners understand the needs in West Lindsey.

The report therefore proposed that a further paper be brought to the Committee in the Autumn cycle of meetings on how the work the Commission had started could be continued through the establishment of a Strategic Health Partnership.

Debate ensued and at the request of a Member, the Chairman of the Health Commission summarised what had been achieved over the past 2 years, indicating that greater detail was contained in Appendix 2 of the report. Assurance was sought that the Authority could achieve results in this area, with a Member citing a number of original drivers, for example access to GPs, where little progress had been made and service provision had continued to decline.

In responding it was acknowledged that a number of areas of concerns had continued and this was why there was a need to re-structure and re-focus the Group. Establishing a Partnership would give those appointed the authority and mandate to keep pursuing and chasing partners to deliver the services the District needed.

Whilst not responsible for Health Services directly Members cited a number of ways in which they considered the Authority could influence Health internally, including ensuring major planning applications had to give consideration to health outcomes in their design and nature; and by creating a cycle plan for the District and ensuring the infrastructure for such was provided. Such provision would go some way to underpinning healthy communities.

In responding Officers indicated their agreement, particularly in respect of planning applications and Members were advised that nationally the Town and Country Planning Association were driving an agenda to achieve just that. The suggestion of including health

outcomes within Committee reports could also be investigated.

The Public Realm Working Group established by the Challenge and Improvement Committee was also assisting by auditing services such as bridle ways, cycle paths, sports fields etc, within local communities and its work had been influenced by and was supporting the Health Commission.

Members voiced their disappointment at some of the decisions taken by health care providers in respect of access to services and the majority were in agreement that if restructuring the Commission would give greater focus and powers of influence, then it should be undertaken. It was important the District Council kept holding partners to account and fighting for services for the District's residents.

RESOLVED that

- (a) the Health Commission continue to meet 2 monthly until the end of its remit in 2018;
- (b) a report be brought to the Committee in the Autumn cycle of meetings recommending the establishment of a strategic health partnership for West Lindsey to replace the Health Commission on the completion of its remit (this report should include terms of reference, proposed membership, meeting cycles, desired outcomes, Officer support etc.); and
- (c) the aims and objectives of any "Strategic Health Partnership" for West Lindsey be aligned with those of the Lincolnshire Health and Wellbeing Strategy to ensure proper coordination of delivery within the District.

23 LINCOLNSHIRE WOLDS AONB MANAGEMENT PLAN 2018-2023

At their meeting in January 2018, the Committee had given consideration to a report which advised of an ongoing public consultation in respect of the Lincolnshire Wolds Area of Outstanding Natural Beauty (AONB) Management Plan 2018-2023 and at that meeting Members had been provided with a final opportunity to agree any additional comments to be included in the final consultation response.

The Committee were now asked to consider a report which presented the final version of the Lincolnshire Wolds AONB Management Plan 2018-2023 following the consultation period, for adoption.

In presenting the report, Officers outlined the process which had been undertaken in carrying out the review, noting that the final plan presented had now been endorsed by Lincolnshire Wolds Joint Advisory Committee (JAC) at their meeting on 12th April 2018 and had been approved and validated by Natural England, the statutory consultee on all AONB and National Park matters.

The key changes to the Plan, as set out in Section 4.1 of the report were shared with Members, together with details of those Policies and Objectives which had been amended, as detailed in Section 4.3 of the report

Referring to the earlier debate regarding health and well-being, it was noted that the plan recognised the importance of the Joint Health and Wellbeing Strategy and this was considered as a key related strategy.

Members were supportive of the Plan and of investing, protecting and promoting the Lincolnshire Wolds.

RESOLVED that the Lincolnshire Wolds AONB Management Plan 2018-2023 be approved as the statutory plan for West Lindsey required by the Countryside and Rights of Way Act 2000.

24 PROGRESS AND DELIVERY PERIOD 1 2018/19

Members gave consideration to a report which assessed the performance of the Council's services and key projects through agreed performance measures, as at the end of Period 1. Members were asked to review performance and recommend areas where improvements should be made, having regard to any remedial measures already included within the report.

The report summary was structured to highlight those areas that were performing above expectations, and those areas where there was a risk to either performance or delivery.

Areas described as performing well included:

- * Benefits
- * Economic Development and Town Centre Management
- * Garden Waste
- * Healthy District
- * Trinity Arts Centre

Those areas described as risks included:

- * Council Tax and NNDR.
- * Development Management
- * Enforcement
- * Home Choices
- * Markets
- * Regulatory Services

Further information was given on each of the above.

Debate ensued and Members welcomed the revised format. Much concern was expressed over the pro-active food inspections performance level and Members sought further information regarding the risks this posed, the extent of the problem, whether this was a resourcing issue and what a premise needed to do to achieve a 3 star plus rating. Clarification was also sought as to how, when and if the Audit Committee needed to be looking more closely at this area.

In responding the Executive Director of Operations, advised indication from the service was

that the risk currently posed was not of too great a concern and the resources within the team were comparable to similar size authorities. Regarding the role of the Audit Committee, an audit plan was agreed at the beginning of year and was linked to issues identified in the AGS, if food inspections continued to remain an issue then an audit may be an option. However the Challenge and Improvement Committee also had remit to further investigate service areas where performance had been poor over two consecutive periods.

In the absence of the Team Manager being present at the Meeting, the Executive Director of Operations undertook to provide Members with a full briefing note, regarding the service in response to the questions posed by Members. This would be circulated outside of the meeting.

Concern was again expressed over the performance of the Market which continued to decline. It was suggested the inclusion of Direction of Travel indicators would also assist Members in better assessing performance. A Member sought indication of when this matter would be brought before the Committee and an update in respect of the ongoing Procurement process.

In response it was noted that the outcome of the procurement process was expected in the Autumn. In hearing the response there was a brief discussion regarding what decisions the committee had previously made with some Members being of the belief the process had not been agreed by Members. Assurance was offered that it had been agreed at a meeting in December 2017 that a procurement exercise to identify a market operator be undertaken. Officers had been undertaking the procurement process as requested, the outcome of which would be reported through the Autumn cycle of meetings. The actual process undertaken was not a matter for Committee agreement as this was governed by law and EU Regulation.

It was accepted that Direction of Travel indication would be useful particularly in areas where performance was off target for two consecutive periods. The way in which the Challenge and Improvement Committee could intervene in such circumstances was again outlined.

Some Members were of the view that some of the measures appeared meaningless and cited examples of such. There had been much work undertaken to identify appropriate rounded measures and these did not appear to be reflected.

In response Members were advised that this was an exceptions report detailing only those measures which were either above or below target. There was a whole basket of measures creating "a balanced score card" and rounded view for each service. These could be provided to Members on request. The measure setting process undertaken was outlined to Members, and Members had been engaged in this. This process would be repeated early in the New Year with measures agreed ready for the start of the 2019/2020 financial year

The Committee were in agreement it was important to challenge the measures used.

In response to concerns regarding the on-going use of Bed and Breakfasts, the Executive Director of Operations, indicated the Team shared this concern and outlined the work ongoing to try and alleviate the situation, including working with Partners and greater investment. This was a National trend exacerbated by the lack of "move-on" accommodation in the local area.

RESOLVED that having critically appraised the performance of services and key

projects, and having had regard to the remedial measures suggested in the report, and the information provided in response to Member questions, no further formal action be requested at this stage, however a briefing note regarding the Food Inspection Service be circulated to all Members of the Committee in response to the points raised through the debate.

25 REVOKE SUPERSEDED WLDC AFFORDABLE HOUSING SPG

Members gave consideration to a report which sought approval to revoke West Lindsey District Council's Supplementary Planning Guidance for Off Site Contributions For Affordable Housing, adopted March 2006 (2010 Tariff Update).

The reasons for the revocation were outlined within the report together with details of the Supplementary Planning documents which had been adopted by the Central Lincolnshire Joint Planning Committee on 25th June 2018 and thus superseded the previous Affordable Housing SPG from 2006.

RESOLVED that the West Lindsey District Council's Supplementary Planning Guidance for Off Site Contributions for Affordable Housing Adopted March 2006 (2010 Tariff Update) be revoked.

26 MEMBER CHAMPIONS

Consideration was given to a report which sought to appoint Member Champions for the 2018/19 civic year.

Historically Member Champions had been appointed by Council, at their Annual Meeting, however following changes to the Constitution, agreed by Council in May 17, the responsibility for appointing Champions, now sat within the remit of the relevant Policy Committee.

A further review of the role had been undertaken during 2017/2018 and the nominations put forward sought to enact those decisions reached at the end of the review, documented in a report to Prosperous Communities Committee on 2018.

The following Members had been nominated for the Member Champion roles that sat within the remit of the Prosperous Communities Committee:-

Member Champion Role	Proposed Name
Heritage and Tourism	Paul Howitt-Cowan
Young People/Skills	Angela White
Transport	Lewis Strange
Safeguarding/Mental Health	Angela Lawrence
Neighbourhood Planning and Localism	Steve England
Armed Forces	Thomas Smith

It was also noted that as part of the review, appointed Members Champions would be

required to submit an update report on the work undertaken in their role every six months.

RESOLVED that:-

- (a) those Members named above and as detailed in Section 1.5 of the report be appointed as Member Champions for 2018/19; and
- (b) the information contained in section 2 of the report be noted, namely: -
 - * Member Champions to provide a report for the West Lindsey Newsletter every 6 months; the first of these reports will be due for the January 2019 newsletter;
 - * The appointments above to run until the next Annual Council meeting in May 2019.
 - * A review of Member Champion roles be carried out every two years from May 2019.

27 WORKPLAN

Members gave consideration to the Committee Work Plan.

In response to a Councillor's request and following communications outside of the meeting, the Executive Director of Operations confirmed that the item entitled "South West Ward Waste Collections Review Scope" would be brought forward to the September meeting, not the October meeting as indicated.

RESOLVED that the workplan be received and noted, subject to the above amendment.

