

Guildhall Gainsborough  
Lincolnshire DN21 2NA  
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**AGENDA**

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

**Challenge and Improvement Committee**  
**Tuesday, 13th November, 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 - 8)  
held on 9 October 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 9 - 10)

Matters arising schedule setting out current position of previously agreed actions as at 5 November 2018.

Agendas, Reports and Minutes will be provided upon request in the following formats:

Large Clear Print: Braille: Audio: Native Language

**5. Public Reports**

- a)** Customer Complaints Handling - Current Position (PAGES 11 - 21)
- b)** Selective Licensing - 12 Month Review (PAGES 22 - 32)

**6. General Work Items**

- a)** Forward Plan (PAGES 33 - 38)
- b)** Committee Workplan (PAGE 39)

Mark Sturgess  
Head of Paid Service  
The Guildhall  
Gainsborough

Monday, 5 November 2018

## WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Challenge and Improvement Committee held in The Council Chamber - The Guildhall on 9 October 2018 commencing at 6.30 pm.

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

Councillor Bruce Allison  
Councillor Mrs Angela Lawrence  
Councillor Mrs Jessie Milne  
Councillor Mrs Lesley Rollings  
Councillor Thomas Smith  
Councillor Mrs Anne Welburn

**In Attendance:** Councillor Jeff Summers  
Councillor Mrs Pat Mewis  
Councillor Trevor Young

**Also In Attendance:**  
Mark Sturgess Executive Director of Operations and Head of Paid Service  
Ele Durrant Democratic and Civic Officer  
Two Members of the Public

**Apologies:** Councillor David Bond  
Councillor Mrs Diana Rodgers

### 34 CHAIRMAN'S WELCOME

The Chairman opened the meeting by welcoming all present, including visiting Members, and extending a special welcome to Chief Inspector Stewart Brinn and Inspector Nigel Key of Lincolnshire Police.

### 35 MEETING OF THE CHALLENGE AND IMPROVEMENT COMMITTEE HELD ON 4 SEPTEMBER 2018

**RESOLVED** that the minutes of the meeting held on 4 September 2018 be approved and signed as a correct record.

### 36 MEMBERS' DECLARATIONS OF INTEREST

Councillor Mrs Jessie Milne declared a non-pecuniary interest for agenda item 6a in that she was a Member of the Joint Staff Consultative Committee.

Councillor Paul Howitt-Cowan declared a non-pecuniary interest for agenda item 6a as he was a Reserve Member for the Joint Staff Consultative Committee.

### **37 MATTERS ARISING SCHEDULE**

The Committee gave consideration to the Matters Arising Schedule, setting out the current position of previously agreed actions, as at 1 October 2018.

The Democratic and Civic Officer advised Members that there was one outstanding amber item regarding public artworks and general street scene across the district which would be reviewed and added to the work plan as appropriate.

**RESOLVED** that the Matters Arising Schedule as at 1 October 2018 be received and noted.

### **38 PRESENTATION ITEM - LINCOLNSHIRE POLICE**

The Chairman introduced Chief Inspector Stewart Brinn and Inspector Nigel Key and welcomed them again to the meeting. Chief Inspector Brinn thanked the Committee for the invite and explained that he and Inspector Key would cover the areas of interest as requested by Members prior to the meeting, however, should there be any queries that could not be addressed on the night, they would find out the relevant information and feedback to Members in the following days.

Chief Inspector Brinn explained that, in relation to recruitment and retention of officers, there had been 60 new recruits across the county in the previous six months. Over 10% of these new recruits had been placed within West Lindsey and after the recruitment of additional Police Community Support Officers, the area was considered to be up to numbers for PCSOs. Members heard that there was a very low transfer rate out of Lincolnshire and that the most common reason for leaving the force was, in fact, when officers retired.

Of concerns regarding funding cuts, Members heard that although there had been plans around 2016 for the police funding to be reviewed and awarded under a different format, the review had never been enacted. Chief Inspector Brinn explained that if current funding arrangements were to continue, by financial year 2021/2022 the savings required to meet the budget would equate to the loss of 56 police officers across the county and a 40% reduction in numbers of PCSO's. He highlighted that they were hoping there would be a funding uplift and by the time of his next visit to the council he hoped to have a more accurate picture.

The Chairman assured Chief Inspector Brinn that Members of West Lindsey District Council would do all they could via the local MP to support the police to receive increased funding. It was also highlighted that the Police and Crime Panel worked hard to support the police in seeking increased funding.

**Note:** Councillor Mrs Anne Welburn declared a non-pecuniary interest in that she was on the Police and Crime Panel.

As a result of these discussions it was proposed, seconded and voted upon unanimously that it be

**RESOLVED** that a letter be written to Sir Edward Leigh, MP, from the Challenge and Improvement Committee in support of additional funding for Lincolnshire Police.

