

AGENDA

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

Challenge and Improvement Committee
Tuesday, 9th October, 2018 at 6.30 pm
The Council Chamber - The Guildhall

Members:

- Councillor Paul Howitt-Cowan (Chairman)
- Councillor Lewis Strange (Vice-Chairman)
- Councillor Mrs Angela White (Vice-Chairman)
- Councillor Bruce Allison
- Councillor David Bond
- Councillor Mrs Angela Lawrence
- Councillor Mrs Jessie Milne
- Councillor Roger Patterson
- Councillor Mrs Diana Rodgers
- Councillor Mrs Lesley Rollings
- Councillor Thomas Smith
- Councillor Mrs Anne Welburn

1. **Apologies for Absence**
2. **Minutes of the previous meeting**
 - a) Meeting of the Challenge and Improvement Committee (PAGES 3 - 7)
held on 4 September 2018
3. **Members' Declarations of Interest**

Members may make any declarations of interest at this point and may also make them at any point during the meeting.
4. **Matters Arising Schedule** (PAGES 8 - 9)

Matters arising schedule setting out current position of previously agreed actions as at Monday, 1st October 2018.
5. **Presentation Item - Lincolnshire Police**

Presentation by Inspector Nigel Key from Lincolnshire Police for bi-annual report on crime, disorder and safety in West Lindsey.

6. **Public Reports**

a) Staff Survey Results

(PAGES 10 -
26)

7. **General Work Items**

a) Forward Plan

(PAGES 27 -
33)

b) Committee Workplan

(PAGE 34)

Mark Sturgess
Head of Paid Service
The Guildhall
Gainsborough

Monday, 1 October 2018

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Challenge and Improvement Committee held in The Council Chamber - The Guildhall on 4 September 2018 commencing at 6.30 pm.

Present: Councillor Paul Howitt-Cowan (Chairman)
Councillor Lewis Strange (Vice-Chairman)
Councillor Mrs Angela White (Vice-Chairman)

Councillor Bruce Allison
Councillor David Bond
Councillor Mrs Jessie Milne
Councillor Roger Patterson
Councillor Mrs Lesley Rollings
Councillor Thomas Smith
Councillor Mrs Anne Welburn
Councillor Mrs Maureen Palmer

In Attendance: Councillor Mrs Sheila Bibb
Councillor Mrs Gillian Bardsley

Also In Attendance:
Mark Sturgess Executive Director of Operations and Head of Paid Service
Toni-Anne Washbrook Senior Partner and Networks Officer
Ele Durrant Democratic and Civic Officer

Apologies: Councillor Mrs Angela Lawrence
Councillor Mrs Diana Rodgers

Membership: Councillor Mrs Palmer sitting in substitution of Councillor Mrs Angela Lawrence

25 CHAIRMAN'S WELCOME

The Chairman opened the meeting by welcoming all present and extending a special welcome to Officers who had not previously attended a meeting of the Challenge and Improvement Committee and the attending representative from the East Midlands Ambulance Service.

The Chairman also explained that there had been significant technical difficulties prior to the start of the meeting and there was a risk the microphones may not work. He stated the meeting would continue but there may be ongoing technical issues.

26 MEETING OF THE CHALLENGE AND IMPROVEMENT COMMITTEE HELD ON 26 JUNE 2018

RESOLVED that the minutes of the meeting held on 26 June 2018 be approved and signed as a correct record.

27 MEMBERS' DECLARATIONS OF INTEREST

There were no declarations of interest made at this point in the meeting.

28 MATTERS ARISING SCHEDULE

The Committee gave consideration to the Matters Arising Schedule, setting out the current position of previously agreed actions, as at 24 August 2018.

The Democratic and Civic Officer advised Members that the Enterprising Communities Manager had been working on the amended survey for District Councillors and had emailed details to Members of the Public Realm Working Group in recent days.

RESOLVED that the Matters Arising Schedule as at 24 August 2018 be received and noted.

29 PRESENTATION ITEM - EAST MIDLANDS AMBULANCE SERVICE

The Chairman welcomed to the Committee Mr Paul Litherland, Ambulance Operations Manager with the East Midlands Ambulance Services (EMAS). It was explained that Mr Litherland had attended in the past with his colleague and that he had been requested to attend again to provide Members with an update on service provision since his last visit to the Council.

Mr Litherland thanked the committee for inviting him back. He explained there had been several changes implemented since his last visit and the focus of his talk was to update the Members on these changes and the impact they had made on service provision.

Members heard that EMAS had amended their shift rotas in order to have more staff on during the day, although this meant there were fewer teams on at night. Mr Litherland explained that staff had been wary of these changes but it had proved to be successful, as proven by night shifts starting with 'a clean slate' rather than there being a backlog of calls for them to deal with first. This staffing change had led to a positive impact on response times both during daytime hours and over the night shifts.

In addition to these shift changes, there had also been a new helpline initiated which was staffed by trained paramedics and nurses and was available for ambulance teams to call in situations where a patient may not need to be transferred to A&E. There were also arrangements in place for the patient's doctor to be kept informed and seen within a short period of time meaning no one would be left without follow up treatment. It was further

explained that should that person then need to call 999 again, the urgency of their call would be assessed with the additional information from the helpline team. This was with a view to reduce attendances at A&E thereby improving waiting times at hospitals and allowing ambulance crews to return to service much sooner.

Mr Litherland explained that they had also implemented several joint-working arrangements with GP surgeries which had the double benefits of both reducing doctors' waiting lists and redirecting what may otherwise be 999 calls. This worked by dedicated paramedics and nursing staff being based with GP surgeries and seeing patients that, for example, needed an urgent GP appointment or a home visit. He also explained that there was much closer working across the emergency services with a new hub due to open shortly that would house police, fire services and ambulance crews.

Mr Litherland also commented that EMAS were the only ambulance service outside of London to have a sepsis protocol which included the rapid administration of specific medication. He added that cases of sepsis had risen significantly, in part because of raised awareness, and the protocol meant that patients were treated as early as possible rather than having to wait to be admitted to A&E.

Members were shown the most recent statistics which clearly demonstrated improvements in response and treatment times. Mr Litherland was confident that these improvements could be shown to be a direct result of the changes implemented in recent months. On concluding his presentation, he invited questions from Members and assured them that if there was information he did not have to hand, he would respond in due course.

The Chairman thanked Mr Litherland and explained that Councillor Mrs D Rodgers had sent a statement to be read aloud. She had been unable to be present on the night but wished to extend her thanks to EMAS for their response and treatment of a family member who had been taken ill. Mr Litherland thanked Councillor Mrs Rodgers for her comments and assured Members he would convey her thanks to those on the frontline. He explained that front line staff did not always receive the thanks and recognition they deserved for working in what were often challenging and difficult situations.

The Committee enquired of Mr Litherland what could be done by West Lindsey District Council to help EMAS. He explained that, as finances were outside of the control of the council, Councillors could assist by promoting healthcare initiatives within their wards and, for example, highlighting the alternative options to calling 999. He mentioned the sepsis awareness leaflets and it was agreed that leaflets of this kind could be displayed and available within the council reception. He highlighted that Councillors could help publicise the positive stories of good care as it was too common for complaints to be highlighted in local press and social media.

The Chairman again thanked Mr Litherland for his attendance and requested that the Committee's thanks be passed to Mr Litherland's teams.

30 PROGRESS & DELIVERY PERIOD 1 2018/19

The Head of Paid Service introduced the Progress and Delivery report for period one and explained it had already been seen by the two policy committees – Corporate Policy and

Resources and Prosperous Communities. The minutes from these committees had been shared with Members previously. He informed Members that they were asked to consider the comments from both policy committees and to ensure there had been appropriate challenge to the report.

There was discussion regarding the performance measures used within the report however it was confirmed that these measures had been reviewed and agreed by the P&D Working Group earlier in the year. It was explained that it was not recommended to change measures part way through a year, however, in line with the standard process, the measures would be reviewed again by the P&D Working Group before being agreed in advance of the next year.

Members of Committee noted that there were repeating areas within the report, such as enforcement, markets and the Trinity Arts Centre. It was reiterated that the report was an exceptions report, meaning there were other areas that were not covered within the report as the statistics did not require reporting on.

Further to extensive discussions regarding the market proposals, it was agreed that the next report, regarding the procurement outcomes and future options, would be brought to the Committee for pre-decision scrutiny.

There was significant comment made regarding the enforcement performance figures and Members requested that further details be provided to Committee for greater scrutiny. It was highlighted that there was an enforcement update report due to be seen by Committee in November 2018.

The final discussion item was the Trinity Arts Centre. There was again much praise for the centre and Members highlighted that it was run as a successful entertainment venue.

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

31 OPERATING METHODOLOGY 2018/19

Members were asked to consider a report regarding the committee Operating Methodology for the current civic year. Members discussed the details of the call-in process and it was agreed that it would be amended to reflect the Committee's ability to call-in an item via committee meetings rather than by only in writing. With no further comment it was

RESOLVED that the proposed Operating Methodology for 2018/19 be approved, subject to the amendment as detailed above.

32 FORWARD PLAN

The Democratic and Civic Officer introduced the forward plan for all committees and explained that the items selected by C&I were already highlighted.

There was discussion about the items mentioned earlier in the evening although nothing additional was identified for scrutiny.

RESOLVED that the forward plan be noted.

33 COMMITTEE WORKPLAN

Members of Committee gave consideration to the committee work plan for the coming months. It was requested by the Vice Chairman that, in addition to the information provided by EMAS, an invitation to Thames Ambulance Service Ltd (TASL) was also extended, in view of the services they provided in West Lindsey for non-urgent medical transport. Members of Committee were in agreement with this, and, in addition to the points raised through earlier discussions, it was

RESOLVED that the work plan be updated in line with the items identified by Committee Members.