The meeting concluded at 8.03 pm.

Chairman

Prosperous Communities Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Prosperous Communities Committee meetings.

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

Matters arising Schedule

Status	Title	Action Required	Comments	Due Date	Allocated To
Black					
	Customer First - Updates	extract from minutes 17/7 regular updates on the progress with the implementation of the programme be received by the Committee every six months.	Updates have been programmed for Jan 19 and July 19		Michelle Carrington
	Food Safety Briefing Note	extract from mins of mtg 17.7.18 In the absence of the Team Manager being present at the Meeting, the Executive Director of Operations undertook to provide Members with a full briefing note, regarding the service in response to the questions posed by Members. This would be circulated outside of the meeting.	Briefing note circulated 18/7/18	26/07/18	Andy Gray
	Re-schedule of SWW Waste Collections Review Scope	Extract from mins of mtg 17.7.18 the Executive Director of Operations confirmed that the item entitled "South West Ward Waste Collections Review Scope" would be brought forward to the September meeting, not the October meeting as indicated.	item has been re-scheduled in workplan	26/07/18	Katie Coughlan
	Establishment of a Strategic Health Partnership	extract from mins of mtg 17/7/18: a report be brought to the Committee in the Autumn cycle of meetings recommending the establishment of a strategic health partnership for West Lindsey to replace the Health Commission on the completion of its remit (this report should include terms of reference, proposed membership, meeting cycles, desired outcomes, Officer support etc.)	item has been added to the workplan for December 18. Following discussion at briefing on 29 August, item brought forward to October meeting.	01/08/18	Phil Taylor

Green					
	Leisure Contract Monitoring Report	<p>extract from mins of mtg 5 June 2018</p> <p>A Member requested a report on the leisure contract once the contract was up and running, especially as the business plan figures had been questioned. This would allow Members to track progress. In response Officers confirmed that such a request was appropriate and such reports would be programmed into the work plan in due course. Appropriate reporting periods and timings would need to be determined in the first instance.</p>	<p>Please discuss as required with appropriate Officers and ensure reports are programmed in as appropriate</p> <p>UPDATE: Briefing 29 August - agreed to be programmed in for October meeting.</p>	<p>31/10/18</p>	<p>Mark Sturgess</p>

Agenda Item 6a



**Prosperous Communities
Committee**

11th September 2018

Subject: South West Ward Review of Waste Collection Methodology

Report by:	Executive Director of Operations/Head of Paid Service
Contact Officer:	Adrian Selby Strategic manager Services 01427 675154 Ady.selby@west-lindsey.gov.uk
Purpose / Summary:	<i>To agree the scope for a review of waste collections in the South West Ward of Gainsborough.</i> <i>To approve an engagement and assessment process which will be part of the review.</i> <i>To approve, and appoint a member steering group to oversee this process.</i>

RECOMMENDATION(S):

- 1. Members approve the proposed process for reviewing the waste collection methodology in the South West Ward of Gainsborough:**
 - a) Establish a steering group consisting of Councillors, including ward members and representatives from Prosperous Communities Committee, supported by officers;**
 - b) Undertake engagement with all sections of the community in the South West Ward;**
 - c) Communicate with the community to support this engagement including delivering newsletters, drop-in sessions and door to door sample surveys;**
 - d) Satisfaction survey with residents and all other stakeholders including Councillors, businesses, landlords, the town council,**

residents groups, Lincolnshire Highways and any other relevant bodies;

- e) **Environmental Assessment Surveys;**
- f) **Consult with national forums such as APSE and LARAC regarding best waste collection practice in this area;**
- g) **Carry out an initial options analysis of alternative collection methods and regimes considering those undertaken by other authorities both locally and nationally;**
- h) **Undertake a financial analysis of identified options;**
- i) **Identify potential methods and areas to carry out pilots of alternative collection methods;**
- j) **Maintain a risk register for these activities;**
- k) **Produce an equalities impact assessment for identified options.**

2. **The Committee appoints Members of a steering group to oversee the delivery of the work as specified in this report. (Draft terms of reference for the Task and Finish Group, as set out in Appendix 2 of this report are approved).**

IMPLICATIONS

Legal: None at this time

Financial: The cost of the satisfaction survey and associated materials and activity will be between £1016 and £4756, it will be covered from within existing operational budgets

FIN/97/19

Staffing: No staffing implications at this time, any future changes to the collection methodology could impact on staff.

HR067-8-18

Equality and Diversity including Human Rights: Following consultation and assessment work, an Equalities Impact Assessment will be undertaken to identify the potential impact and 'accessibility' of any proposed interventions and actions on the community.

Risk Assessment: Survey may highlight dissatisfaction with service without a clear, deliverable solution being in place/*Design survey and accompanying information to minimise risk*

Climate Related Risks and Opportunities: None at this time

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

<https://democracy.west-lindsey.gov.uk/documents/s6680/Agenda%20Item%206k%20-%20Gainsborough%20South%20West%20Ward%20Place%20Based%20Strategy%202017.pdf>

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

1.1 Preamble

- 1.1 On 2nd July 2018, Councilor Trevor Young submitted the following motion to full Council: -

“In almost half of the Gainsborough South West Ward, waste is collected through an authorised weekly black bag system.

This Council notes that this system results in poor environmental health issues and poor living conditions for many residents, it also recognises that it negatively impacts on the appearance of the town.

There is an urgent need for this Council to consider the welfare of the residents, I therefore request this Council:

- 1. Reviews its current operational delivery of waste services in the Gainsborough South West Ward and provide an in-depth options analysis for alternative collection methods.*
- 2. Consults with local residents regarding solutions for local waste collection.*

I so move”

- 1.2 The Leader, Cllr Jeff Summers supported the motion and Council resolved to commission Officers to;
1. Review its current operational delivery of waste services in the Gainsborough South West Ward and provide an in-depth options analysis for alternative collection methods.
 2. Consult with local residents regarding solutions for local waste collection.
- 1.3 Acting in accordance with this motion, Officers are keen to review the impacts (positive and negative) of waste collections in this area.

2.0 Scope of the Review

- 2.1 To assess the current black sack method of collecting residual waste and recycling in the South West Ward of Gainsborough to test whether a different method of waste collection could improve the environment and living conditions of the area.
- 2.2 To test the satisfaction of those living in the area with the current method of residual waste and recycling collections and to seek their views on how collections could be improved.
- 2.3 To assess how the current method of waste collection in the area contributes to the environmental issues which are currently being experienced.

- 2.4 To limit the scope of this review to the waste collection methodology and street cleansing activity within the 'ten foot' collection areas.
- 2.5 Whilst references will be made to enforcement activity in the area, this is not included in the scope of this review.

3.0 Background

- 3.1 The South West Ward (SWW) area has long been identified as a priority neighbourhood where social, environmental and economic improvements are required.
- 3.2 A Neighbourhood Renewal Assessment conducted in 2010 found that 58% of residents rated the waste collection service as achieving a 'good standard' with less than 10% considering it was inadequate. The report also identified that over 80% thought there was little or no problem with the refuse collection service. (An overview of the current waste collection environment is included here as Appendix 3.)
- 3.3 There is a real risk that residents may suffer consultation-fatigue in the South West Ward of Gainsborough given the focus the area has had in recent years. The Place Based Strategy notes that *'Whilst a significant amount of activity has taken place in the area, previous efforts had not been well coordinated and an overall strategic approach was lacking'*. Some residents may perceive that they are asked for their opinion often, but little action ensues. It is therefore important that any recommendations arising from this work are deliverable.
- 3.4 Taking this into account, rather than consult on a range of possibly undeliverable waste collection options, residents' views will be sought around their satisfaction with the current service operating in the area.
- 3.5 This approach, alongside concurrent work with key stakeholders will inform a report which will be presented to the Prosperous Communities Committee in 2019.
- 3.6 On 30th January 2018, Prosperous Communities Committee approved a Gainsborough South West Ward Place Based Strategy and associated Action Plan.

<https://democracy.west-lindsey.gov.uk/documents/s6680/Agenda%20Item%206k%20-%20Gainsborough%20South%20West%20Ward%20Place%20Based%20Strategy%202017.pdf>

- 3.7 Officers propose that the review of waste collection methodology should take account of the strategy and any improvements identified should eventually be added to this Action Plan and reported on to Members as part of that work stream.

4.0 Methodology

4.1 Officers propose the following:

- a) Establish a steering group consisting of Councillors, including ward members and representatives from Prosperous Communities Committee, supported by officers.
- b) Undertake engagement with all sections of the community in the South West Ward.
- c) Communicate with the community to support this engagement including delivering newsletters, drop-in sessions and door to door sample surveys.
- d) Satisfaction survey with residents and all other stakeholders including Councillors, businesses, landlords, the town council, residents groups, Lincolnshire Highways and any other relevant bodies
- e) Environmental Assessment Surveys.
- f) Consult with national forums such as APSE and LARAC regarding best waste collection practice in this area
- g) Carry out an initial options analysis of alternative collection methods and regimes considering those undertaken by other authorities both locally and nationally.
- h) Undertake a financial analysis of identified options.
- i) Identify potential methods and areas to carry out pilots of alternative collection methods.
- j) Maintain a risk register for these activities.
- k) Produce an equalities impact assessment for identified options

Appendix 1 further outlines the approach to this initial phase of work.

4.2 This report includes a suggested collection assessment and engagement approach as Appendix 1. This explains Officers' recommendation and preference for taking this initial approach rather than consultation in the traditional sense. It should be noted that the Council's specialist in this area has warned that it would not be appropriate to consult on waste collection options without significant work having taken place to assess the current situation and establish that there is a realistic prospect of the delivery of alternatives.

4.3 Officers recommend that this Committee appoints a steering group to advise and steer the work being undertaken. The group would have responsibility to steer this work and advise on its approach and have an input into the final report. Members are asked to consider and approve the draft terms of reference presented as Appendix 2.