A visiting Member enquired of the police how numbers of officers had reduced specifically in Gainsborough over the past few years. Members were given a snapshot of numbers of police roles in the area since 1991 through to the present day and it was stated that current numbers were a fraction of how it used to be. This was reflected in funding cuts and how policing had needed to evolve in order to function most efficiently. It was also highlighted that this was not an issue just for Gainsborough or West Lindsey but was in fact a nationwide problem.

A Member of Committee enquired whether there were any areas that had not been effected by funding cuts and Committee heard that every police force had faced significant financial constraints and it had been necessary to be honest about what the priorities should be. Examples were given such as city forces having to deal with knife violence and gang crimes as well as increased resources required to deal with terrorism threats.

In response to a query regarding traffic policing, it was highlighted that this was an area that had effectively been cut as a result of funding issues. Prior to 2015 there had been a standalone traffic section, however as a result of funding cuts this had been merged with East Midlands. In the past five years, officer issued traffic enforcement tickets had reduced from over 10000 in 2014 to less than 3000 so far in 2018. It was explained that traffic enforcement was now managed through static cameras and roadside camera vans. Members heard that the fatality rate on the roads was consistently dropping year on year, however this was because of engineering improvements in modern day vehicles rather than improved road safety.

There was significant discussion regarding speed limits across the area as a Member of Committee stated there seemed to be a noticeable difference between speed limits in West Lindsey and Lincolnshire in comparison with other areas in the East Midlands. It was explained that speed reductions were usually as a result of public requests with significant road safety data to support the request. It was also highlighted that speed limits were not set by the police rather they would be approached as a consultee if a speed limit change was being considered. With regards to the Corringham Road junction in particular, Chief Inspector Brinn confirmed that the police would be completely supportive of a speed reduction in that area but they had not been approached for comment by the Highways Agency.

A Member of Committee then enquired about police strategy for gathering information from the public, especially in the face of reduced police numbers. It was explained that where the police used to have local informants and used them to gather relevant information, this was no longer the case. There was a difference between 'information' and 'intelligence' and the need for evidence on which to base police action. Members heard that there was no fixed strategy for information gathering but the importance of neighbourhood beat managers could not be underestimated. Chief Inspector Brinn made mention of Police Constables Rebekah Casey and Ian Shaw who were both particularly involved in their community areas as beat managers. Members enquired about the involvement of Specials across the district and

heard that over the past few years, the numbers of Specials had reduced mainly because individuals had in fact started permanent employment with the force as PCSO's or police officers.

There was significant discussion regarding issues local to Gainsborough and the importance of gathering information and intelligence from as many sources as possible, especially the local residents. Inspector Key acknowledged that there were areas where there were greater problems with issues such as drug use and anti-social behaviour. He reported several successes within the area but acknowledged there were still improvements to be made. He also reported close working links with the local primary school and several projects that were aimed at educating local children and involving them in community improvements.

A Member of Committee noted a recent success story that had involved the use of a drone by the police and enquired to what extent the police intended to continue use of drones in the area. It was explained that drones could be invaluable tools in cases of missing people, public disorder and identifying houses used in drug production, as such the force intended to continue the use of drones wherever appropriate. Inspector Key noted the successful use of drones in the Hemswell Cliff area and Committee Members agreed that there had been significant progress made in the area. There was further discussion about the importance of beat managers and also the need to prioritise resources according to demand. The Chairman stated that whilst he had thanked the police personally for work undertaken in his ward, he wanted to put his thanks on public record. The Vice-Chairman also sought to commend PCSO Julie McFall for her fearless dedication and stated she was a credit to the force. This was acknowledged by Inspector Key and Chief Inspector Brinn explained there was an Area Commander's commendation for which PCSO McFall could be nominated should Members wish to do this.

Inspector Key concluded with a summary of recent statistics which demonstrated an overall reduction in numbers of burglary and theft related crimes. Whilst this was welcomed, it was also acknowledged that there were fewer arrests or convictions although this reflected the reality of reduced policing numbers. A Member of Committee enquired whether there had been any impact of the streetlights being turned off and it was noted that, although there was no direct impact on crime numbers, residents in affected areas demonstrated a very sharp increase in the fear of crime. It was stated that darkened streets could also impede the police when searching for people if crimes were committed. Further statistics demonstrated that violent crimes across the county had increased, although reporting methods had recently changed and so more instances were now recorded meaning the increased statistics could not provide a realistic reflection and it would be easier to compare data in the next year. There was also a reduce level of drug possession but an increase in instances of drug trafficking.

With no further question from Members, the Chairman extended the thanks of the Committee to Chief Inspector Brinn and Inspector Key and assured them once again that the police had the full support of West Lindsey District Council.

### 39 STAFF SURVEY RESULTS

The Committee gave consideration to a report detailing the results from the 2018 staff survey. This had been seen previously by the Joint Staff Consultative Committee (JSCC) and Members were asked to review the results of the staff survey and assure themselves that the JSCC were sufficiently supporting the staff engagement group with actions and communications as a result of the survey. It was explained that staff were asked to respond to the same 14 questions as the previous year and that, of these questions, all bar one had shown a positive improvement on the results from last year. It was also highlighted that the results in 2017 had been hugely positive in comparison with previous survey results and it was testament to the work accomplished in recent months that the results continued to improve.