The meeting concluded at 8.21 pm.

Chairman

Challenge and Improvement Cttee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Challenge and Improvement 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
Amber					
	Improvement to street scene across the district	Work item requested by C&I cttee. Extract of mins 09/01/2018: "A Member of Committee enquired about whether there was any scope to look at aspects of towns and villages that incorporated such things as public artwork or fountains. It was suggested that these could be looked at as street furniture or as part of the overall street scene... [it was suggested that] ... it might be possible to undertake a separate piece of work to look specifically at grants available for improvement of area through public artwork or installations. It was requested that this be noted as a future work point."	Date extended for consideration in 2018/19 committee work plan	31/08/18	Mark Sturgess
Black					
	Public Realm Councillor Survey	Public Realm survey to be amended to create a version for District Councillors to complete with regard to all of their parishes / towns. To then be shared and requested for all DCs to complete and return. To be included in work of the Public Realm Working Group.	The survey is due to be re-sent to all areas and District Councillors with a polite reminder to complete and return. The amended survey for District Councillors will be shared shortly after this. The next meeting of the working group is being arranged to look at timescales, responses and proposed actions.	07/09/18	Grant White
Green					
	Amendment to the Operating Methodology	C&I operating methodology to be amended as per cttee meeting 4 Sept 2018.	Minutes of meeting 04/09/18: Members were asked to consider a report regarding the committee Operating Methodology for the	31/10/18	Mark Sturgess

			<p>current civic year. Members discussed the details of the call-in process and it was agreed that it would be amended to reflect the Committee's ability to call-in an item via committee meetings rather than by only in writing. With no further comment it was</p> <p>RESOLVED that the proposed Operating Methodology for 2018/19 be approved, subject to the amendment as detailed above.</p>		
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Agenda Item 6a



**Challenge and
Improvement
Committee**

9 October 2018

Subject: Staff Survey Results – June 2018

Report by:

Executive Director of Resources

Contact Officer:

Emma Redwood
POD Team Manager
emma.redwood@west-lindsey.gov.uk

Purpose /
Summary:

To distribute the results of the annual staff survey

RECOMMENDATION(S):

That Members review the results of the staff survey and assure themselves that the Joint Staff Consultative Committee are supporting the staff engagement group with work on an action plan and communication plan

IMPLICATIONS

Legal:

Financial:

Staffing:

Equality and Diversity including Human Rights:

Risk Assessment:

Climate Related Risks and Opportunities:

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

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

Executive Summary

2017 Information

The staff survey was reviewed by the Staff Engagement Group in July 2017 and a revised staff survey was published in August 2017 for completion.

53.7% of staff responded to the survey. Paper copies were given to the depots and were added to the online survey results.

There were 14 questions in total, 7 of those being comparable with previous years.

Of those 7 comparable questions all 7 have had a positive increase of over 10%

2018 Information

With support from the management team it was agreed that the staff survey would be rolled out again in June 2018 (closing date 26th June).

61.2% of staff responded to the survey. Paper copies were given to the depots and were added onto the online survey results.

The same 14 questions were used from the previous year for ease of comparison.

The staff survey results have been shared with the Management Team, all staff and the Joint Staff Consultative Committee. The staff engagement group continue to focus on changes as a result of the survey results.

Background

The staff survey has been carried out at the following times, the response rates for each survey have been included for information.

Date	Response rate
June 2011	61.7%
March 2013	57%
October 2014	67.5%
June 2015	71.6%
August 2017	53.7%
June 2018	61.2%

Results

The graphs below show the responses for the seven questions. Results from 2011, 2013, 2014, 2015, 2017 and 2018 are presented to give comparable data.

However in the staff survey (Aug-Sept 2017) there were a total of 14 questions which the Staff Engagement Group wanted to ask. 2018 and 2017 can now be compared across all questions.

Overview

Below is a brief snapshot of the trend from the previous survey. From 2017 all but one of the questions saw a positive increase, some at over a 15% positive increase.

Vision – positive increase of 1.5% from August 2017

Expectations – positive increase of 0.5% from August 2017

Motivated – positive increase of 11.6% from August 2017

Valued – positive increase of 11.5% from August 2017

Communication – positive increase of 17.7% from August 2017

Demands – decrease 1.1% from August 2017

Learning – positive increase of 17.7% from August 2017

Opinion Counts – positive increase of 12% from August 2017

Communication – senior management – positive increase of 14.7% from August 2017

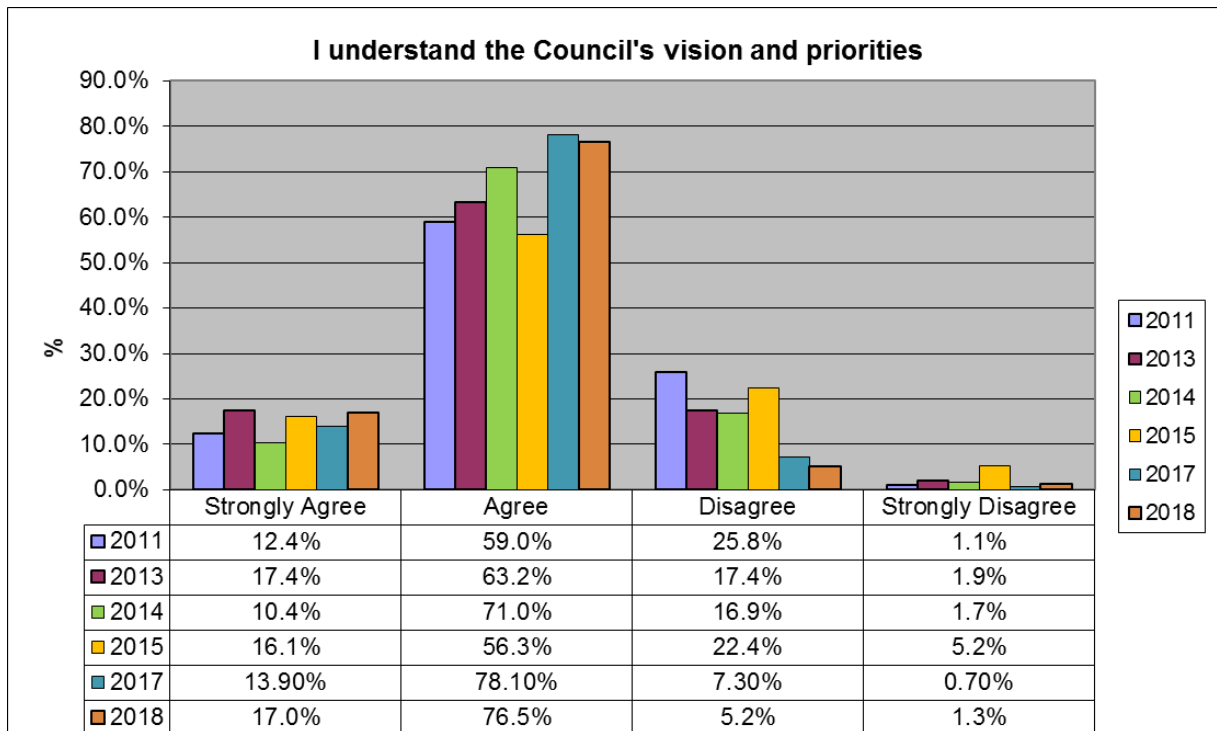
Wellbeing – positive increase of 6.3% from August 2017

Dignity – remained the same as previous year at 94.1% positive

Satisfaction – positive increase of 2.5% from August 2017

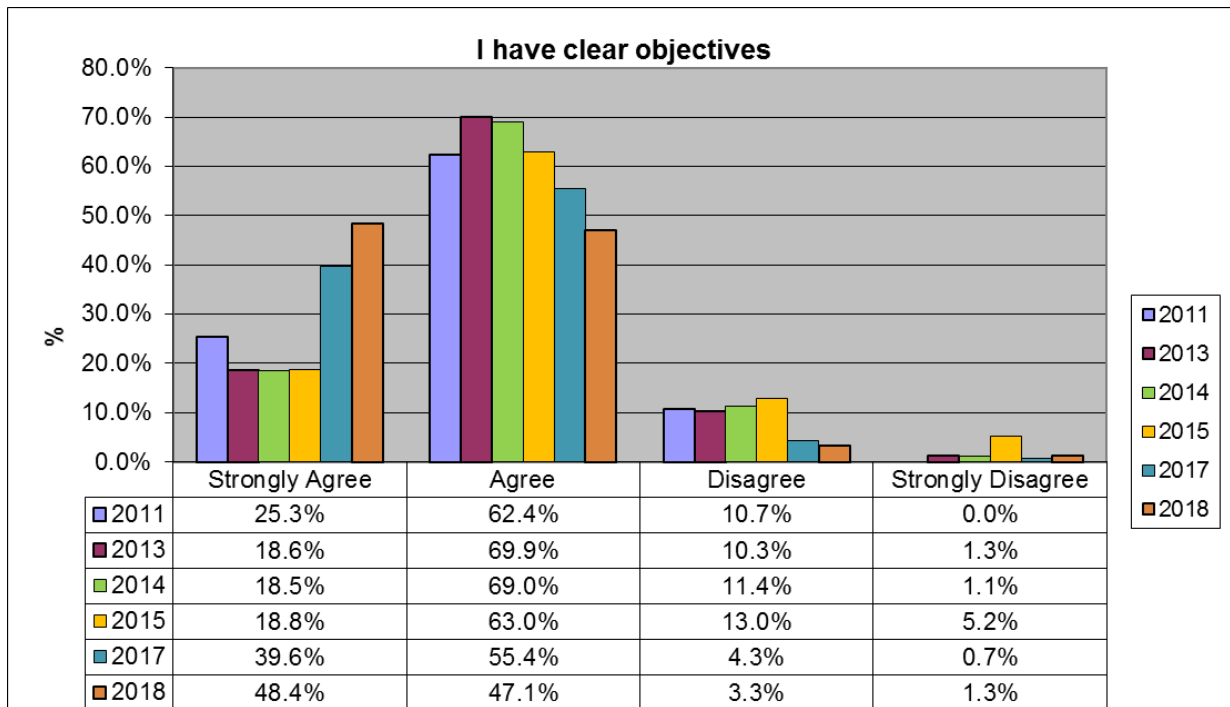
Behaviours – positive increase of 9.6% from August 2017