5.0 Timescale

- 5.1 It is intended that the report on the results of the engagement work proposed will be presented to the Prosperous Communities Committee early in 2019.
- 5.2 Based on the outcomes and assessment of the engagement work further work might be necessary to implement any proposals for changes to the waste collection regime in the area.

Appendix 1: South West Ward Waste Collection Assessment and Engagement

1.0 Introduction and Brief

West Lindsey District Council is keen to identify ways to improve the area by using the most suitable and effective waste collection methodology. By doing this we hope to improve customer satisfaction and prevent waste collection and related street scene issues from having a negative impact of the local environment. The South West Ward (SWW) area has long been identified as a priority neighbourhood in which environmental improvements are to be delivered, in the context of wider proposals for the area. These include Gainsborough South West Ward Strategy 2018 which was recently presented to Members. This is because the SWW area has been identified as a neighbourhood exhibiting particularly significant problems.

This waste collection assessment is being carried out firstly, in order to understand residents' satisfaction levels with the service, then to gain a sense of what improvements they might like to see and finally to allow us to look to develop a range of positive interventions that would have a positive effect in the area. These would be developed and worked up alongside stakeholders such as community residents groups, landlords and local businesses to be delivered alongside existing strategies and actions that are being taken to improve the neighbourhood.

In a 2018 report to Members, West Lindsey District Council's vision for the area is set out again as being; 'to make the South West Ward a proud and vibrant neighbourhood where people choose to be.'

This assessment and subsequent engagement will examine ways that the council's waste collection service can contribute to this aim.

1.1 Project outline

The key elements of the work are set out as follows:

1. **Community Engagement** – the undertaking of extensive and wide ranging engagement with all sections of the community. This element is central to successfully undertaking this work as it is important that local communities and stakeholders are properly and genuinely engaged and have their voices heard in the process. It is important to understand perceptions and feelings about the service as it is now before diving into 'top down' solutions so that we can understand what residents like and don't like about the service. In this way, any proposals and solutions for an area that are put forwards as a result can claim to have been properly and genuinely shaped by the local community.
2. **Analysis of local Environmental and Amenity Survey** – review of pre-existing conditions in the area before and after collections and at given times during the week. Survey of individual streets with information about types of waste and supplementary materials recorded over an 8 week period in order to provide a comprehensive assessment of environmental conditions and collection issues.
3. **Waste Collection Assessment** – Drivers and trends in waste collections. An overview assessment using a combination of 'desk top' research, plus officers' existing knowledge and that which can be gleaned from liaising with other local authorities, APSE, LARAC etc. Officers will examine trends and to link in with local and national waste agenda.
4. **Enforcement Assessment** – assessment of the impact and significance of a range of actions that are somewhat related to waste collections, with work to identify those that have a strong positive impact on the area

5. **Option Generation, Development and Appraisal** – the compilation and high level assessment of a wide range of potential options undertaken in a manner consistent with existing work. Depending on the outcome, these may then be subject to consultation.
6. **Equality Impact Assessment** – an overview style assessment designed to identify the potential impact and ‘accessibility’ of any proposed interventions and actions on the community.
7. **Strategy & Action Plan** – the production of a strategy, accompanied by a detailed schedule of actions, with target dates and responsibilities.

1.2 Project Management

It is recommended that the progress of the assessment and consultation should be overseen by a small steering group comprised of Council Members with a particular interest in the project and detailed knowledge of issues and challenges faced by local area. The Operational Services Team Manager and members of staff from this department, business improvement and the council’s enforcement team will form a project group and take the work forwards.

1.3 Assessment and Engagement Approach

The assessment and engagement will be carried out in a series of logical steps so as to ensure waste collection options are thoroughly examined and appraised when considering alternative actions for the area. Amongst the first of those steps will be an engagement exercise with residents to examine current attitudes towards the service and participation. This iterative approach is in line with best practice and will enable us to ensure appropriate resources are directed at each stage. Officers do not believe that it would not be appropriate to spend large amounts of time developing solutions without first gaining a better understanding of the baseline satisfaction levels and taking proper consideration of the views of the community.

To this end, it is important to understand what has gone before. A wide ranging consultation and engagement project was carried out in 2010 with the Neighbourhood Renewal Assessment (NRA) study of the area, including the SWW area, was commissioned in order to develop a range of positive interventions for the area, to be delivered through a regeneration strategy and action plan.

No satisfaction survey focusing exclusively on waste collections has been carried out in this area since that time. Whilst residents in the SWW area were previously described as ‘consultation fatigued,’ (a good deal of consultation had taken place in the area but it could be argued there had been little action taken) officers feel it is now appropriate to look to measure satisfaction levels again and look for suggestions for how things could be improved. Elements 1 -4 of this project will be done in combination before moving onto the latter steps.

This approach broadly reflects the key elements of the motion submitted to Council in July 2018. However, officers will offer constructive challenge to this motion where it is felt appropriate and will offer their own thoughts and suggestions as to how the Council’s overall objectives can be met – all with an eye on achieving best results for residents at minimum cost. A starting point will be an assessment of current collection methods and environmental conditions before and after collections, with a baseline review of satisfaction levels.

Context & Boundary Setting

The work will identify measures within the SWW area which are already in progress or which are in the planning stages. Officers will visit the area regularly and according to a schedule in carrying out environmental assessments and also compare with areas of similar deprivation that are serviced in the district using wheeled bins. The environment would be looked at comprehensively within the assessments. This is to look at whether it can be judged that it is

the “collection system [that] results in poor environmental health issues and poor living conditions” as the motion to Council in July 2018 contended.

Community Engagement

Waste Officers believe that consultation and engagement with the community is central to designing waste collection improvements and delivering changes. The service has a history of doing this with a move to chargeable garden waste collections and before that, alternate weekly collections. Officers are passionate about ensuring that local communities and stakeholders are properly and genuinely consulted and engaged in designing services. It is only in this way that proposals and solutions for an area can claim to have been genuinely shaped by the local community.

For this reason, and because of particular sensitivities in the SWW area, officers will ensure that this assessment and any subsequent consultation has been filtered through national guidance and WLDC best practice procedures before being launched. The author of this report has met with WLDC’s consultation specialist and following these discussions, officers do not feel it is appropriate to consult on possible waste collection options until the initial work has been carried out. Officers are wary of raising expectations in a community where promises have been unfulfilled before.

Instead of this, officers feel that the following initial engagement and assessment processes are most appropriate in order to produce a bespoke piece of work which meets the particular needs and requirements of this area.

Looking at the motion, we have produced a strategy which will deliver on establishing:

- The views and concerns of residents, landlords and business owners about the area
- Positive and negative views about the waste collections in the area
- Aspirations for waste collections for householders in the area
- Aspirations of businesses and other stakeholders about collections in the area
- Priorities for improvement to collections and the general environment.

In order to meet these specific requirements officers are proposing:

Newsletter delivered with a new bespoke calendar

A simple, full colour 4 page newsletter to be sent out at the beginning of the study period. The information will be simple and presented in a visually appealing way. Delivery will be undertaken by our own staff posted in conjunction with previously scheduled delivery of waste collection calendars to minimise postage costs.

Officers would also work with our housing department to deliver information known property owners (including businesses) within the study area, together with a wide range of potential stakeholders as a means of launching the study, explaining the work going on in the area and keeping people informed. Further news releases on the progress and outcomes of the project would be delivered according to a communication plan that is being developed. The launch newsletter would succinctly summarise items such as the background to the study, the reasons for asking residents for their views how people can get involved, the timescale of the project, and the potential outcomes. Subsequent communications would focus on early feedback, project progress and potential options.

Resident Survey

Officers are wary of the aforementioned 'consultation fatigue' within the area and a review of recent communications and consultation is being done. Officers feel that particular care needs to be taken when the views of the community are being sought and an initial satisfaction survey is being proposed with opportunities for residents to put forwards any suggested improvements to waste collection services. If it is felt necessary by Management Team / Members to secure a higher response rate, then a postal questionnaire and free post reply envelope could be sent with the launch newsletter to all households in the SWW area. Officers recommended approach would be an online survey with hard copies available at local community venues and the Guildhall. It is proposed that respondents would be entered into a free prize draw.

Drop in sessions

Qualitative feedback would be sought from drop in sessions at the Guildhall and community venues such as Trinity Arts Centre, X church and Benjamin Adlard School. Times will be arranged in advance and publicised in the newsletter. They will be conducted in times that give maximum opportunity for stakeholders to get their views heard, including some evenings and weekends.

Other potential engagement options are included below alongside officers' recommended approach (highlighted)

Options for residents' consultation on the waste collections in the SW Ward of Gainsborough.