A Member of the Committee enquired why only a few areas had been discussed in the JSCC and whether there had been any discussion about increasing staff engagement. It was explained that the staff engagement group played an important role in the communications with the wider staff body and that it was important for the group to focus on specific issues so as to be able to make clear and measurable changes. It was also noted that the survey response rate was significantly higher than demonstrated in other sectors and was considered a strong level of response for local government. There was a further question regarding staff recognition schemes and it was confirmed that the 'Thank You' card system was still in place as well as formal recognition through the annual appraisal process.

It was highlighted that the poorest rating was regarding dissatisfaction with the work environment, with around 40% of employees stating they were not happy with the accommodation. It was explained that this was an area of focus for the staff engagement group and that some changes, such as the breakout space on the third floor, had already been implemented. Other initiatives, such as screening the top windows to avoid sun glare and also replacing the office lights, would start to have a beneficial impact across all teams. The Committee was told about several staff consultation events that had been held in order to gauge comments and feedback for suggestions as to how the office space could be redesigned for better use. It was agreed that the involvement of staff in these consultations was a massive step forward and that the importance of engaging staff could not be underestimated.

There was discussion regarding difficulties within the building such as temperature control and use of space and it was asked whether the responses to the survey had been departmentalised. The Head of Paid Service explained that, in order to ensure a maximum level of response, the survey did not request any information that might make it possible to identify a person from their responses. This meant that details such as role, department or area of work were not disclosed via the survey.

Members were in agreement that the survey outcome showed a massive positive uplift amongst staff and reflected how Officers now felt much more at ease with sharing their thoughts and opinions. The Chairman offered his thanks to all those involved with the survey and to the staff as a whole for their hard work.

**RESOLVED** that the details of the staff survey responses be accepted and Committee be assured that the Joint Staff Consultative Committee are supporting the staff engagement group with work on an action plan and communication plan.

#### **40 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 planned reports regarding broadband options and the leisure review, with a view to Members being kept informed of updates and progress. It was agreed for the Democratic and Civic Officer to action this as appropriate.

**RESOLVED** that the forward plan be noted.

#### **41 COMMITTEE WORKPLAN**

Members of Committee gave consideration to the committee work plan for the coming months. It was noted that there were several items to be considered by the Committee over coming months however with no further comment it was

**RESOLVED** that the work plan be noted.

The meeting concluded at 8.10 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.

Status	Title	Action Required	Comments	Due Date	Allocated To
<b>Amber</b>					
	<b>Improvement to street scene across the district</b>	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."	<b>Date extended for consideration in 2018/19 committee work plan</b>	31/08/18	Mark Sturgess
<b>Green</b>					
	<b>Amendment to the Operating Methodology</b>	C&I operating methodology to be amended as per cttee meeting 4 Sept 2018.	<b>Minutes of meeting 04/09/18: 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</b>	30/11/18	Mark Sturgess

			<b>2018/19 be approved, subject to the amendment as detailed above.</b>		
	<b>Information re Broadband Options Report</b>	Information re report for Prosperous Communities cttee to be shared specifically with C&I members at time of publishing.		30/11/18	Ele Durrant
	<b>Letter of Support for Lincolnshire Police</b>	Letter of support for additional funding to be awarded to Lincolnshire Police to be sent to Sir Edward Leigh from the Challenge and Improvement Cttee.	<b>as resolved in C&amp;I meeting 9 Oct 2018</b>	30/11/18	Ele Durrant



**Challenge and  
Improvement Committee**

**Tuesday 6<sup>th</sup> November 2018**

## **Customer Complaints Handling Update Report**

Report by:	Mark Sturgess, Executive Director of Operations and Head of Paid Service
Contact Officer:	Natalie Kostiuk Customer Experience Officer 01427 676685 Natalie.kostiuk@west-lindsey.gov.uk
Purpose / Summary:	To update Members on the current status of customer complaints. Member request for Challenge and Improvement Committee.

### **RECOMMENDATION:**

- **That Members note the content of this Customer Complaints Handling Update Report.**
- **That Members endorse this report and receive future updates via the Quarterly Voice of the Customer Report which will be published as part of the Members Newsletter.**

**IMPLICATIONS**

**Legal:**  
None arising directly from this report.

**Financial:** FIN/130/19  
None arising directly from this report.

**Staffing:**  
None arising directly from this report.

**Equality and Diversity including Human Rights:**  
N/A

**Risk Assessment:**  
N/A

**Climate Related Risks and Opportunities:**  
N/A

**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

Following the previous report to Challenge and Improvement Committee in May 2018 outlining the new Customer Experience Policy 2018/19 complaints process the purpose of this report is to provide an update to Members on the current state of customer complaints and feedback overall.

This report includes figures that show the amount of feedback (Compliments, Comments and Complaints) received in the first six months of the 2018/19 period from 1<sup>st</sup> April 2018 to 30<sup>th</sup> September 2018 compared to previous years. Feedback received is then broken down by service and category.