Accommodation – positive increase of 5.5% from August 2017



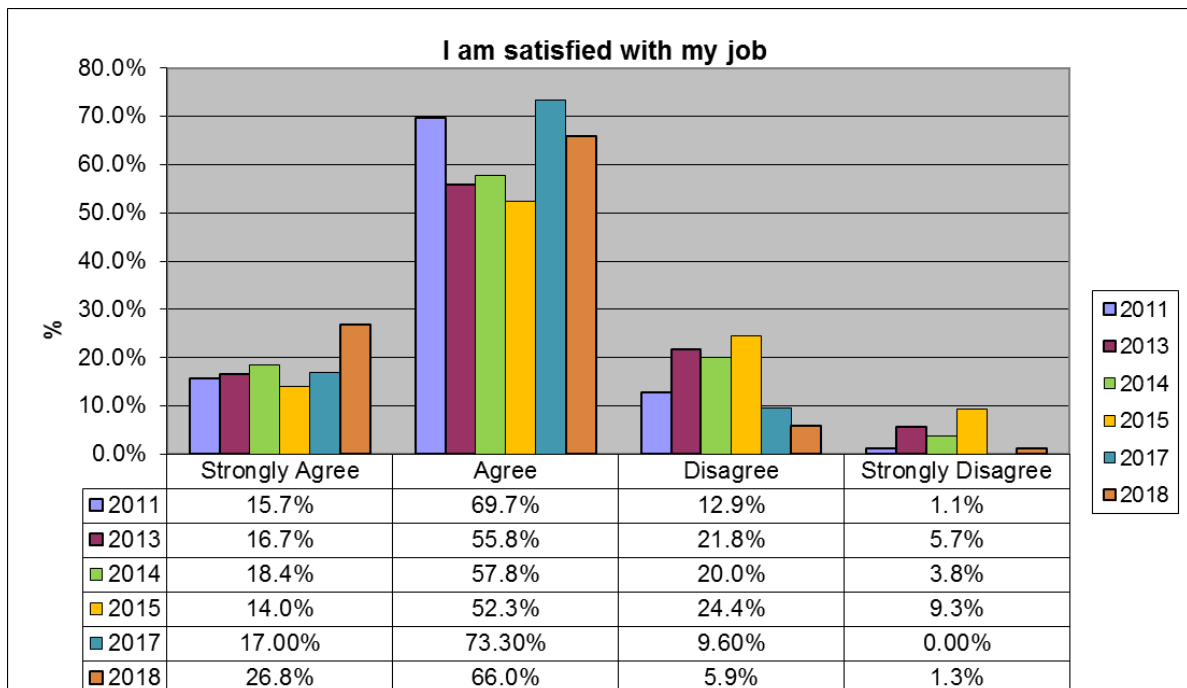
Comparison - I understand the Council's vision and priorities						
	2011	2013	2014	2015	2017	2018
Positive	71%	80.6%	81.4%	72.4%	92%	93.5%
Negative	26.9%	19.3%	18.6%	27.6%	8%	6.5%

Below, this was reworded in 2017 to 'I know what is expected of me at work' it was thought to be comparable with the previous question



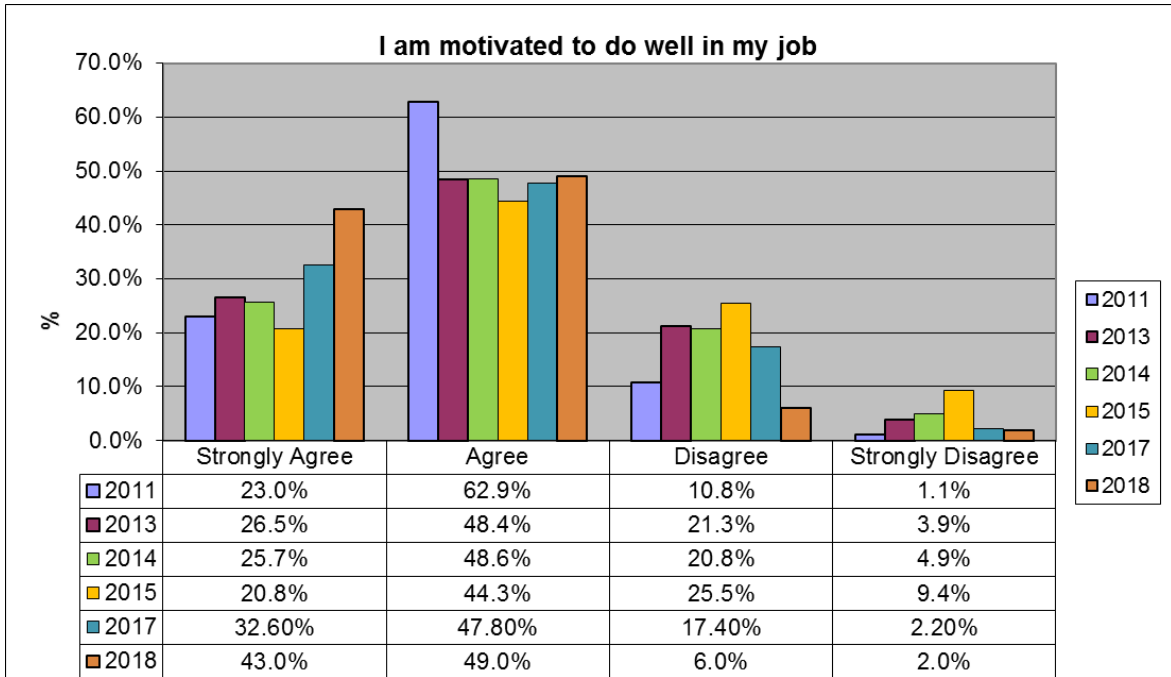
Comparison – I have clear objectives

	2011	2013	2014	2015	2017	2018
Positive	87.7%	88.5%	87.5%	81.8%	95%	95.5%
Negative	10.7%	11.6%	12.5%	18.2%	5%	4.5%



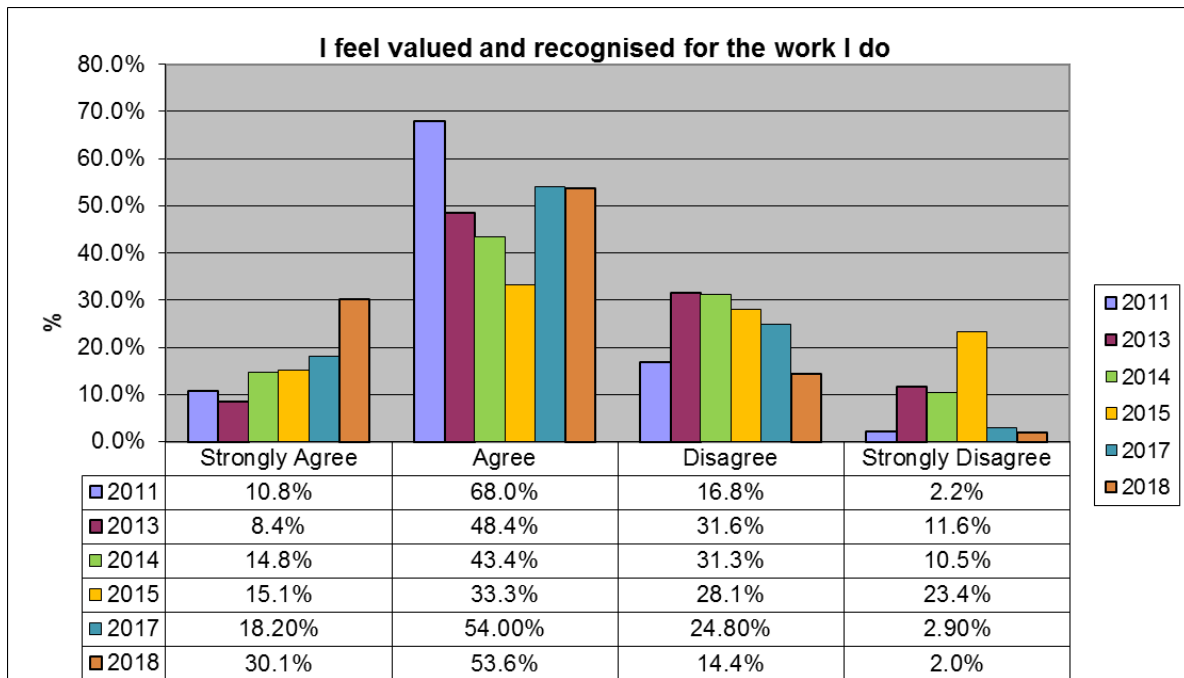
Comparison – I am satisfied with my job

	2011	2013	2014	2015	2017	2018
Positive	85.4%	72.5%	76.2%	66.3%	90.3%	92.8%
Negative	14%	27.5%	23.8%	33.7%	9.6%	7.2%