Option	Pros	Cons	Estimated cost
1) Placing newsletter leaflet through the doors of residents in SWW study area seeking views.	A focused approach to those directly involved. Could be combined with delivery of collection calendars or sacks to minimise costs & staff time. Responses can be incentivised with offer of prize draw.	Traditionally low response rate. Possible that in a small sample, responses be biased views and not representative of the area as a whole.	£800 to print leaflets. + 8 hours staff time to design +10 hours delivery time Total £1016
2) As per option 1) above but including a printed questionnaire & reply paid envelope.	Reply paid questionnaire may gather a higher response rate	Increased staff time and cost. Criticism of waste of paper and resources in an exercise that is designed to promote waste minimisation.	As per 1) + £2500 + 12 hours staff time designing questionnaire and receiving and inputting responses. Total £2644
3) In conjunction with 1) above, seek views from all residents through an on-line survey. Web links and QR code provided in newsletter. Hard copies of questionnaire at Trinity Arts Centre and Guildhall.	Likely to be convenient for many residents. Seeks the views of the whole of the SWW and gives everyone an opportunity to respond through their preferred method.	Electronic responses only most convenient for those with access to internet. Survey needs to be carefully designed to prevent multiple entries.	As per 1) + 16 hours staff time to design web survey, hard copy and analyse results. Total £192
4) Drop in sessions alongside 1)	Venues & times can be publicised in newsletter delivered to all homes. Allows qualitative responses from residents and better understanding of issues from residents & WLDC staff perspective.	Should be staged at a range of times for convenience. Officers must be available for all of them. Time demand is unknown (though officers can carry out other work between enquiries) Historically, drop in sessions only attract a small number of people who generally have strong	Unlikely to be a direct cost for venue. Up to 14 hours of staff time would need to be committed. Total £168

	WLDC venues can be used for no direct cost.	views.	
5) An article on the West Lindsey website and Gainsborough Standard asking for comments.	Repeating communications messages seen as good practice. Seeks the views of the whole of the district and gives everyone an opportunity to respond.	The views of the small number of residents directly involved can be swamped by the wider community. Unstructured responses and comments.	£ Free to operational services + 4 hours staff time Total £48
6) Social Media Campaign	Another communication channel with different engagement demographic. Low cost through existing WLDC channels. Can be targeted at local facebook groups & targeted advertising used.	Unstructured responses, risk of 'herd' mentality and group bias rather than obtaining more honest individual responses. Despite targeting efforts, likely to get a view from those wider community who may not have knowledge of the area.	Facebook advertising around £200 + 4 hours staff time to develop campaign. Total £248
7) Seek the views of Citizens Panel Members in SWW area.	Likely to get a view from those wider community if sent to all panel members, possibly reflecting that SWW receives an enhanced collection & clearance service.	Only minimal involvement from those directly involved. Some respondents would be unfamiliar with SWW. Number of panel members in SWW unknown Those in SWW targeted would likely hear about consultation from other sources.	£200 + 4 hours staff time Total £248
8) Direct canvassing of the households in the affected area	A focused approach to those directly involved. Likely to achieve a higher participation rate than simply writing or leafleting	Likely to be less bias and not a 'self-selecting view' view and more representative of the area as a whole.	2 days staff time (including design of representative survey) Total £192

Residents Questionnaire

1.1 Aim and objectives

- To undertake research into the opinions of GSW residents in relation to Waste Service Provision.
- To measure overall perceptions of the council's performance and the perceived improvements that could be made.
- To benchmark the perceptions of GSW residents, where possible, against local / national data.
- To understand the perceptions of different customer segments and build a comprehensive area assessment to better target improvement measures.
- To understand any differences between key demographic subgroups for equalities purposes.
- To have an evidence base from which specific research and improvement needs might be identified.
- To analyse specific question areas and look to make improvements where possible.

1.2. Methodology

A questionnaire will be devised to meet the objectives above in consultation with operational staff, those working in the SW area. Questionnaire themes and rationale will then signed off by the Project Sponsor and working group. Identified best practice will be used and a web survey publicised on a dedicated page on the WLDC website. The newsletter mailing to households in SWW will include a covering information, a link to the consultation web pages and a prize draw offering to encourage participation. Residents will be directed to where they can fill in hard copies of the questionnaire (Trinity Art Centre and Guildhall) and given times and dates when they can come and talk to officers.

To maintain a targeted sample the online survey will only be made available to those with a GSW address receiving waste collections via a sack service.

1.3 Questionnaire structure

- Satisfaction levels
- Recycling and waste minimisation
- Waste Issues, Street cleansing and bulky waste
- Keeping you informed
- About you

Draft Survey for Residents of Gainsborough South West Ward

West Lindsey District Council would like to know what you would like from your waste and recycling collections in the future.

Please complete the questionnaire below to tell us your thoughts on waste and recycling in your area, what would encourage you and others to recycle more and how we can help our residents to be more waste conscious.

Because of the narrow streets and lack of storage space for bins, residents in your area previously told us they preferred to receive an enhanced weekly sack collection service. This is instead of the fortnightly refuse and recycling collections in the rest of the district. We'd like to know if you feel this is still right for you? Or if you have any other ideas or suggestions?

Your feedback will help us develop measures to improve the way we manage waste in your area.

Why are we running this asking for your views?

We aim to improve the visual appearance of the area -before and after collections – as well as our customer satisfaction rates. We also want to find ways to promote reuse, recycling and reduce the amount of waste thrown away. Not only will this have a positive environmental impact, but it can also save money. The more we recycle, the less we need to landfill and incinerate - which are much more expensive options.

Recycling rates are currently lower in the Gainsborough South West Ward area, so we want to work with you to increase this. But we also want to find ways to tackle the illegal dumping which we know takes place in your area and contributes to this.

Fly tipping and early presentation of waste are issues that spoil the appearance of our local streets and is something that residents who take pride in the area they live have told us that they feel strongly about. At the tax-payers expense, our street cleansing teams remove bags of rubbish and discarded items every day in some parts of Gainsborough. Rather than just carrying on, we're now taking strong action against offenders. We want to know if you support this and what you might like to see the Council try to do next?

We have a number of questions for you to consider. Thank you in advance for your help.

Section 1: Satisfaction Levels

Every week our collection crews empty refuse and recycling sacks and clean the streets

Q1) Thinking about general waste and recycling collections from your home, please answer whether or not you agree with the following statement for each part.

“I am satisfied with the service the council provides in my area”

Please rate: Strongly agree, agree, disagree, strongly disagree

OR Thinking about general waste and recycling collections from your home, how satisfied or dissatisfied are you with the following:

- Frequency of refuse collection (weekly)
- Frequency of recycling collection (weekly)
- Collection Reliability
- Collection Staff attitude and appearance
- Cleanliness of your street after collection
- Cleanliness of your street between collections
- Responding to and resolving waste collection issues
- Communicating waste and recycling information with residents

If you could suggest any improvements in any of these areas what would they be?

Either a box after each element or ask residents to select a top 3

Appendix 2: South West Ward Waste Collections Review Group - Terms of Reference v1.1

Task and Finish Group: Terms of Reference

1 Background

- 1.1 The group will have responsibility steer this work and advise on its approach. This will include:
- Assisting with the designing of the research and community engagement into the analysis of waste collection satisfaction rates in the South West Ward of Gainsborough.
 - Assisting the council in the development of possible waste collection policy options in the area by an analysis of the evidence from the research and surveys, having regard to available budgets.

2 Purpose of the Task and Finish Group

To advise and steer the work being undertaken to investigate the effectiveness and satisfaction rate of the waste collection services (and not other issues and services) which are delivered in the area. To shape and comment on the final report to the Prosperous Communities Committee.

3 Scope and Focus of the Work

- 3.1 The scope of the work is set out in the Prosperous Communities Committee report. The engagement and assessment approach is suggested in Appendix 1, this group should refine this as appropriate and formulate the precise detail of the newsletter and satisfaction surveys.
- 3.2 The key questions which need to be addressed by the work of the Task and Finish Group are:
- a) To understand from service users their experience and satisfaction with the waste collection services provided in the area.
 - b) To understand from those providing the services how that service is delivered, its budget, performance indicators and barriers/difficulties in providing the services in this location.

- c) To look at best practice examples of how waste collection services are delivered in other parts of the country that are similar in nature.
- d) To assess alternative delivery models of providing waste collection services in this area.

4. Outputs

- 4.1 To shape the final report on how waste collection services delivered in the defined area are performing for local residents and how they could be improved. This report is to be presented to the Prosperous Communities Committee on 29th January 2019.

5 Membership of the Group

- 5.1 It is recommended that this should be a small, cross party steering group of councillors. Membership of the group including the chair to be established at the Prosperous Communities Committee on 11 September 2018:
- 5.3 The group will be supported by council officers.

6 Timescales

- 6.1 Timescales for this work and key report milestones are detailed in the Project Delivery Plan.

7 Frequency of meetings

- 7.1 It is recommended that the Task and Finish Group shall meet within 2 weeks of this Prosperous Communities meeting and then every 3 weeks after that according to an agreed schedule.

8 Amendments

- 8.1 Minor amendments to these Terms of Reference can be agreed by majority of the Task and Finish Group.

Appendix 3: Overview of Current Waste Collection Issues in SWW

1. Current situation

Currently 2223 households within West Lindsey participate in an authorised sack collection scheme for their waste. These are mainly difficult to access or remote properties, the majority (2015) of these are terraced houses in the South West and North Wards of Gainsborough. Collections in these 'ten foot' areas are carried out weekly, residual waste is collected from the rear alleyways on Thursdays with recycling collected in clear sacks from the front of properties on Fridays.

This collection system has been in place for many years and continued when wheeled bins were introduced on the early 2000's. At the time residents were surveyed and they overwhelmingly indicated they wanted to retain a weekly sack collection service.

Residents are provided with 130 blue sacks and 156 recycling sacks each year, these are bulk delivered to each property twice yearly. Households with five or more occupants receive 156 blue and 200 clear sacks per year. This gives residents similar capacity to wheeled bin users, however the material is collected weekly as opposed to the fortnightly collection regime operated elsewhere in the District.

On collection days, a large street cleaning operation including the use of five staff, one caged transit-style van, a compact sweeper and a hand barrow, support the three man waste collection team to ensure the area is left clean.

2. Issues

Fly-tipping and early presentation of waste

The areas suffer badly with early presentation of waste and fly-tipping. Numerous attempts have been made to resolve this over previous years using the Councils legislative powers. Recent initiatives include a Selective Licensing Scheme, use of enforcement powers to reduce the number of supermarket trolleys dumped in the area and an increased temporary enforcement presence using updated legislation. Officers have also recently improved signage in the area and will enhance the use of CCTV, both fixed and mobile.

Overall the situation has shown signs of slight improvement, although as evidence of fly-tipping and early presentation is difficult to find, in most cases the overwhelming burden still remains with street cleansing teams to clear the waste away in a timely manner. This has resulted in resources being moved from other areas to help deal with the issue, this obviously impacts the streetscene as a whole in West Lindsey.

Charge for bulky waste collections

The cost of a bulky waste collection is currently £30 for six points, equivalent to a large three piece suite or similar. The consultation will seek

to understand whether this level of charge is too expensive for residents in that area. A recent demand study identifies that just six requests (1% of all requests) for bulky waste have been received in the last six months from properties on that collection round which makes up 4.7% of properties in the district.