The report goes on to look at upheld complaints, learning from complaints and complaints that have been referred to the Local Government Ombudsman in the six month period from April to September 2018.

### **1 Feedback received since April 2018 (April to September 2018) 6 months - Compliments, Comments and Complaints**

The table below includes figures for April 2018 to September 2018:

<b>Overall Figures 2018 - 2019</b>	<b>April- 2018</b>	<b>May- 2018</b>	<b>June- 2018</b>	<b>July- 2018</b>	<b>Aug- 2018</b>	<b>Sept- 2018</b>	<b>Totals/Average</b>
<b>COMPLAINTS</b>	19	13	10	10	8	6	66
<b>COMPLIMENTS</b>	55	33	60	60	39	31	278
<b>COMMENTS</b>	17	22	21	11	21	6	98
<b>AVG DAYS TO RESPOND</b>	7.7	10.6	6.3	4.6	9.25	6.5	7.49
<b>WLDC at Fault</b>	10	4	3	6	1	3	27
<b>% WLDC at Fault</b>	52%	31%	30%	60%	12.5%	50%	39%

The table below includes figures for April 2017 to September 2017:

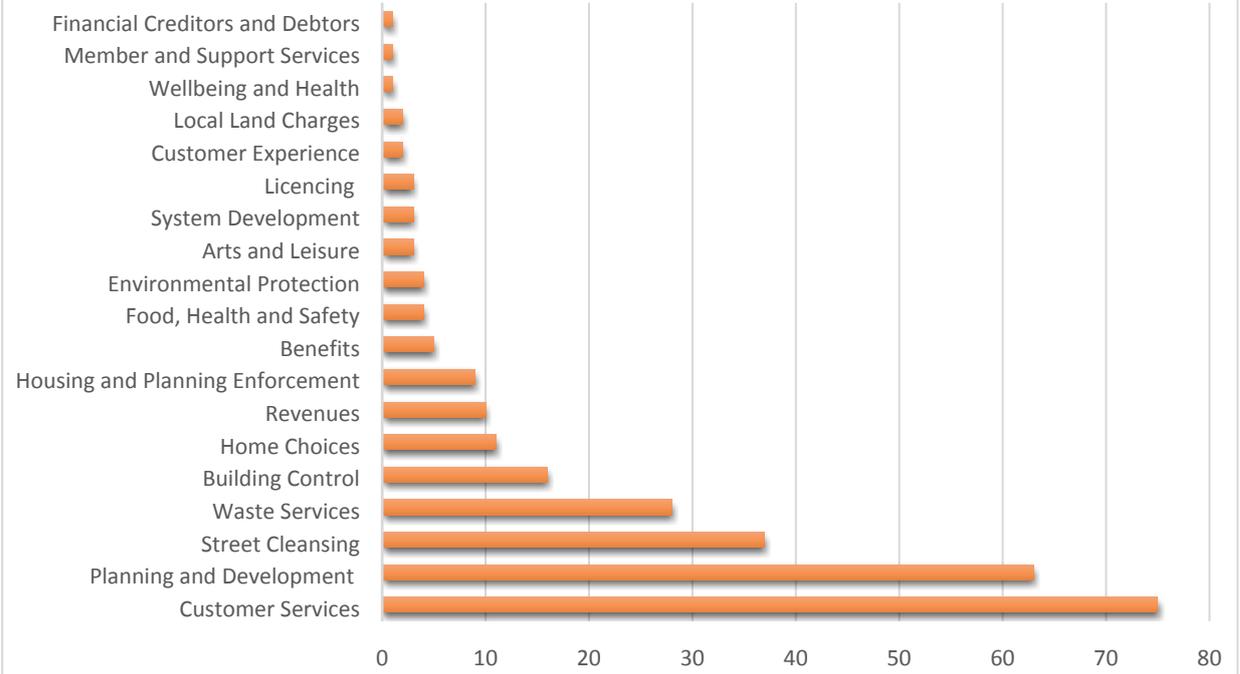
<b>Overall Figures 2017 - 2018</b>	<b>April- 2017</b>	<b>May- 2017</b>	<b>June- 2017</b>	<b>July- 2017</b>	<b>Aug- 2017</b>	<b>Sept- 2017</b>	<b>Totals/Average</b>
<b>COMPLAINTS</b>	11	13	19	10	14	10	77
<b>COMPLIMENTS</b>	21	29	29	22	15	19	135
<b>COMMENTS</b>	3	3	9	1	8	5	29
<b>AVG DAYS TO RESPOND</b>	9.4	8.6	6.9	12.2	12.4	11.5	10.17
<b>WLDC at Fault</b>	7	9	11	3	9	5	44
<b>% WLDC at Fault</b>	63%	69%	58%	30%	64%	50%	56%