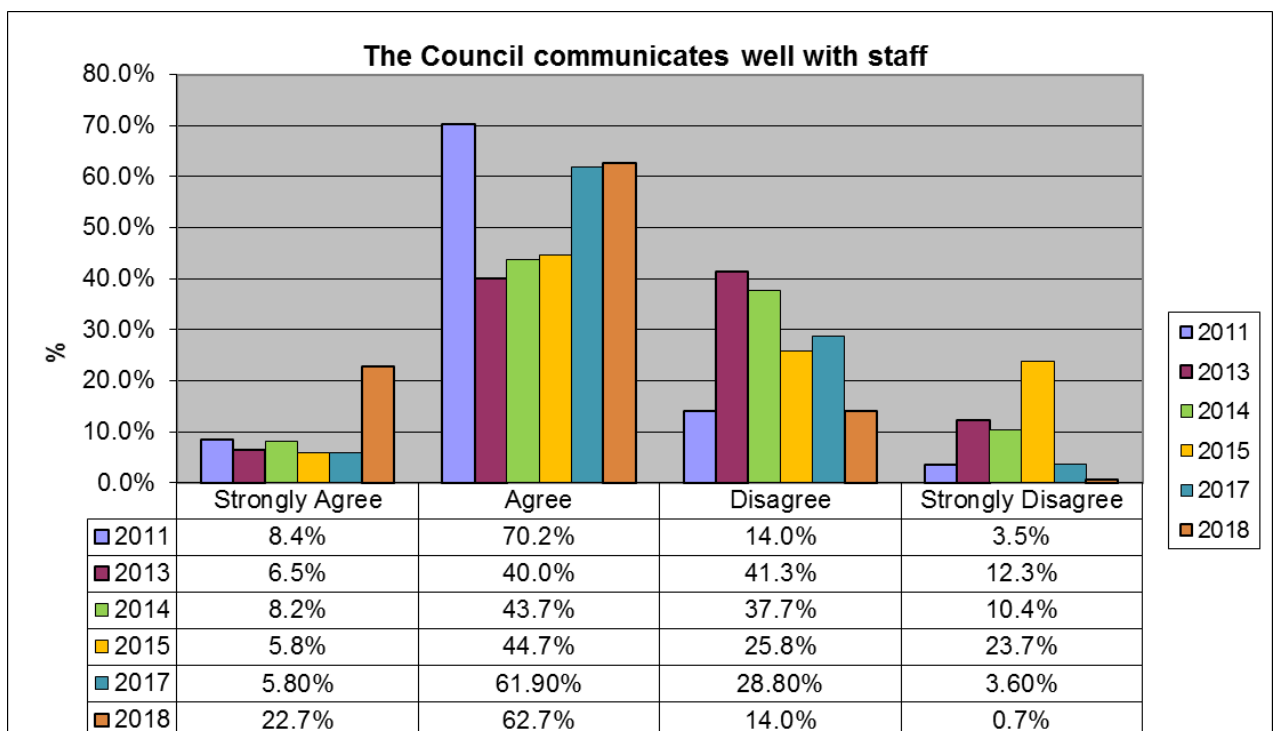
Comparison – I am motivated to do well in my job

	2011	2013	2014	2015	2017	2018
Positive	85.9%	74.9%	74.3%	65.1%	80.4%	92%
Negative	11.9%	25.2%	25.7%	34.9%	19.6%	8%



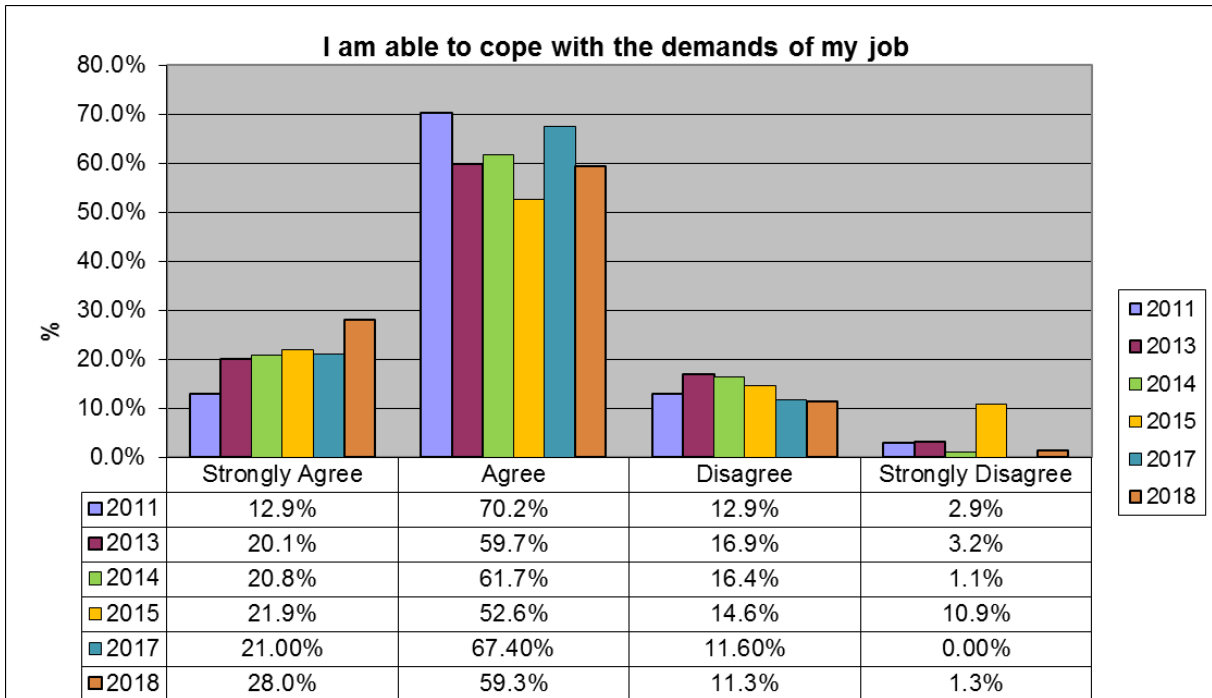
Comparison – I feel valued and recognised for the work I do

	2011	2013	2014	2015	2017	2018
Positive	78.8%	56.8%	58.2%	48.4%	72.2%	83.7%
Negative	19%	43.2%	41.8%	51.6%	27.7%	16.3%