Safety

The waste collection methodology, which involves a large vehicle maneuvering in very tight spaces with lots of reversing, is challenging. The driver needs to fully concentrate in order to be aware of where his crew members are in order to avoid incidents. Recent innovations in vehicle technologies such as cameras, movement sensors and two way radios have improved safety and there have been very few minor, and no serious, safety related incidents on that round. However, any operation which involves large vehicles reversing into constricted areas will always carry some element of risk.

Also, sack collections in general cause more incidents than wheeled bin collections, especially incidents of musculo-skeletal injuries and piercing injuries from sharps sticking out of sacks.

Sacks

Currently, the Council provides residents with pre-printed blue and clear sacks in which to present their waste. Residents should be limited to confining their waste within the supplied capacity. In reality, crews remove all waste presented on collection day whether it is contained in sacks of the right colour or not. This is for the following reasons

- Vehicles reverse down most ten foot, full access is only possible if all waste is cleared
- Street cleansing crews would have to remove the waste anyway so teams apply a collaborative approach
- Clearing all waste allows access for a compact roadsweeper to complete the cleansing operation.

The Council spends an average of £21.5k on plastic sacks for residents to present their waste.

Residual waste and recycling performance

Residual and recycling collection rates are always recorded, the following information relates to data collected during a three month period from May to July 2018. On average, 14.8 tonnes was collected on each residual waste collection day with a low of 12.2 tonnes and a high of 20.5 tonnes.

Taking garden waste out of the equation, residents as a whole in West Lindsey recycle around 27% of their household waste, residents on this collection round recycle 22% (excludes Garden Waste arisings)

For reference, the national recycling target for recycling is 50% by 2020. West Lindsey as a whole last year achieved 46%, the highest in Lincolnshire.

Everything goes approach

The level of resources required in this area is higher than that needed in other parts of the District to ensure the highway is clear and clean. The ten foot area is classified as Highway and the Council, as a Waste Collection Authority has a duty to keep the Highway clear and clean. A daily presence is required to clear any early presented or fly tipped material. This level of pro-activity may add to the issue in the area as residents perceive that whatever is disposed of in the ten foot area is just collected by the Council.

Fly-tipping

Although this report primarily considers waste collection, it is important that fly-tipping and early presented wastes are considered. Some residents and stakeholders perceive that the current collection methodology encourages this activity. Rates over the last year have been reviewed with the following results;

A total of 890 fly tips were recorded in West Lindsey between April 1st 2017 and March 31st 2018, of these 172 were located in the ten foot collection route area, therefore 19% of all reportable fly-tips are located in the ten foot collection area.

Early Presentation

Early presentation of waste is a constant issue which impacts on the street scene and uses up valuable resources. In the 2017/18 year there were 185 reported incidents of early presentation of waste in the ten foot area.

Agenda Item 6b



Prosperous Communities

11 September 2018

Subject: Youth Housing Protocol

Report by:

Mark Sturgess – Executive Director of Operations

Contact Officer:

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Purpose / Summary:

Adoption of the Youth Housing Protocol

RECOMMENDATION(S):

That the Youth Housing Protocol attached at Appendix 1 be adopted.

IMPLICATIONS

Legal: None arising

Financial: FIN/100/19 None arising

Staffing: None arising

Equality and Diversity including Human Rights: None Arising
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Risk Assessment: None arising
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Climate Related Risks and Opportunities: None arising
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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 Introduction

- 1.1** Meeting the housing needs of young people is an area of joint statutory responsibility across Children's Services and District Housing Authorities. The legislative frameworks are set out in the Children's Act 1989 and the Housing Act 1996.
- 1.2.** There is long established and effective joint working between Lincolnshire County Council Children's Services and West Lindsey District Council.
- 1.3** The Youth Housing Protocol attached at appendix 1 does not require any additional commitments of West Lindsey District Council, moreover it brings together in one place our existing housing pathway for young people and sets out the current legislative framework that applies to young people in housing difficulty.
- 1.4** The protocol is required to pull together into one document a number of our current areas of joint working. Furthermore by bringing these strands together the protocol seeks to create smoother transitions for young people from homelessness or care, through supported accommodation and on into independence.
- 1.5** The protocol also brings in sign up from Adult Care and Community Wellbeing and the Department for Work and Pensions.

2 The Protocol

- 2.1** As mentioned above the protocol does not make any additional demands of West Lindsey District Council. It sets out our current statutory responsibilities to young which we adhere to in full.
- 2.2** In brief the protocol consists of:
 - Introduction & background
 - Summary of current services across the county
 - Overview of the statutory responsibilities
 - Further detail on current provision
 - Overview of the youth housing single gateway first introduced in 2012
 - Detail of transition processes between Youth Housing and Adult Housing Related Support services both commissioned by Lincolnshire County Council.
- 2.3** The protocol has been jointly written by District Council representatives along with representatives of Children's Services, Adult Care and Community Wellbeing and the Department for Work and Pensions.

2.4 This final version follows discussion and consultation at the Housing Health and Care Delivery Group which has both member and officer representation from West Lindsey District Council.

Appendix 1:

Protocol for Transition from Children's Services to Adult Housing Related Support and (Semi) Independent Living

1.0 Purpose

1.1 Overview

The purpose of this document is to define the arrangements that need to be in place within the Local Authority (primarily between Children's Services, Adult Care and Community Wellbeing, and District Councils but also including other stakeholders such as Department for Work and Pensions [DWP]) in relation to when a young person soon to turn, or already, 18 years of age, or 21 years if a care leaver, is receiving support within the Children's Services Commissioned Youth Housing contract. It should be read in conjunction with the Single Gateway Protocol developed by Children's Services and District Councils covering 16-17 year olds presenting as, or deemed to be at risk of, being homeless.

This Protocol has been jointly developed and agreed between Lincolnshire Children's Services, Adult Care and Community Wellbeing, District Councils and DWP.

1.2 Contents

This protocol outlines the:

- statutory responsibilities of Lincolnshire County Council (LCC) and District Councils
- current support available for 16/17yr olds and care leavers up to 21yrs within Children's Services and from District Councils
- provision currently in place and able to assist young people still needing support as they turn 18 (or 21 if a care leaver and up to 25, where applicable), or for those who may be able to go on to live independently
- process in place for 16/17yr olds and care leavers up to 21yrs to access support i.e. The Single Gateway
- transition process for a young person soon to turn 18, or 21 if a care leaver, to access Adult Housing Related Support services already commissioned by Lincolnshire County Council via established referral pathways i.e. The Avenue
- transition process for a young person through District Councils to access alternative accommodation, both private sector and social housing, for those young people who can live independently

1.2 Guiding Principles

Local authorities must have regard to the seven corporate parenting principles identified in section 1 of the Children and Social Work Act 2017 when exercising their functions in relation to looked after children and care leavers (former relevant children).

The principles are applicable to all local authorities in England whether they are, or were, the local authority looking after a particular child/young person. They apply to the whole local authority and not just to children's services functions. They apply only to local authority functions that are exercised in relation to looked after children and care leavers.

The principles state that in order to thrive, children and young people have certain key needs that good parents generally meet. The corporate parenting principles are as follows:

- to act in the best interests, and promote the physical and mental health and well-being, of those children and young people
- to encourage those children and young people to express their views, wishes and feelings
- to take into account the views, wishes and feelings of those children and young people
- to help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners
- to promote high aspirations, and seek to secure the best outcomes, for those children and young people
- for those children and young people to be safe, and for stability in their home lives, relationships and education or work, and
- to prepare those children and young people for adulthood and independent living.

2.0 Contracts and Arrangements

2.1 Children's Services

Support hours are commissioned for young people aged 16/17yrs, or up to 21yrs if a care leaver, via a contract agreement with Lincolnshire Support Partnership (LSP). This contract is in place until 30 June 2020.

This is a consortium contract; Nacro are the lead provider, in partnership with LEAP and Axiom until 30 June 2018 - thereafter, only Nacro and LEAP - with Nacro continuing as the lead provider.

Over 200 young people are supported each year via the LSP contract, around 70 at any one time thus removing the risk of homelessness and helping all Councils within Lincolnshire to meet their statutory requirements.

Historically, almost 92% of young people are supported to move-on within twelve months of accessing supported accommodation, with over nine-tenths of those recording a 'positive' move-on i.e. a planned move helping to move-on to suitable and appropriate accommodation, including returning home.

2.2 Adult Care and Community Wellbeing

Adult Care and Community Wellbeing Housing Related Support Services commenced in July 2015.

The service model comprises of:

- emergency (up to 3 months) and non-emergency (up to 6 months) accommodation-based support for homeless adults (18yrs +)
- a county-wide 'floating' support service for those at risk of homelessness
- a rough sleeper outreach service.

Domestic Abuse refuge accommodation and mental health crisis houses were also tendered for under this commissioned service. Domestic Abuse refuges are only for adults aged 16yrs plus seeking refuge from domestic abuse. Mental Health crisis houses can only be referred to by the Crisis Resolution and Home Treatment Team (CRHT) provided by Lincolnshire Partnership NHS Foundation Trust (LPFT). Mental health crisis houses are procured and contract managed by LCC on the commissioner's – LPFT - behalf.

As with the Children's Services contract, it is important to note that Adult Care and Community Wellbeing only fund support. Where support is accommodation- based the accommodation is funded through the service user paying rent, often through housing benefit provided by District Councils.

Contracts are in place for this with Framework, LSP (comprising of Nacro and Axiom) and The Salvation Army. P3 provide the county-wide Floating Support and Street Outreach Service while West Lincolnshire Domestic Abuse Service (WLDAS) and Nottinghamshire Community Housing Association (NCHA) provide the refuges. Richmond Fellowship provides the Crisis Houses.

A decision has been taken to extend the existing Housing Related Support contracts until 30 June 2019 to enable a full review to take place to ensure the service provision continues to be fit for purpose with current and new changes around the homeless populations and related legislation.