- 1.1 Compared to the same period last year the number of complaints received has reduced from 77 to 66. During August and September 2018 there has been a notable decrease in the amount of complaints received compared to previous years.
- 1.2 It is encouraging to see that the amount of compliments received has more than doubled since the same period last year. Since the new Customer Experience Policy 2018/19 was implemented officers are more aware of how important feedback is and are proactively seeking and recording the compliments they receive.
- 1.3 The amount of comments received has significantly increased since the same period last year, with 29 being received previously and 98 being recorded in the current year. This is due to the implementation of customer satisfaction surveys. Since the beginning of 2018 we have been able to collect and record a wider variety of customer feedback including comments where previously the main focus was around complaints and compliments.
- 1.4 Although the timeframe for complaint responses has increased to 21 days under the new policy it is positive to see that the average days to respond to complaints has actually decreased and each month response times are shorter than the previous period.
- 1.5 As well as examining the amount of complaints received another important indicator of performance is the amount of complaints that are upheld because the council is at fault. The percentage of upheld complaints has reduced since the same period last year from 56% to 39%. Upheld complaints are examined in more detail later on in this report.

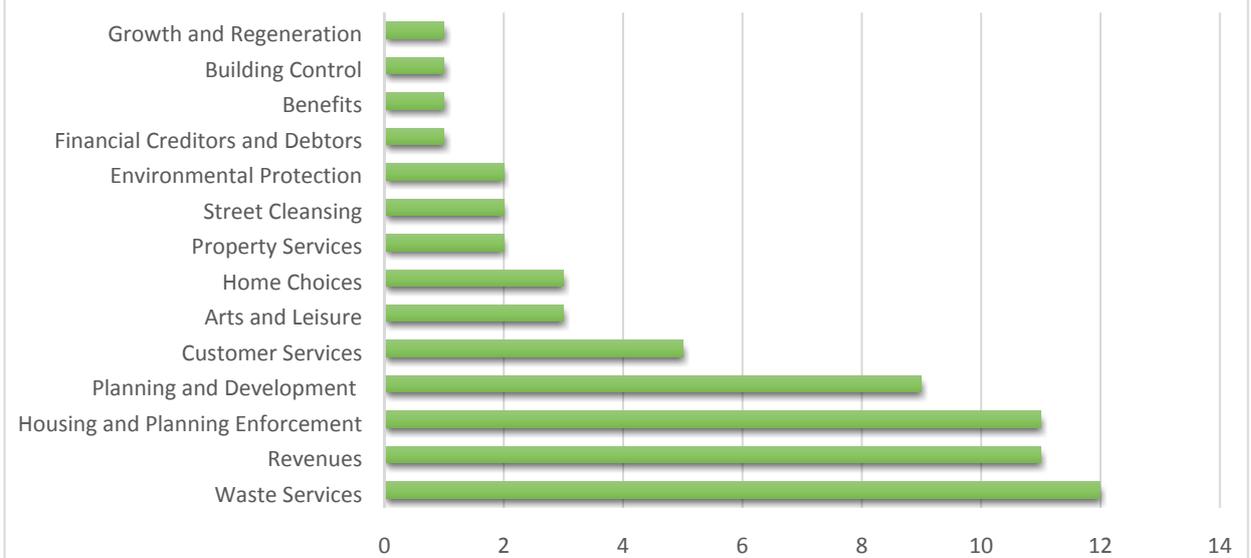
## **2 Feedback received since April 2018 (April to September 2018) Broken down by Service**

- 2.1 The graphs below illustrate the number of compliments, complaints and comments received by each individual service during the six month period from April to September 2018.
- 2.2 Services that do not appear on the graphs received no compliments, complaints or comments.
- 2.3 It should be noted that the services that receive the most complaints also receive the highest amount of compliments.
- 2.4 These are the main customer facing services and have contact with our customers on a daily basis.
- 2.5 The number of complaints received should be considered in proportion to the number of customers that have contact with and use the service concerned. For example waste services visit a total of around 40,000 properties weekly so a higher number of complaints is to be expected.