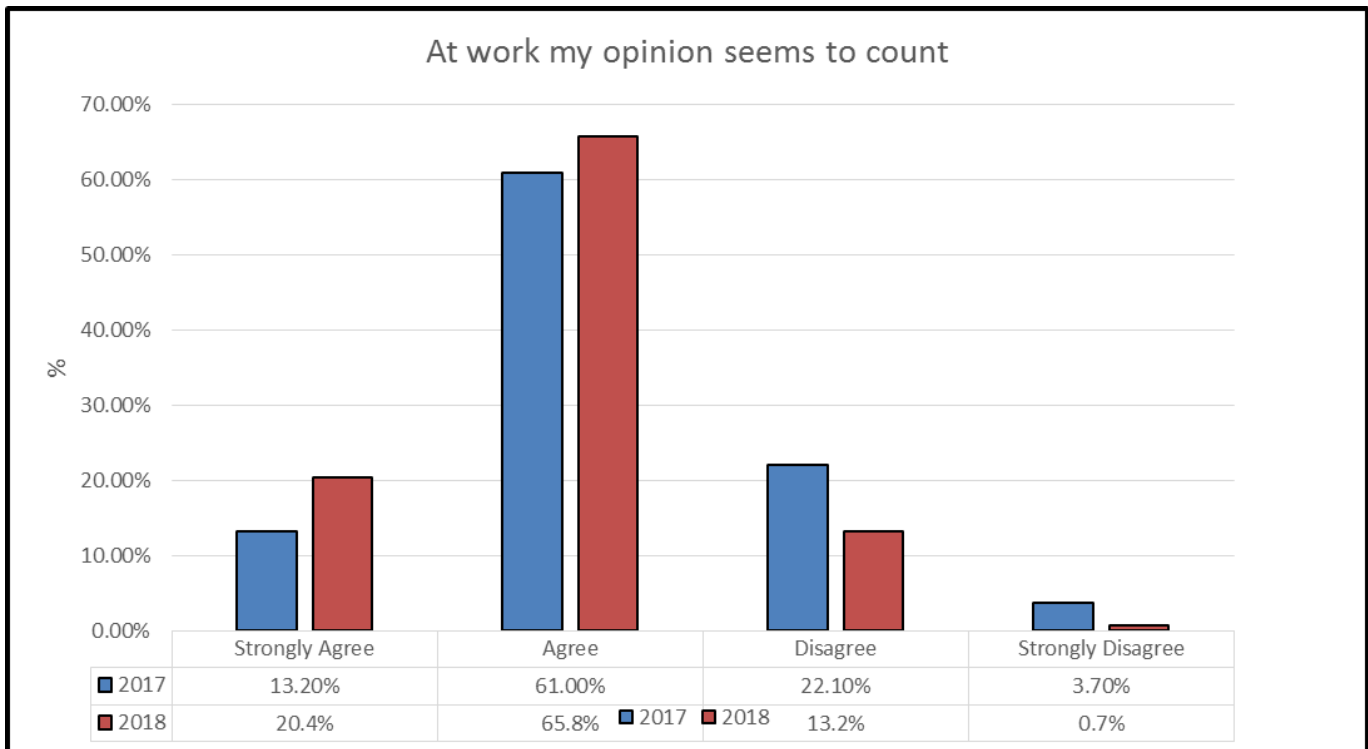
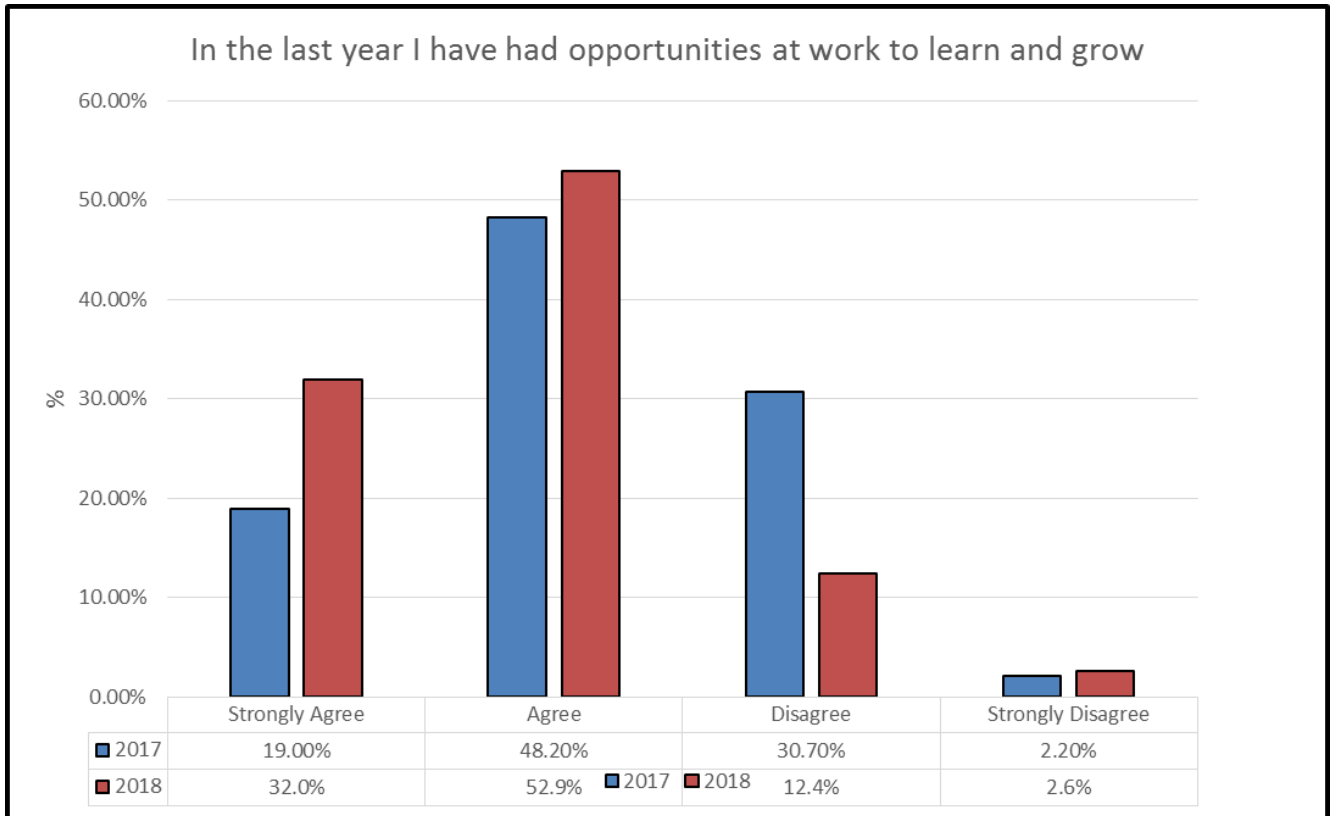
Comparison – the council communicates well with staff

	2011	2013	2014	2015	2017	2018
Positive	78.6%	46.5%	51.9%	50.5%	67.7%	85.4%
Negative	17.5%	53.6%	48.1%	49.5%	32.4%	14.6%

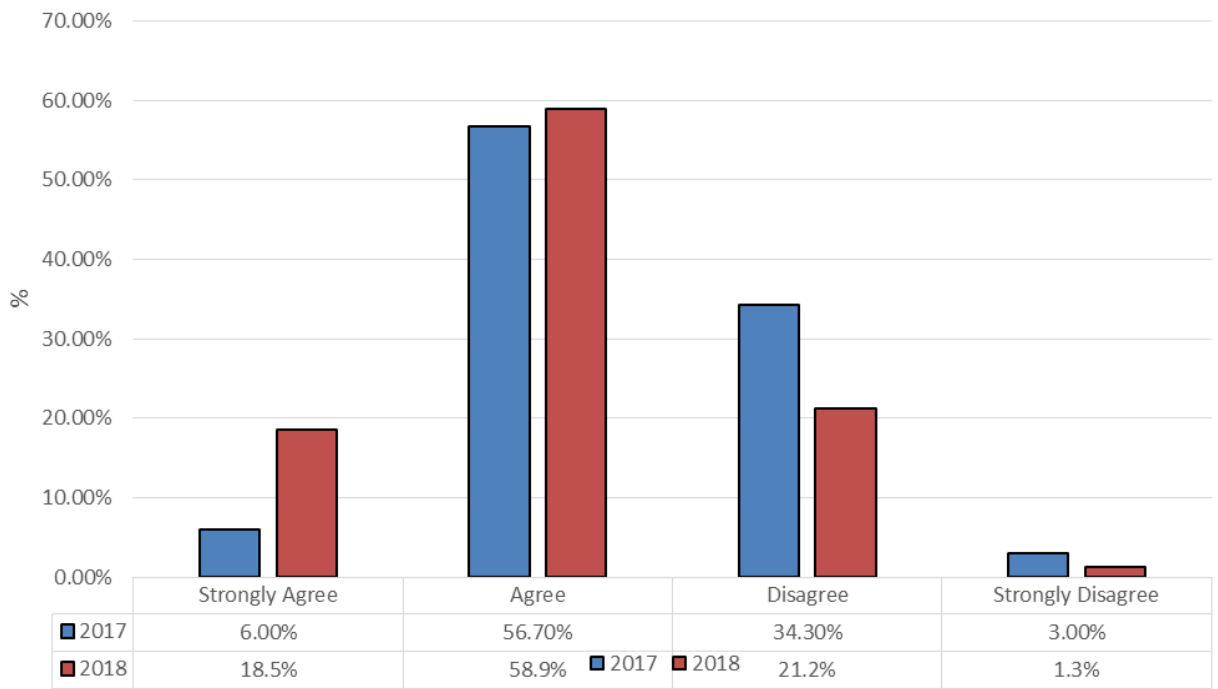


Comparison – I am able to cope with the demands of my job

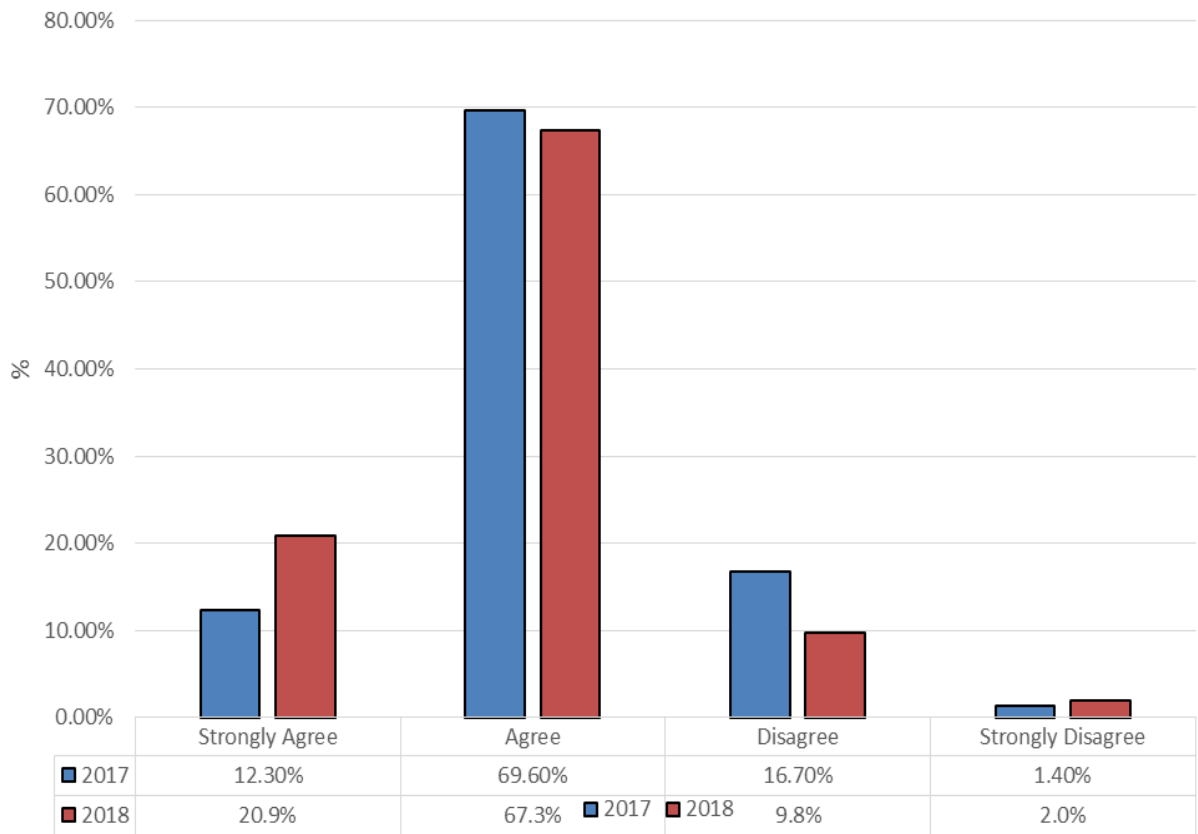
	2011	2013	2014	2015	2017	2018
Positive	83.1%	79.8%	82.5%	74.5%	88.4%	87.3%
Negative	15.8%	20.1%	17.5%	25.5%	11.6%	12.7%