2.3 District Housing Authority's arrangements and housing options

District housing authorities are required to provide a housing advice service to those resident in their area; this is extended to those who may live outside the area but have a local connection.

Each local housing authority in England must provide or secure the provision of a service, available free of charge to any person in the authority's district, providing information and advice on:

- preventing homelessness
- securing accommodation when homeless
- the rights of persons who are homeless or threatened with homelessness, and the duties of the authority
- any help that is available from the authority or anyone else for persons in the authority's district who are homeless or may become homeless (whether or not they are threatened with homelessness), and
- how to access that help.

The service must be designed to meet the needs of persons in the authority's district including, in particular, the needs of:

- persons released from prison or youth detention accommodation
- care leavers
- former members of the regular armed forces
- victims of domestic abuse
- persons leaving hospital
- persons suffering from a mental illness or impairment, and
- any other group that the authority identify as being at particular risk of homelessness in the authority's district.

The service covers a household's housing rights and responsibilities, and the options available. There is a variety of assistance available such as to assist with remaining in their current home, how to access suitable alternative accommodation, support to negotiate with landlords/family members, managing debts, domestic abuse, discretionary housing payments, and rent advance or deposit guarantee schemes etc.

3.0 Statutory Responsibilities

3.1 In accordance with Guidance from Secretary of State Housing Act 1996 – Part 6 Allocation of Accommodation

- s159 a local authority shall comply with the provisions of Part 6 in allocation housing accommodation
- s162 every local housing authority shall establish and maintain a register of qualifying persons (the housing register)
- s166 a local housing authority shall secure advice and information is available free of charge to persons in their district about the right to make an application and any necessary assistance in making such an application is provided
- s167 every local housing authority shall have a scheme (their allocation scheme) for determining priorities and as to the procedure to be followed, in the allocating housing accommodation.

Housing Act 1996 – Part 7 Accessing services

- In accordance with s179, as amended by the Homelessness Act 2002 and Homelessness Reduction Act 2017, to provide an advice service to residents in their area
- In accordance with s184, if the housing authority has reason to believe the applicant may be homeless or threatened with becoming homeless, they will make enquiries as to whether they are eligible for assistance and if so, what duty is owed.

Children Act 1989 – Part 3

- The primary responsibility for a child in need who requires accommodation, including a 16 and 17 year old who is homeless lies with the relevant children's services authority. The Children Act 1989 (section 20) places a duty on children's services authorities to accommodate a child in need, and in almost all circumstances a homeless 16-17 year old would be a child in need.
- A Duty under section 20 of the 1989 Act takes precedence over the Duties of the 1996 Act in providing for children in need who require accommodation.

Children & Social Work Act 2017 - Section 3

- A new duty which requires the Local Authority to offer Personal Assistance (PA) support to all care leavers up to age 25, irrespective of whether they are engaged in education or training. This includes care leavers who return at any point after the age of 21 up to age 25 that request PA support.

4.0 Current Provision

4.1 Children's Services

4.1.1 Support Offer

The LSP contract currently delivers support hours for 16/17 year olds, up to 21 if a care leaver, as laid out in Table 1 below.

There are three main elements:

- General Needs - offering 8 hours support per week per bed-space, plus 'floating hours' to support the young person when transferring to move-on accommodation
- Complex Needs - for young people with more challenging support needs offering 33- 40 hours support per week per bed-space depending on needs of the young person and location
- Young parents - offering 10 hours support per week per bed-space

Access to this support is via the Single Gateway described in more detail within section 5.0 of this document.

District	Number of bed-spaces per District and type of supported hours		
	General Needs	Complex Needs	Young Parent(s)
Boston	6	3	1
Grantham	2	8	2
Lincoln	36	5	7
Totals	44	16	10

4.1.2 Criteria

Lincolnshire County Council has a duty to ensure looked after children are accommodated appropriately and to support care leavers to access suitable accommodation. The Local Authority is committed to ensuring there is sufficient and suitable accommodation across Lincolnshire through regular needs analysis and the commissioning of appropriate services.

The focal points within the contract are:

- effective assessment of need
- care pathway and support planning
- outcomes focused and young person centred support
- collaborative working to support vulnerable young people

- timely, appropriate, and effective move-on

Young people's needs may be complex and/or multiple, requiring joint assessment with other relevant and/or specialist agencies through mechanisms such as Team Around the Child (TAC). For example, the young person could be in the criminal justice system; and/or be experiencing substance misuse; and/or have mental health issues; and/or have a learning difficulty etc.

LSP will provide young people with varying levels of support according to the needs of the individual. All young people help to create and agree their own support plan, which is reviewed as a minimum every 6 weeks. Support is expected to reduce as the young person's skills and confidence increase aiming to deliver agreed outcomes in time for the young person's move-on arrangements. To facilitate this young people are supported to develop independent living skills e.g. budgeting and maintaining a tenancy.

Where a young person will need ongoing housing related support beyond their 18th birthday, or 21st birthday if a care leaver (i.e. as they move from Children's Services towards adulthood), and it is felt that Adults Housing Related Support is the best option for that young person, LSP will help the young person to make an application to Adults Housing Related Support (described in more detail in Section 4.2) by referring directly to Public Health who will co-ordinate the referral.

If it is considered that a young person at this time can live independently and they will no longer require supported accommodation, LSP will help the young person make a Housing Application and consider all their housing options. Applications can be made to all the relevant organisations including the District Council and the private sector. Or, when appropriate and depending on availability, LSP will support the young person to move-on into properties owned by either Nacro or LEAP. These are not commissioned bed-spaces and do not offer any support hours beyond any housing intensive management arrangements the provider may have in place.

Where appropriate, Children's Services will consider, upon request from housing partners, relevant financial support for care leavers up to the age of 21 years in (semi) independent accommodation to help them transition to, and sustain, their tenancy. See Appendix 1.

4.2.1 Housing Related Support

Adult Care and Community Wellbeing's Adults Housing Related Support is shown in Table 2 and Table 3 below (NB: the unit amounts are for all Adults aged 18yrs plus, not exclusively for young people leaving Youth Housing).

Support can be accessed through 'The Avenue', an electronic referral gateway for professionals. (NB: The service user cannot self-refer through this system, although exceptions are in place for the Domestic Abuse Refuge Accommodation and the Crisis houses.)

Table 2 - Accommodation-based services						
Provider & Area Covered	Units of Emergency	Total hours of service per week	Location	Units of Non-Emergency	Total hours of service per week	Location
Framework – Boston	7	105	Boston	28	168	Boston
Framework – Lincoln	14	210	Lincoln	57	342	Lincoln
Framework – North Kesteven	5	75	Lincoln	21	126	Sleaford and Bracebridge Heath
Framework – South Holland	5	75	Spalding	22	132	Spalding
Salvation Army – East Lindsey	9	135	Skegness	37	222	Skegness
Lincolnshire Support Partnership – South Kesteven	7	105	Grantham	30	180	Grantham
Lincolnshire Support Partnership – West Lindsey	6	90	Market Rasen	24	144	Market Rasen and Gainsborough

Mental Health crisis bed-spaces (commissioned by LPfT)

Access to the service will be based on need, is via referral through CRHT and is between the hours of 8 am and 10 pm, 7 days a week, to prevent hospital admission.

Service Users will be able to access provision for up to a maximum of 7 days (10 days in exceptional circumstances - to be agreed by both the provider and mental health representative).

5 units in both Boston and Lincoln

Table 3 - Street-outreach and Floating support

Contracted amount of units (Floating Support & Street outreach)	Contracted amount of hours of support (Floating Support & Street outreach)	Location(s)
421	4 per week per service user	Countywide
	1684 - Total	

4.2.2 Support Offer

Services will provide housing related support to individuals, in line with an agreed support plan, including but not limited to:

- assisting service users to maximise income through support when dealing with Housing Benefit and other welfare benefit issues, making referrals to specialist advice or debt agencies, where necessary
- providing crisis intervention support, which shall include responding to problems that pose an immediate risk e.g. eviction notices
- assisting service users to access, by signposting and referring to, a range of specialist and general health services, counselling, education and employment opportunities, legal advice, leisure and cultural services etc.
- advising and assisting service users to improve the safety and security of both themselves and their accommodation
- Supporting Service users to identify and access move on accommodation

4.2.3 Eligibility

To be eligible for these services, applicants must meet the following criteria:

- be living in any housing tenure (floating support)
- be aged 18yrs and above (aged 16yrs and over for Domestic Abuse Accommodation)

- have a local connection to Lincolnshire (Non-emergency accommodation based only)
- have recourse to public funds
- have a clear need for housing related support
- be willing to engage with the service

4.2.4 Criteria

Although the duration of service will be variable and dependent upon the individual's specific needs, the emergency accommodation can offer a 24/7 service for complex individuals with an expected duration of up to 3 months. This accommodation does not require a District level local area connection for access.

Non-emergency can offer a 5 days per week service with a lower level of support for up to 6 months. This accommodation does require a District level local area connection for access.

For cases open to Children's Services, local access will apply as the young person is open to the upper tier Authority. Transfer between the two types of accommodation (emergency and non-emergency) is expected to support an individual to move-on effectively, utilising floating support to settle into independent accommodation.

Countywide floating support is available across all housing tenures within Lincolnshire to enable people with a range of support needs to maintain and sustain their accommodation and independence and/ or gain access to independent accommodation. This support is available for up to 6 months.

The Rough Sleeper Outreach Service is available to all verified rough sleepers throughout the County to support them off the streets and into accommodation, The service will support people without a local area connection to Lincolnshire or no recourse to public funds to reconnect with areas they do have a local area connection and will support people to access other service provision. In general, this service is provided to an individual for a possible maximum duration of 18 months.

All of the above durations can be extended, on an individual basis, through agreement by Adult Care and Community Wellbeing, where necessary to enable a positive move either towards or into independent living.