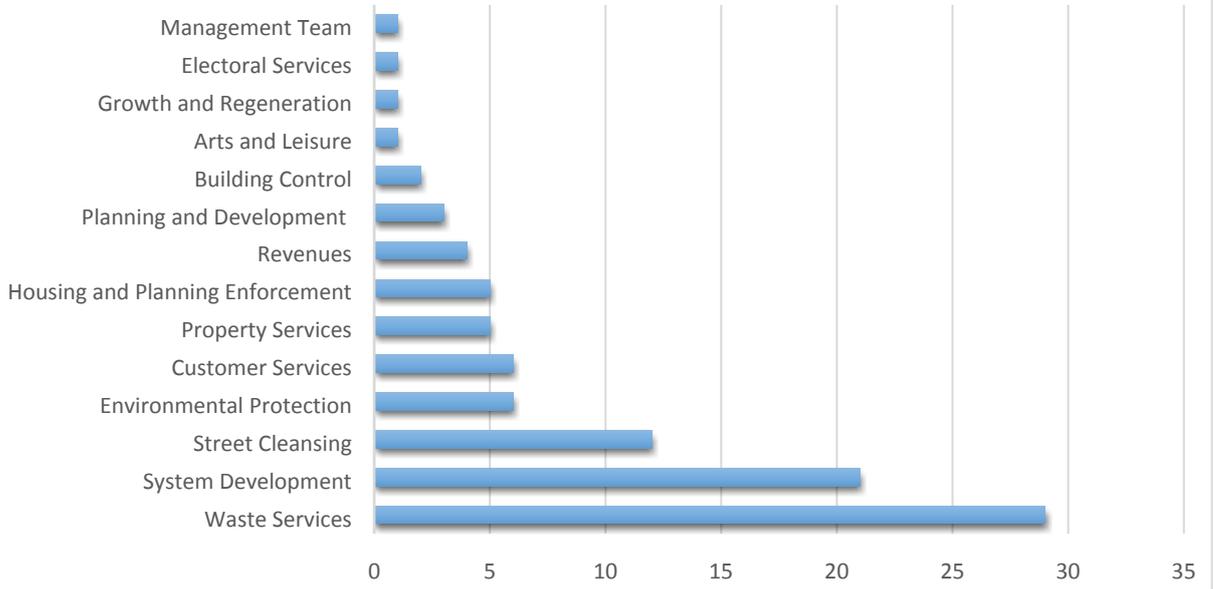
### Number of Compliments received per Service April 2018 to September 2018



### Number of Complaints received per Service April 2018 to September 2018



### Number of Comments received per Service April 2018 to September 2018

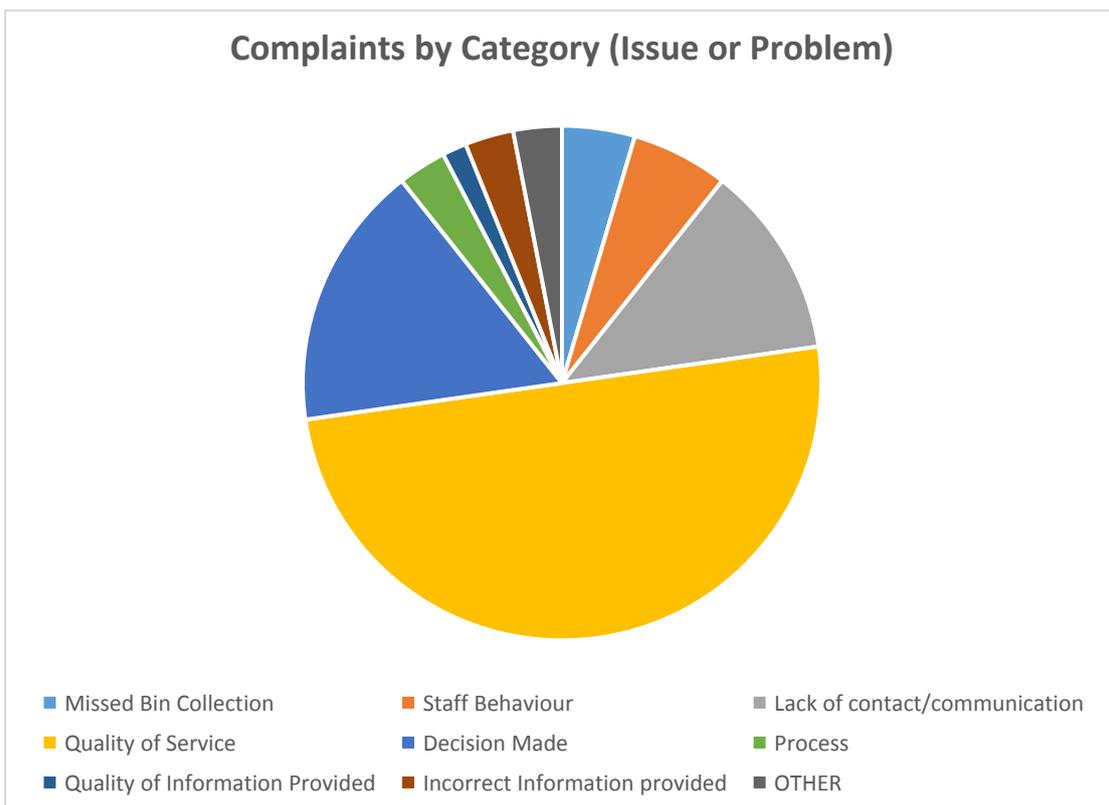


### 3 Complaints received broken down by Category

3.1 Complaints received refer to many different issues or problems. Each complaint received is categorised depending on what the main point of the complaint is.

3.2 The chart below shows how many complaints have been received per category.

### Complaints by Category (Issue or Problem)



## 4 Upheld Complaints

4.1 In the six month period from April to September 2018 a total of 27 complaints have been upheld because the council has been either partially or fully at fault.