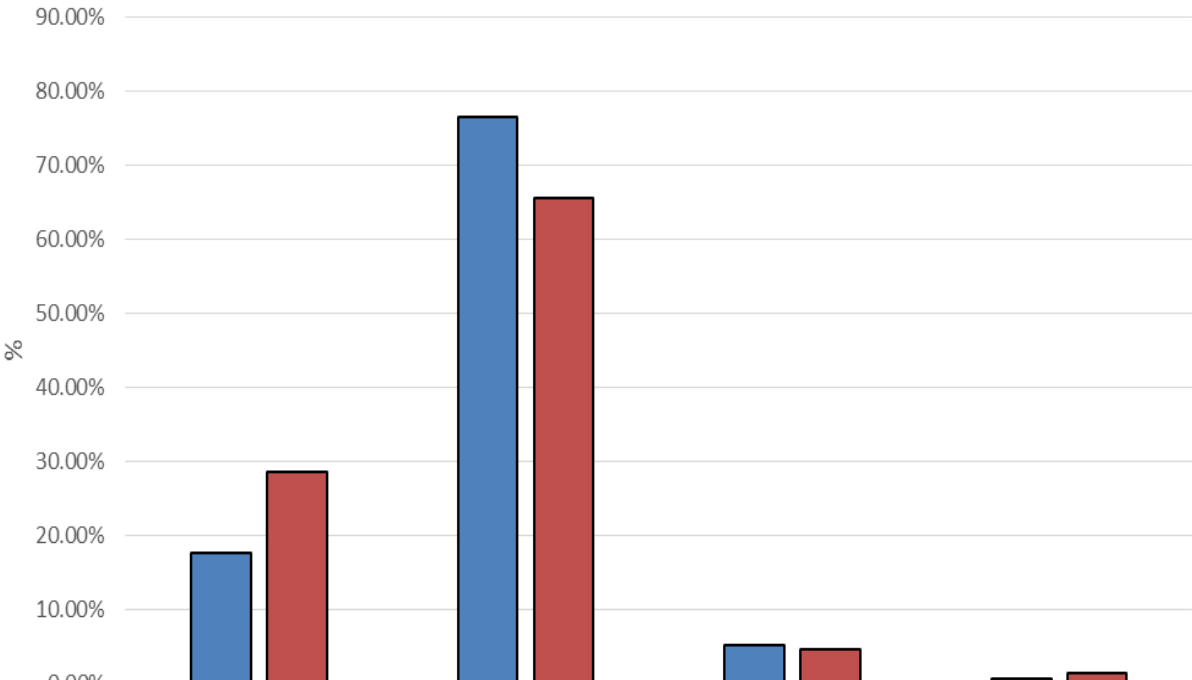
I believe communication between senior management and employees is effective



I feel the council cares about my health and wellbeing

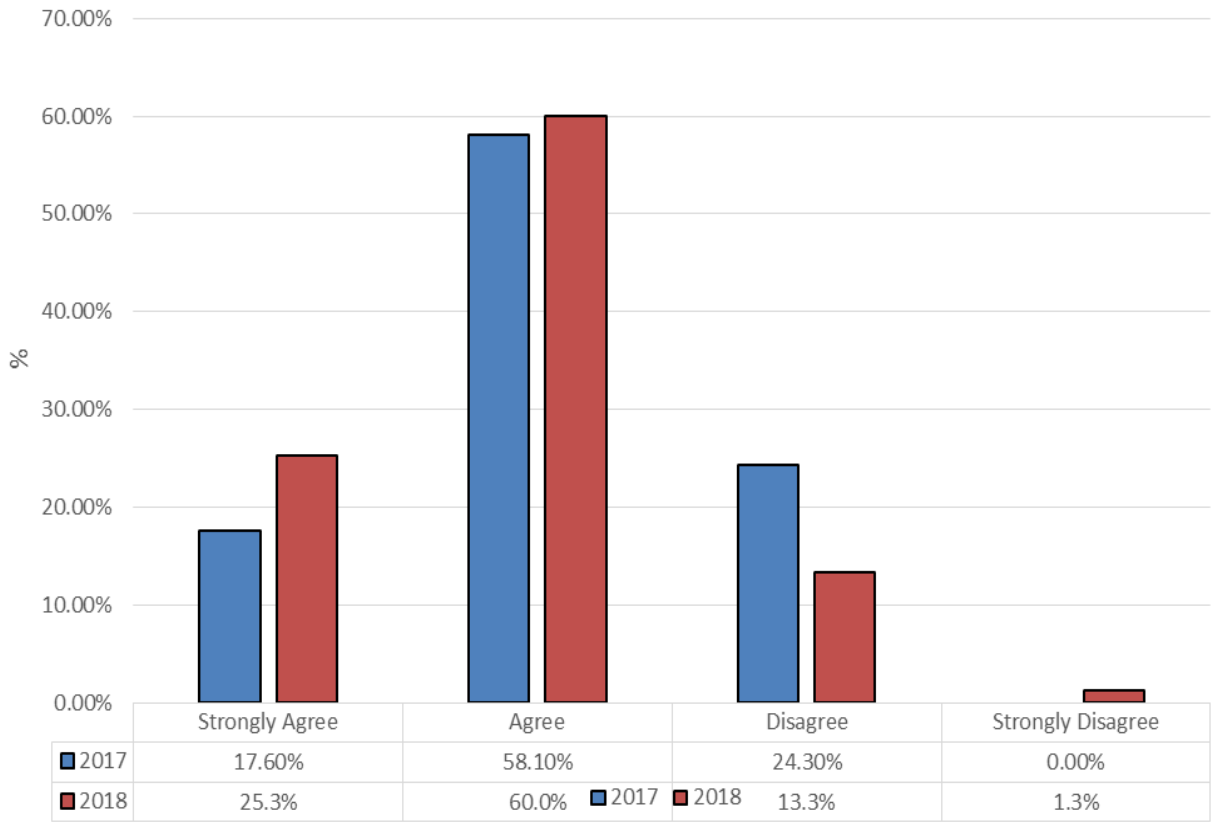


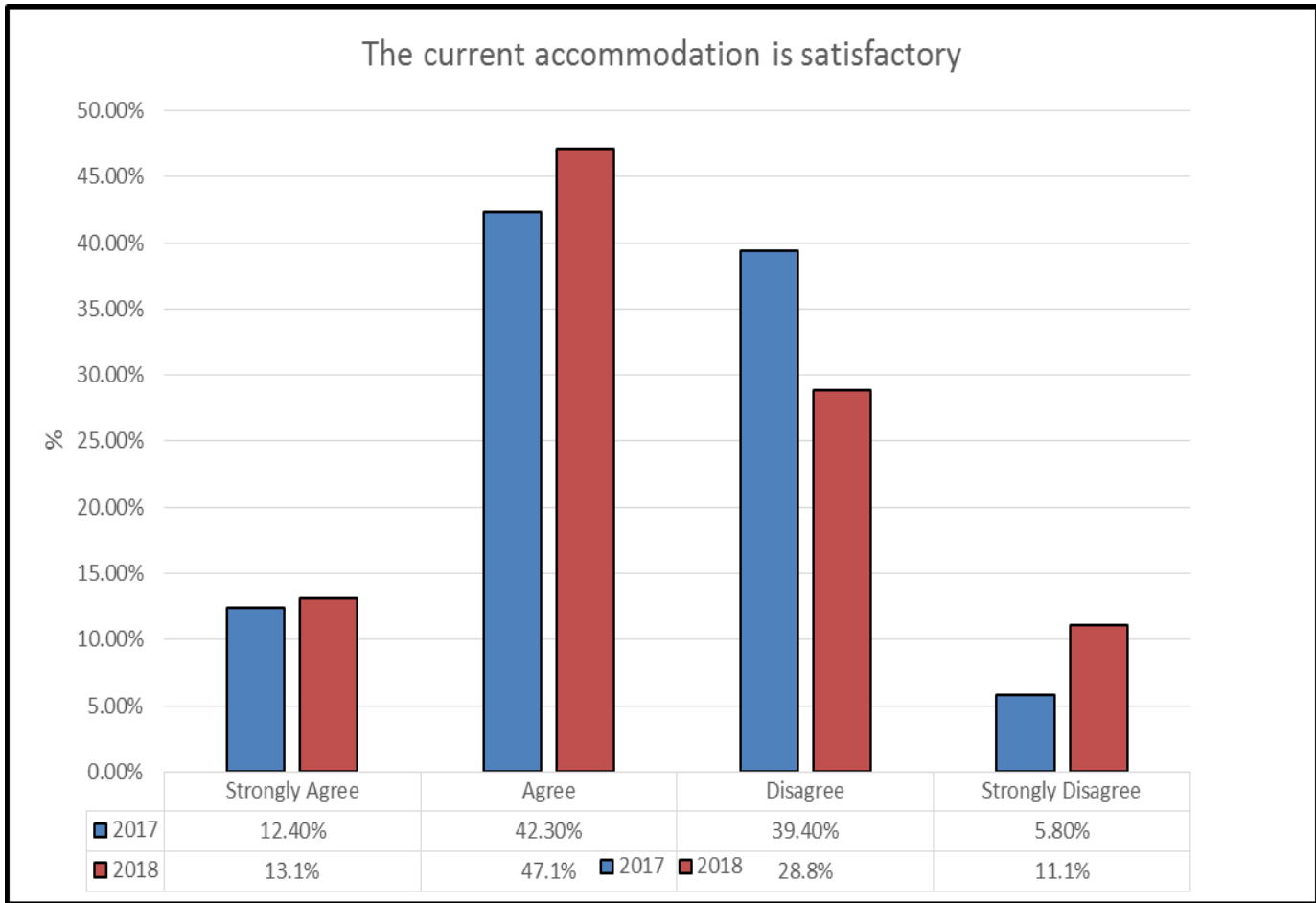
I am treated with dignity and respect at work



	Strongly Agree	Agree	Disagree	Strongly Disagree
■ 2017	17.60%	76.50%	5.10%	0.70%
■ 2018	28.5%	65.6%	4.6%	1.3%

Inappropriate behaviours and attitudes are not tolerated here





Summary

The staff survey asked 14 questions in total and the Staff Engagement Group felt that the overall results were very positive for the organisation. There was a positive direction of travel for all but 1 of the 14 questions.