Referrals are sent to all relevant providers via an automated element of The Avenue electronic gateway. For example, if a referral is for someone who requires support to maintain their existing tenancy the referral will be sent to the Floating Support service; however, if

accommodation is required for a rough sleeper or someone about to lose their accommodation imminently the referral is sent if to an accommodation based provider.

4.3 District Council

With regard to 16/17 year olds approaching the District Councils, the decision making process is as follows:

- Young person approaches District Council Housing Options Team
- District Council provides advice on housing options including the housing register and supported accommodation options, and provides a reality check of what is achievable
- If threatened with homelessness within 56 days, a prevention duty will be triggered. Reasonable efforts will be made to prevent the homelessness and a personalised housing plan provided
- If homelessness cannot be prevented a referral will be made to the Early Help team. A Housing Officer will manage the case until homelessness has been prevented by either the Early Help team or the Housing Officer
- If already homeless, a Relief duty may be triggered if the child is not a child in need; reasonable efforts will be made to secure accommodation with family or friends if safe to do so. A personalised housing plan will be provided and a referral will be made to the Early Help team. A Housing Officer will manage the case until homelessness has been prevented by either the Early Help team or the Housing Officer.

Social housing is provided by a range of providers in Lincolnshire, not just District Councils. To access social housing, households need to join the Housing Register; it is important to note that it is usual for applications to be prioritised by a confirmed local connection to each individual's District area.

Lincolnshire care leavers will automatically have a local connection with all Districts within Lincolnshire meaning they should be eligible to go on any of the housing registers. Some housing registers require the applicant to be 18 years of age or over and many housing providers will not offer a tenancy to a minor without a guarantor. District Councils may have a policy framework that enables them to exercise discretion on a case-by-case basis with regard to 16/17 year olds and/or care leavers who are on the housing register in relation to their relative priority status but must comply with housing legislation and code of guidance. Further details can be found within each Districts Housing Allocation Scheme.

Reasonable preference is given to those who are homeless or threatened with homelessness. Availability of social housing is limited and predetermined Lettings Policies balance housing needs local to their area. Tenancy types will vary between providers.

Care leavers up to the age of 25 years will be awarded at least the level of reasonable preference prevailing Codes and Statutory Instruments require when applying to go onto the housing register or presenting as homeless

When a young person aged 16 or over approaches the district council because they are homeless or threatened with homelessness within 56 days, the District will follow the steps as outlined in sections 5 and 6 below.

Personal Housing Plans will be directly linked to a care leaver's Pathway Plan through partnership working with Lincolnshire Leaving Care service and the care leaver themselves.

All parties agree that care leavers should be afforded the reasonable preference prevailing Codes and Statutory Instruments define as all local authorities have signed up to promote the seven corporate parenting principles referenced in section 1.2. All reasonable efforts will be made to prevent a care leaver being classified as intentionally homeless through intensive work on the care leaver's personalised housing plan, which shall be aligned with their Pathway Plan. In circumstances where a care leaver is in danger of being categorised as intentionally homeless, prior to any such decision District Councils will request to convene a multi-agency meeting involving the care leaver and/or their key worker to seek to overcome the barriers to the successful implementation of their Housing/Pathway Plan.

District Councils can also help facilitate access to suitable affordable accommodation in the private sector, through landlord liaison and/or financial assistance. Landlords will usually request a copy of support plans to provide assurance that the tenancy will succeed.

5.0 The Single Gateway

Access to support for young people aged 16/17yrs or up to 21 if a care leaver.

5.1 Presentation

A young person presents themselves to a District Council as the first step of 'The Single Gateway'. Where young people approach agencies other than Children's Services, they should be signposted to the

appropriate District Housing Options Team.

At this time they are often not previously known to the District Council or Children's Services. The District Council explores all options and makes every effort to support the young person to return home.

The District Council's Housing Options team will:

- ascertain actual homelessness or risk of homelessness
- explain the options available to the young person and the realities in regards to private rented, Social Housing, and LSP Housing Provision, ensuring the young person is aware of affordability and locality issues
- contact the parent/ carer to discuss the situation and explore the viability of the young person returning to the family home (wherever safe to do so), ensuring that parents are aware of their parental responsibilities
- explore and contact suitable alternative emergency accommodation with family/friends
- if not resolved or if only an emergency arrangement is made, complete an Early Help Assessment (EHA) with the young person and submit this to request support from the LCC Youth Homelessness Duty Team, by email at Youth_Homelessness@lincolnshire.gov.uk

5.2 Referral

Where the District Council is unable to support the young person back home (wherever safe to do so) or unable to help the young person find suitable alternative accommodation, the District Council activates the second step of the Single Gateway by completing sections 1, 2 and 3 of an EHA referral and submitting it to the Local Authority Early Help Team via Youth_homelessness@lincolnshire.gov.uk.

On receipt of the EHA referral, Early Help (EH) will also make every effort to support the young person back to their family or help them find suitable alternative accommodation. The EH worker will arrange to meet the young person and complete a risk assessment if not already in place. Consent forms will be completed and the parent / carer will be contacted to establish the current position and to discuss options of the young person being able to stay / return home.

5.3 Placement

If all options have been exhausted by Early Help, including involvement of Family Group Conferencing to try and resolve the situation with the family, EH or Social Care workers are required to seek approval at

Service Manager Level before they submit a referral to Children's Commissioning via

YouthHousing@lincolnshire.gov.uk .

(NB: Young people already known to Children's Regulated Services and Lincolnshire Leaving Care service may refer directly to Youth Housing without going through the Single Gateway.)

The Children's Commissioning team will forward the referral request to LSP together with a list of any current accommodation availability. LSP will confirm the placement and then make necessary practical arrangements for move-in directly with the requester.

The contract with LSP within Children's Services is in place for young people up to the age of 18yrs, or 21yrs if a care leaver. During the 'transition to Adult's provision' phase, if necessary, there is an opportunity for the LSP provider to submit an extension of stay request for up to 2 weeks beyond the young person's 18th birthday.

6.0 Transition from Commissioned Youth Housing to Adult Housing Related Support

6.1 Adult Care and Community Wellbeing Referral Pathway

Adult Housing Related Support services are for people of 18yrs and above who are homeless or at risk of homelessness and have housing related support needs. Full eligibility for this support is already given within clause 4.2.3 of this document.

This support may be accessed through The Avenue electronic referral gateway via referrals from professionals; individual's self-referrals cannot be made through this system. Most referrals for young people are made via the relevant LSP provider.

Adult Care and Community Wellbeing contracts will be reviewed to enable the following:-

- 10 weeks prior to 18th birthday (or 21st birthday for care leavers) appropriate young people eligible for housing related support services should be referred to Adult Care and Community Wellbeing
- Adult Care and Community Wellbeing will request the known providers to confirm a place. All eligible young people in transition will be accepted into the pathway, Adult Housing Related Support providers will seek to offer the support as required within the confines of the overall available provision but if the provider states they cannot meet need, a multi-agency meeting will be initiated to establish what needs to

happen to enable the placement including who might be best placed to help meet those needs.

- Time planning may be needed to manage this element as all residents in Adult Services have binding tenancy agreements, but statutory duties will remain the priority - Lincolnshire County Council must ensure that their statutory obligations in relation to children and young people take precedent. To help facilitate this it is therefore imperative to ensure that sufficient notice has been provided to the service providers to allow for a planned move into the service
- Where a Housing Related Support service declines a young person in transition due to a lack of capacity, and it can be proven that sufficient notice has been given, the following steps should be taken to ensure the young person is accommodated:
 - Review of existing tenants to identify those who are due to move-on into independent accommodation, including the provider's own move-on accommodation, within the timeframes given for the young person in transition entering the service. In this instance, information (i.e. a positive notice that the tenant no longer requires supported accommodation) may be given to the relevant district council to expedite the availability of suitable accommodation
 - Where the provider can give assurances that accommodation will become available within a reasonable time frame, and the young person in transition is in LSP accommodation, a discretionary extension of up to two weeks will be granted for the young person to remain while waiting for the accommodation to become free
 - Where there are still capacity issues within the young person's chosen location the referrer will work with the young person to try to identify suitable supported housing accommodation elsewhere in the county, taking into account key issues such as employment, education, support networks and sufficient travel options available to them
- Young people in transition cannot be refused a place or evicted without a multi-agency discussion, which will be attended by Children's Services and Adult Care and Community Wellbeing. All options to support a placement will be explored
- When transitioning from Children's Service to Adults Housing Related Support, young people will not be considered by LCC or District Councils as being intentionally homeless due to a lack of move on provision.

- In addition, Lincolnshire Leaving Care Service (Barnardo's) will support care leavers where appropriate to ensure the Housing Benefit element of Universal Credit is paid direct to the landlord

6.2 Transition to Housing via District Councils

To align with the timescales for referral to Adults Housing Related Support, appropriate young people in transition to (semi) independent living within Children's Services commissioned accommodation will be referred to the District Council Housing Register preferably 10 weeks prior to their 18th birthday with eligibility prior to attaining the age of 18 being determined by the relevant District Council. In addition, Young Parents aged 16/17 yrs will be referred *at the point where they are ready for independent living* so that parent(s) and children can start family life in long-term accommodation. Where appropriate, young people may be referred simultaneously to The Avenue for floating support services.

Wherever possible, District Councils want to avoid a crisis situation and would like to be involved with households from an early stage to ensure all options for a planned move-on are considered and appropriate to the individual, this may include invitations to TAC meetings for instance.

If there is no TAC arrangement in place, a housing options interview should take place to enable the individual's housing rights, responsibilities and options to be explored. At the housing options interview it will clearly be explained whether or not there is likely to be a housing duty to the individual, should they become homeless i.e. whether the housing authority would be required to provide accommodation or not. Advice and assistance is also available to help individuals access suitable alternative accommodation.

Together with providers it is important there is a clear assessment of ongoing support needs, if applicable, to ensure the right housing options are considered prior to and during the transition to adult commissioned support services and/or (semi) independent living accommodation.