4.2 The table below shows how many complaints were partially and fully upheld per service.

<b>Service</b>	<b>Partially Upheld</b>	<b>Fully Upheld</b>	<b>Total</b>
<b>Waste Services</b>		8	8
<b>Revenues (Council Tax)</b>	4		4
<b>Customer Services</b>	1	2	3
<b>Development management</b>	1	2	3
<b>Planning Enforcement</b>	2	1	3
<b>Home Choices</b>	2		2
<b>Environmental Protection</b>	1		1
<b>Financial Creditors and Debtors</b>		1	1
<b>Housing Enforcement</b>	1		1
<b>Benefits</b>		1	1

4.3 Complaints can be partially upheld. This occurs when partial fault has been found following a complaint investigation.

4.4 For example – a letter is sent directly to a service making accusations of fault in the way a decision has been made or claim has been processed. The customer received no acknowledgment or response.

4.5 Upon investigation it is found that the process followed in making the decision was correct but the council are at fault for not responding to the customer with an acknowledgement or explanation of what the outcome of their enquiry was.

4.6 So there is fault on the council's part regarding the lack of contact as the customer never received an acknowledgement or response.

4.7 When a complaint is upheld and fault is identified the findings are analysed to identify learning opportunities and implement changes to ensure the same problems do not occur again in the future.

4.8 The next section of this report summarises some of the learning and improvements that have taken place during the last six months.

## 5 Learning from Complaints

- 5.1 **Recording of Telephone Calls** - Complaints regarding what has been said/advised on the phone between an officer and a customer cannot ever be fully resolved as calls are not recorded so it is one word against another. If all telephone calls were recorded then it would make it easier to investigate complaints fully when a customer advises that they have been given incorrect information by one of our officers. This is being implemented as part of the new telephony project/implementation and will be in place before the end of the financial year.
- 5.2 **Change in Procedure** – A customer was located in our area and complained about a noise that was coming from an establishment located within another council area. We referred the complaint to other authority when we should have also monitored noise and investigated ourselves. Delay in investigation caused the customer injustice and anxiety. As a result we will be reviewing our procedures in light of this to ensure that this does not occur again.
- 5.3 **Receipt Book Implemented**- Customers previously handed paperwork in at reception and were not given a receipt. Some customers have claimed that their paperwork has been lost by officers. There was no way of proving that they even handed it into us. A receipt book has now been implemented for when customers hand documents in to us, this is a duplicate book so they have a copy that matches our copy.
- 5.4 **New Post Process** – A complaint was received regarding missing letters sent to planning department. They had been sent by recorded delivery and there was proof that they were delivered to us but they were never received by planning department. This resulted in letters going missing and unanswered. A new process has now been put in place for scanning post to ensure nothing goes missing or unanswered in the future.
- 5.5 **New Code of Conduct Implemented** – The LGO identified that planning committee site visits were not recorded as they should be. A site visit that was part of a complaint investigation was looked into and we had no record or list of attendees. The recommended action was to ensure a committee clerk attends every site visit to record list of attendees, address, date, time, duration and planning app reference number. The new Code of conduct for committee site visits was agreed and implemented September 2018.
- 5.6 **Briefing Note Circulated** – The LGO identified fault in the way in which a historical planning application was decided. The outcome would not have changed however extra consideration was required regarding the height of a new proposed building and the drawings submitted. LGO identified fault in the way in which a historical planning application was decided. The recommended action was to issue a briefing note for planning officers explaining what went wrong and how to avoid the same issues in the future. The briefing note for planning officers agreed and circulated September 2018.
- 5.7 **New Procedure and Staff Training** - Incorrect advice was given to a customer regarding benefit entitlement which meant that customer was

delayed in making a claim and missed out on an amount of money because of us and our advice. In terms of ensuring that these mistakes are not repeated in the future more staff training is being given to all officers that deal with benefit claims and a new procedure has been issued to the team to stop this happening again.

- 5.8 **Policy and Customer Charter Update** – It has been identified that the planning enforcement customer charter 2013 published on our website needs updating to be more specific. It states ' In all cases when a report of a possible planning breach is made to the enforcement officers it will be acknowledged within 2 working days.' this needs to make clear that this refers to emails directly to the enforcement email address or reports made online, not necessarily emails sent directly to an enforcement officer in order to manage customers' expectations. The other document published 'the policy' states that the council will respond to the issue in 20 days - Confusing for customers - expectations not managed. These documents need to be updated so that the charter aligns with the policy.
- 5.9 **Customer Standards being Implemented** – Several upheld complaints regarding lack of contact or updates when promised to customers. Work is underway on designing and implementing customer service standards that will be embedded into the appraisal process next year.

## 6 Local Government Ombudsman Complaints

- 6.1 Since April 2018 six new complaints have been referred to the Local Government Ombudsman.
- 6.2 The table below shows which services these complaints relate to and what the current status of them are.