The Staff Engagement Group have only briefly looked at the results, but at their next meeting they will discuss in more detail. The Group felt the work that is going ahead for the accommodation fits well with the results of the survey.

Next Steps:

Different infographics will be produced and also some information regarding the work that the staff engagement group have already undertaken over the last 18 months.

Please see the summary table below, comparing 2017 to 2018 results.

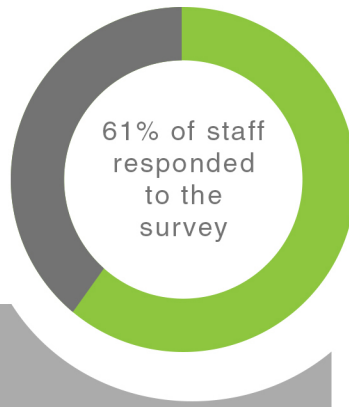
Staff Survey 2017 and 2018 Comparison Summary Page

Question	2017 % Positive	2018 % Positive	2017 % Negative	2018 % Negative
1.I understand the council's vision and priorities	92	93.5	8	6.5
2.I know what is expected of me at work	95	95.5	5	4.6
3.I am motivated to do well in my job	80.4	92	19.6	8
4.I feel valued and recognised for the work I do	72.2	83.7	27.7	16.4
5.The council communicates well with staff	67.7	85.4	32.4	14.7
6.I am able to cope with the demands of the job	88.4	87.3	11.6	12.6
7.In the last year I have had opportunities at work to learn and grow	67.2	84.9	32.9	15
8.At work my opinion seems to count	74.2	86.2	25.8	13.9
9.I believe communication between senior management and employees is effective	62.7	77.4	37.3	22.5
10.I feel the council cares about my health and wellbeing	81.9	88.2	18.1	11.8
11.I am treated with dignity and respect at work	94.1	94.1	5.8	5.9
12.Overall I am satisfied with my job at the council	90.3	92.8	9.6	7.2
13.Inappropriate behaviours and attitudes are not tolerated here	75.7	85.3	24.3	14.6
14.The current accommodation is satisfactory (eh noise, light, heat and space)	54.7	60.2	45.2	39.9

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Results of The Staff Survey 2018

Each year, a staff survey is carried out. Feedback is analysed and used to help shape and improve the way we work together.



96%

Know what is expected of them at work

94%

of those who responded understand the council's vision and priorities

92%

are motivated to do well in their job

84%

feel valued and recognised for the work they do

85%

agree that the council communicates well with staff

87%

are able to cope with the demands of the job

85%

have been given opportunities within the last year to learn and grow

86%

agree that their opinions at work seem to count

88%

feel that the council cares about their health and wellbeing

93%

are satisfied overall with their job at the council

77%

believe that communication between senior management and employees is effective

94%

agree that they are treated with dignity and respect at work

86%

agree that inappropriate behaviours and attitudes are not tolerated at work

60%

agree at the current accomodation is satisfactory

Forward Plan for all Committees

Purpose:

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

Recommendation:

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

Title	Lead Officer	Purpose of the report	C&I	Council	G&A	P&R	L&R	JSCC	PC
Combined Assurance Report	James O'Shaughnessy	To present the Council's Combined Assurance Report for 18/19	-	-	12/03/19	-	-	-	-
Constitution Review	Alan Robinson	The purpose of the report is for the Governance and Audit Committee to recommend to Council the proposed amendments to the Constitution.	-	-	16/04/19	-	-	-	-
Members' Allowances	Alan Robinson	To allow the Governance and Audit Committee to discuss Members' Allowances for 19/2020 to assist the work of the Remuneration Panel	-	-	06/11/18	-	-	-	-
Review of Gambling Policy	Phil Hinch	To recommend to Council the review of the Gambling policy.	-	12/11/18	-	-	18/09/18	-	-
Strategic Risks - 6 month update	James O'Shaughnessy	6 month update for 18/19	-	-	15/01/19	-	-	-	-
Annual Fraud Report	Tracey Bircumshaw	To review the number, type and results of investigations made by the Council during 2017/18	-	-	06/11/18	-	-	-	-
Leisure Contract Update	Karen Whitfield	To update Members on the implementation of the leisure contract and performance to date	-	-	-	-	-	-	29/01/19
Internal Audit Charter	Tracey Bircumshaw	To provide independent and objective assurance on critical activities and key risks	-	-	15/01/19	-	-	-	-
Internal Audit Q4 Monitoring	James O'Shaughnessy	To feed back on Quarter 4 to G and A Committee	-	-	16/04/19	-	-	-	-
Write Offs	Alison McCulloch	This report details debts which are irrecoverable	-	-	-	13/12/18	-	-	-
Gainsborough Town Centre Townscape Heritage Applic	Wendy Osgodby	To provide an update on the application to the Heritage Lottery Fund for Townscape Heritage funding for Gainsborough Town Centre, thereby obtaining formal commitment and financial support.	-	-	-	10/01/19	-	-	-
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.	08/01/19	-	-	-	-	-	29/01/19
Review of	Emma	To review and update the discipline at work	-	-	-	13/12/18	-	22/11/18	-

Discipline at Work Procedure	Redwood	procedure							
Review of Career Break Scheme	Emma Redwood	To review the Career Break Scheme	-	-	-	08/11/18	-	04/10/18	-
Review of Recruitment & Selection Policy	Emma Redwood	Review of the recruitment and selection policy	-	-	-	07/02/19	-	17/01/19	-
Market Rasen Car Parking Charges - 12month Review	Eve Fawcett-Moralee	To review the car parking charges in Market Rasen to come into effect April 19, as resolved by Prosperous Communities in October 2017	-	-	-	08/11/18	-	-	23/10/18
Selective Licensing 12 month review	Andy Gray	to provide a further update re progress achievement issues, as resolved by PC Cttee in October 2017	13/11/18	-	-	-	-	-	04/12/18
Future Communication Options	Julie Heath	to present alternative options for communication with the electorate as resolved by PC Cttee in October 2017	-	-	-	-	-	-	04/12/18
Garden Waste Review	Ady Selby	A report on the first year of charging for Garden waste, as requested by CPR committee in Dec 2017. To also include information as requested by C&I cttee in Feb 18.	19/02/19	-	-	13/12/18	-	-	-
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 19.	-	-	-	08/11/18	-	-	23/10/18
Six month review of AGS Action Plan 17/18	James O'Shaughnessy	To review the progress with the Annual Governance Statement 2017/18 Action Plan	-	-	15/01/19	-	-	-	-
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.	-	-	-	Being scoped	-	-	Being scoped
Update re Customer Complaints Handling	Natalie Kostiuik	To provide an update on customer complaints following the benchmark report in May 18.	13/11/18	-	-	-	-	-	-
Update re enforcement case management	Andy Gray	To update on progress of management of enforcement cases following benchmarking report in May 18.	08/01/19	-	-	-	-	-	-
Business Plan update for Market St Renewal	Tracey Bircumshaw	Approval of Business Plan	-	-	-	08/11/18	-	-	-

Budget and Treasury Monitoring 2	Tracey Bircumshaw	To set out the revenue, capital and treasury management activity from Period 2	-	-	-	08/11/18	-	-	-
Budget and Treasury Monitoring 3	Tracey Bircumshaw	To set out the revenue, capital and treasury management activity from Period 3	-	-	-	07/02/19	-	-	-
Budget and Treasury Monitoring 4	Tracey Bircumshaw	To set out the revenue, capital and treasury management activity from Period 4	-	-	-	11/04/19	-	-	-
Base Budget 19/20	Tracey Bircumshaw	To set the budget for 19/20	-	04/03/19	-	07/02/19	-	-	29/01/19
Medium Term Financial Plan/Executive Business Plan	Tracey Bircumshaw	The MTFP for 19/20 and Executive Business Plan	-	-	-	07/02/19	-	-	-
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.	-	-	-	-	-	-	04/12/18
Committee Timetable 19/20 and beyond	James Welbourn	To look at dates for committee for 19/20, and 2020/21.	-	-	-	08/11/18	-	-	-
Certification of Grants and Claims Annual Report	Tracey Bircumshaw	An annual report for 2017/18 from the External Auditor.	-	-	15/01/19	-	-	-	-
Council Tax Support Scheme	Alison McCulloch	For Council to agree the Local Council Tax Support Scheme for West Lindsey DC for 19/20.	-	-	-	13/12/18	-	-	-
Internal Audit Q2 Monitoring	James O'Shaughnessy	Internal Audit to present the report from the second quarter.	-	-	06/11/18	-	-	-	-
Internal Audit Q3 Monitoring	James O'Shaughnessy	Internal Audit to present an update report from Quarter 3.	-	-	15/01/19	-	-	-	-
Update report re Member Development	Ele Durrant	To update Cttee on the progress of the Member Development Plan and seek agreement for the proposed Induction Plan	-	-	06/11/18	-	-	-	-
Health & Safety Policy Review	Emma Redwood	To update the council's Health and Safety Policy	-	-	-	08/11/18	-	04/10/18	-
Caistor Southdale Development	Karen Whitfield	To agree development of Caistor Southdale site to include new GP surgery and homes in conjunction with Lace Housing	-	-	-	10/01/19	-	-	-
Draft Treasury Management Strategy	Tracey Bircumshaw	To scrutinise the Treasury Management Strategy and recommend its inclusion within the Medium Term Financial Plan.	-	-	15/01/19	-	-	-	-