Whilst there is a lot of consistency across local District housing, due to local variances it is important to note that the following assistance to facilitate move-on accommodation and/or transition to employment, education and training opportunities may be subject to local eligibility assessments and budget availability. However, District Councils will look to advise and, where possible, support, through their own policy

frameworks, care leavers and 18yr olds in transition wherever possible through:

- Assistance to access private sector accommodation e.g. Tenancy Assistance Schemes, Rent Advance and deposit guarantee schemes
- Discretionary housing payments (if already in receipt of Housing Benefit)
- Homeless prevention payments (may be grants or repayable)
- Assistance to join the Housing Register

As referenced in Section 6.1, Lincolnshire Leaving Care Service (Barnardo's) will look to support care leavers, where appropriate, to ensure the Housing Benefit element of Universal Credit is paid direct to the landlord. Furthermore, and as referenced in Section 4.1.2, where appropriate, Children's Services will consider, upon request from housing partners, relevant financial support for Care Leavers up to the age of 21 years in (semi) independent accommodation to help them transition to and sustain their tenancy.

6.3 Contacts

LCC Children's Services

Youthhousing@lincolnshire.gov.uk

01522 553612

Key contact:

LCC Adult Care and Community Wellbeing

theavenue@lincolnshire.gov.uk

01522 553729.

Key contact:

District Councils

Boston Housing Options Team

housing.dept@boston.gov.uk

01205 314200

Key contact:

East Lindsey Housing Advice Team

Housing.Hub@e-lindsey.gov.uk

01507 613135

Key contact: Shona Malkinson, Senior Housing Officer

City of Lincoln Housing Solutions Team

housingsolutions@lincoln.gov.uk

01522 873777

Key contact:

North Kesteven Housing Options Team

housingoptions@n-kesteven.gov.uk

01529 414155

Key contact:

South Holland Housing Options Team

housingoptions@sholland.gov.uk

01775 761161

Key contact:

South Kesteven Housing Solutions Team

housingsolutions@southkesteven.gov.uk

01476 40608

Key contact:

West Lindsey Home Choices Team

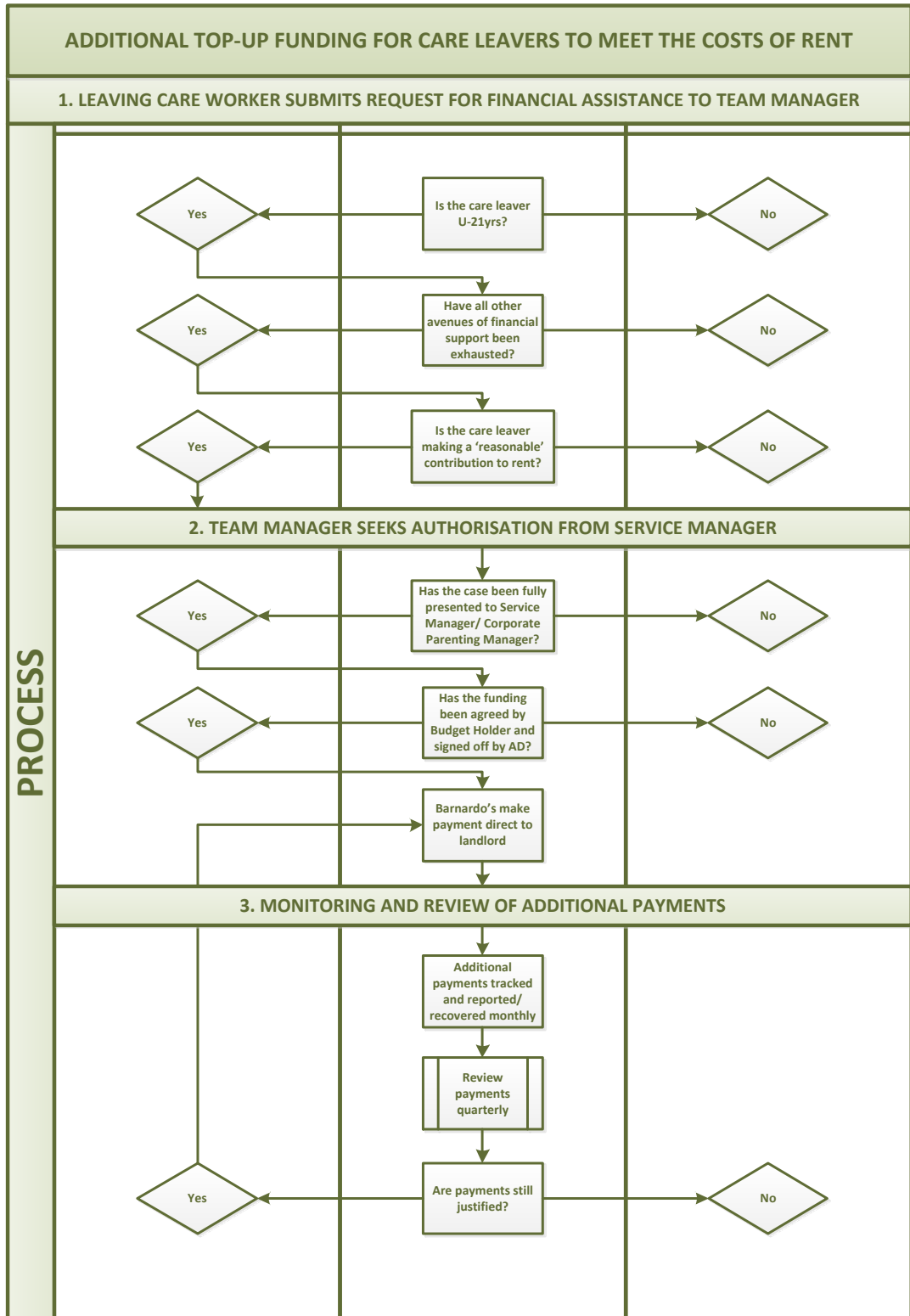
home.choices@west-lindsey.gov.uk

01427 676676

Key contact:

APPENDIX 1

Process for top-up funding for care leavers to meet the costs of rent



PROCESS

Prosperous Communities Committee Work Plan

Purpose:

This report provides a summary of reports that are due on the Forward Plan over the next 12 months for the Prosperous Communities Committee.

Recommendation:

1. That members note the schedule of reports.

Date	Title	Lead Officer	Purpose of the report
23/10/2018	Market Rasen Car Parking Charges – 12 Month Review	Eve Fawcett-Moralee	To review the car parking charges in Market Rasen to come into effect April 2019, as resolved by Prosperous Communities in October 2017
	Future Communication Options	Julie Heath	to present alternative options for communication with the electorate as resolved by PC Cttee in October 2017
	Councillor Initiative Fund	Grant White	To present Members with an update on the Councillor Initiative Fund and give options for its continued delivery after March 2019.
	Joint Municipal Waste Strategy For Lincolnshire	Ady Selby	Following closure of the consultation period a decision will be required on the Joint Municipal Waste Strategy.
	Fees And Charges 2019-20	Tracey Bircumshaw	To review the proposed Fees and Charges 2019-20 for Prosperous Communities Committee
	Establishment Of A Strategic Health Partnership	Phil Taylor	to establish a strategic health partnership for West Lindsey
	Syrian Refugees	Rachel Parkin	to advise of new government proposals and schemes
	Community & Voluntary Sector Funding	Grant White	To present recommendations from Community Grants Panel following review of Community & Voluntary Sector Funding Review 2018.
	MOU Joint Action - Improving Health Thru' The Home	Phil Taylor	To agree the joint action
	Leisure Contract	Karen Whitfield	to provide Members with details of the launch of the leisure contract and up

	Monitoring Report		to date figures.
04/12/2018	Selective Licensing 12 Month Review	Andy Gray	to provide a further update re progress achievement issues, as resolved by PC Cttee in October 2017
	Report On Housing Company	Eve Fawcett-Moralee	Matters arising from Full Council requested a paper to go to prosperous Communities, arising from a motion. EFM has now confirmed the aim will be for this to go by December 18, ahead of Full Council 19.
	P&D Period 2 Report 2018/19	Mark Sturgess	To consider the Progress and Delivery report for period 2 2018/19
	Broadband Options	Ian Knowles	Follow up report following the resolutions made by the PC Committee at its meeting on 5 June 18
	Houses Of Multiple Occupation (HMO) Policy	Andy Gray	To provide Councillors with and seek approval for a new policy in relation to HMOs in the district.
	Waste Strategy	Ady Selby	To adopt the revised Joint Municipal Waste Strategy for Lincolnshire
29/01/2019	Leisure Contract Update	Karen Whitfield	To update Members on the implementation of the leisure contract and performance to date
	Public Realm Task & Finish Group	Grant White	Final report to scrutinise the effectiveness of the services offered by public agencies in maintaining the rural public realm.
	Base Budget 19/20	Tracey Bircumshaw	To set the budget for 2019/20
	Customer First - Progress Report	Michelle Carrington	To update the cttee on progress in implementing the programme, as requested and resolved at pc cttee meeting on 17 July. Further update planned for July 19
	South West Ward Waste Collections Review - Update	Ady Selby	To update Members on the findings of the engagement exercise and offer alternative options where appropriate.
19/03/2019	P&D Period 3 Report 2018/19	Mark Sturgess	To consider the Progress and Delivery report for period 3 of 2018/19
	South West Ward Waste Collection Review - Outcome	Ady Selby	For decision on waste collection methodology in ten foot areas of Gainsborough following engagement exercise and pilots.

Being scoped	Joint Working With ACIS - Japan Road	Eve Fawcett-Moralee	Recommendation 3 of the Japan Road paper that went to committee on 06/02/18 stated that a further report would be brought to the Committee in April with a proposed Business Plan of the JVCo and the financial investment implications for West Lindsey District Council.
	Community Engagement Strategy	Grant White	To introduce a new Community Engagement Strategy for West Lindsey District Council replacing the current Consultation Strategy 2008