Closure of Accounts 18/19 + External Audit Plan	Tracey Bircumshaw	To review and approve the accounting policies actuary assumptions and materiality levels that will be used for the preparation of the 18/19 accounts. For the External Auditor to explain the process of the External Audit of the Statement of Accounts and approach to the Value for Money Audit 18/19.	-	-	12/03/19	-	-	-	-
P&D Period 2 Report 18/19	Mark Sturgess	To consider the Progress and Delivery report for period 2 18/19	08/01/19	-	-	13/12/18	-	-	04/12/18
P&D Period 3 Report 18/19	Mark Sturgess	To consider the Progress and Delivery report for period 3 of 18/19	-	-	-	11/04/19	-	-	19/03/19
Fees and Charges 19-20	Tracey Bircumshaw	To review the proposed Fees and Charges 19-20 for Prosperous Communities Committee	-	-	-	-	-	-	23/10/18
		To recommend to Council the Fees and Charges 19-20	-	-	-	08/11/18	-	-	-
Counter Fraud and Corruption Policy	Tracey Bircumshaw	After a review by the Fraud partnership and due to the additional requirements of new regulations the money laundering and corruption reports have been separated.	-	-	06/11/18	-	-	-	-
Ethical Audit	James O'Shaughnessy	At the June 18 meeting of G and A Lucy Pledge mentioned that work on an 'ethical audit' would come back to the G and committee. This has been put in for 6 months from the annual internal audit report.	-	-	15/01/19	-	-	-	-
Annual Audit Letter 17/18	Tracey Bircumshaw	The purpose of the report is to present the Annual Audit Letter to the Governance and Audit Committee.	-	-	06/11/18	-	-	-	-
Review of the Effectiveness of Internal Audit	Ian Knowles	To review and report on the effectiveness of the internal audit service provided by Assurance Lincolnshire	-	-	06/11/18	-	-	-	-
Agency Staff & Consultants Expenditure 2017/18	Tracey Bircumshaw	Annual update for Members on the expenditure incurred during 2017/18 on the engagement of temporary/agency staff and consultants	-	-	06/11/18	-	-	-	-
Internal Audit Draft Annual Plan Report 19/20	James O'Shaughnessy	To present to members the draft annual internal audit plan based on assurance mapping and risk assessments across the Councils critical services	-	-	15/01/19	-	-	-	-
Gainsborough Living Over the Shop (LOTS) Grant	Elaine Poon	Following the success of the LOTS pilot carried out by Market Street Renewal, Officers recommend the scheme to be rolled out as a grant to encourage more residential dwellings and footfall within the Gainsborough Town Centre. The funding will be reclaimed from the	-	-	-	08/11/18	-	-	-

		GLLEP as part of WLDC's successful £4 million Single Local Growth Fund bid.							
establishment of a strategic health partnership	Karen Whitfield	to establish a strategic health partnership for West Lindsey	-	-	-	-	-	-	23/10/18
Broadband Options	Ian Knowles	Follow up report following the resolutions made by the PC Committee at its meeting on 5 June 18	-	-	-	-	-	-	04/12/18
Six Month Review of AGS 2017/18	James O'Shaughnessy	6 monthly review of the AGS	-	-	Being scoped	-	-	-	-
Community Engagement Strategy	Grant White	To introduce a new Community Engagement Strategy for West Lindsey District Council replacing the current Consultation Strategy 2008	-	-	-	-	-	-	Being scoped
Syrian Refugees	Rachel Parkin	to advise of new government proposals and schemes	-	-	-	-	-	-	23/10/18
Saxilby Workshops and Industrial Space	Elaine Poon	The Council has been invited to submit a full bid for Phase 1 and 2 of the Saxilby Workshops and Industrial Space. The total ERDF funding ask of £800k will be matched by West Lindsey's investment. Committee approval is required to submit the bid and to confirm the availability of match funding.	-	-	-	08/11/18	-	-	-
LGO Annual Review Letter 18 - Report	Natalie Kostiuk	Report on the LGO Annual Review Letter 18. Covering complaints to the LGO for the 2017-18 period. Examining upheld complaints and benchmarking/trends.	-	-	06/11/18	-	-	-	-
Customer First - update report	Michelle Carrington	To provide a regular update for C&I committee as agreed at C&I meeting of 26 June 18.	08/01/19	-	-	-	-	-	-
ICT and Digital Strategy - 6 monthly update	Michelle Carrington	At their meeting on 14 June 18, members requested a half yearly update on the ICT and Digital Strategy.	-	-	-	13/12/18	-	-	-
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	-	-	-	-	-	-	29/01/19
5-7 Market Place, Gainsborough	Marie Jackson	Agreement to draw funds on renovation of building to make fit-for-purpose. Discussion of Stage Two will occur at September's Portfolio Board	-	-	-	08/11/18	-	-	-
South West Ward Waste Collections	Ady Selby	To update Members on the findings of the engagement exercise and offer alternative options where appropriate.	-	-	-	-	-	-	29/01/19

Review - Update									
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.	-	-	-	-	-	-	19/03/19
GDPR Implementation Update	Steve Anderson	To provide an update on the current status of the council's GDPR implementation	-	-	-	10/01/19	-	-	-
Community & Voluntary Sector Funding	Grant White	To present recommendations from Community Grants Panel following review of Community & Voluntary Sector Funding Review 18.	-	-	-	-	-	-	23/10/18
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.	-	-	-	-	-	-	04/12/18
Waste Strategy	Ady Selby	To adopt the revised Joint Municipal Waste Strategy for Lincolnshire	-	-	-	-	-	-	04/12/18
MOU Joint Action - Improving Health thru' the Home	Karen Whitfield	To agree the joint action	-	-	-	-	-	-	04/12/18
Leisure Contract Monitoring Report	Karen Whitfield	to provide Members with details of the launch of the leisure contract and up to date figures.	-	-	-	-	-	-	04/12/18
Council Tax Surplus and Council Tax Base 19/20	Tracey Bircumshaw	The report sets out the declaration of the estimated surplus on the Council's Collection Fund relating to Council Tax at the end of March 19 and how it is shared amongst the constituent precepting bodies. It also sets out the Council tax base calculation for 19/20. The tax base is a key component in calculating both the budget requirement and the council tax charge.	-	21/01/19	-	10/01/19	-	-	-
Mid Year Financial Plan Update	Tracey Bircumshaw	To provide Members with a progress update on the MTFP	-	-	-	08/11/18	-	-	-
Gainsborough Markets - Outcome of Procurement	Ady Selby	To provide Members with the outcome of the procurement exercise and future options for the markets	13/11/18	-	-	-	-	-	04/12/18
New - Managing Staff During Disruptions at Work	Emma Redwood	To provide procedure for how to manage staff during disruptions at work, adverse weather, business continuity issues.	-	-	-	13/12/18	-	22/11/18	-

P&D Period 4 Report 18/19	Mark Sturgess	To consider the Progress and Delivery update for period four, 18/19	-	-	-	-	-	-	-
Mental Health in the Workplace	Emma Redwood	To explore and implement initiatives in the workplace to promote mental wellbeing.	-	-	-	-	-	Being scoped	-
Animal Welfare Regulations	Phil Hinch	A new piece of legislation regarding animal welfare regulations needs to go to Full Council. Cllr Jessie Milne to present at Council.	-	12/11/18	-	-	-	-	-
Invite to TASL by C&I	Ele Durrant	To invite representatives from TASL to provide committee with an overview of the services provided within West Lindsey including performance figures and challenges and obstacles encountered across the district.	02/04/19	-	-	-	-	-	-
Gainsborough Foyer re Youth Housing Provision	Ele Durrant	Invitation extended for an update regarding youth housing provision at Gainsborough Foyer.	19/02/19	-	-	-	-	-	-

CHALLENGE AND IMPROVEMENT CURRENT WORKPLAN – AS AT 1 OCTOBER 2018

Date	Title	Lead Officer	Purpose of the report
13/11/2018	Selective Licensing 12 month review	Andy Gray	to provide a further update re progress achievement issues, as resolved by PC Cttee in October 2017
	Update re Customer Complaints Handling	Natalie Kostiuk	To provide an update on customer complaints following the benchmark report in May 2018.
	Gainsborough Markets - Outcome of Procurement	Ady Selby	To provide Members with the outcome of the procurement exercise and future options for the markets
08/01/2019	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.
	Update re enforcement case management	Andy Gray	To update on progress of management of enforcement cases following benchmarking report in May 2018.
	P&D Period 2 Report 2018/19	Mark Sturgess	To consider the Progress and Delivery report for period 2 2018/19
	Customer First - update report	Michelle Carrington	To provide a regular update for C&I committee as agreed at C&I meeting of 26 June 2018.
19/02/2019	Garden Waste Review	Ady Selby	A report on the first year of charging for Garden waste, as requested by CPR committee in December 2017. To also include information as requested by C&I cttee in Feb 2018.
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