Subject of complaint to LGO	Outcome/Current Stage
<b>Planning and Enforcement</b>	LGO decided not to investigate
<b>S106 Agreement</b>	LGO final decision now received
<b>Planning Application</b>	LGO decided not to investigate
<b>Noise Complaint</b>	LGO final decision now received
<b>Planning and Development</b>	LGO currently investigating
<b>Council Tax</b>	LGO decided not to investigate

- 6.3 Since April 2018 six complaint decisions have been received from the Local Government Ombudsman.
- 6.4 The table below shows the subject of the complaints decided, the outcome and what the LGO recommended actions were.

<b>Subject of Complaint</b>	<b>Outcome</b>	<b>LGO Recommended Actions</b>
<b>Historical Planning Application</b>	Fault found	Letter of apology, 2 x £100 compensation payments, change in process and briefing note required.
<b>Council Tax Payments</b>	Partial fault found	Deduction of court charges from council tax amount outstanding
<b>Sale of Land</b>	No fault found	No action required
<b>Planning Application</b>	Partial fault found	Letter of apology
<b>S106 Agreement</b>	No injustice caused	No action required
<b>Noise complaint</b>	Fault found	Letter of apology and £150 compensation payment. Change in process required.

6.5 Further information regarding complaints referred to the LGO during the 2017/18 period can be found via the report 'LGO Annual Review Letter' being presented to the Governance and Audit Committee on 6<sup>th</sup> November 2018.

## **7 Quarterly Voice of the Customer Report**

- 7.1 The information included in this report forms part of the Quarterly Voice of the Customer Report with more detail and analysis also included.
- 7.2 The Voice of the Customer Report includes customer feedback data and comparison as well as other information regarding the way we interact with and serve our customers.
- 7.3 Information on methods of contact, volumes of footfall and the methods customers use to make payments and access our services is included in the Voice of the Customer Report.
- 7.4 Future updates on complaints handling will be reported via the Quarterly Voice of the Customer Report which will be published as part of the Members Newsletter.



# Agenda Item 5b



**Challenge and Improvement**

**13/11/2018**

**Subject: Update on Selective Licensing in the Gainsborough South West Ward**

Report by:

Chief Operating Officer

Contact Officer:

Andy Gray  
Housing and Environmental Enforcement Manager  
01427 675195  
Andy.gray@west-lindsey.gov.uk

Purpose /  
Summary:

To provide elected members with an update in regards to the selective licensing scheme

**RECOMMENDATION(S):**

- 1) Members are asked to note the contents of this report and agree that further update will be provided in 12 months time.

## IMPLICATIONS

### **Legal:**

The legal basis for the introduction of the selective licensing scheme can be located within the Prosperous Communities Committee report from 22<sup>nd</sup> March 2016.

### **Financial: FIN/132/19/CC**

Section 3 outlines the financial income received from the licensing fee to date.

The Council has to date received £91,044 from licensing income. £69,540 was received in 16/17, £11,015 in 17/18 and £10,489 to date in 18/19. £32,500 of this budget remains unspent and is allocated towards the ongoing administration of the licensing scheme. It is expected that additional income will be received over the remaining period of the scheme via the remaining license applications.

### **Staffing:**

A selective licensing officer has been in post since January 2018. The individual who is currently in the post will be moving to a new role in October 2018, therefore the post will become vacant. The Council will be advertising for a replacement officer in due course and the role will continue to take responsibility for the administration of the scheme.

### **Equality and Diversity including Human Rights:**

The designation for the scheme has been set out in accordance with the Housing Act.

### **Risk Assessment:**

None noted.

### **Climate Related Risks and Opportunities:**

None noted.

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

Prosperous Communities Committee report 22<sup>nd</sup> March 2016

Prosperous Communities Committee report 21<sup>st</sup> March 2017

Prosperous Communities Committee report 24<sup>th</sup> October 2017

<https://www.west-lindsey.gov.uk/my-council/decision-making-and-council-meetings/meetings-agendas-minutes-and-reports/prosperous-communities-committee/prosperous-communities-committee-reports/>

**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. The Selective Licensing scheme in the Gainsborough South West Ward was approved at Prosperous Communities Committee on the 22<sup>nd</sup> March 2016. The scheme then came into force on the 18<sup>th</sup> of July 2016 for a five year period.
- 1.2. This report provides an update in regards to the progress of the scheme and outlines the current position, the main areas of work undertaken to date and provides the timescales and objectives for the future phases.
- 1.3. This paper does not go into the background of the scheme or how it came to be in effect as this has been covered within previous committee papers.
- 1.4. It should be noted that the scheme was designated on the basis that the area concerned was experiencing a significant and persistent problem in regards to anti-social behaviour.

## 2. Current Position

- 2.1. Any landlord that has not made an application to date is being dealt with as unlicensed. The current position in relation to licenses and applications is shown below in Table 1.

<b>Table 1.</b>	The Home Safe Scheme		West Lindsey District Council	
	Properties	Applicants	Properties	Applicants
Applications*	539	299	73	36
Draft Licences	487		62	
Full Licences	461		58	
Exemptions (full)	n/a	n/a	23	10
Exemptions (temporary)	n/a	n/a	All temporary exemptions now expired, none currently in effect.	
<i>*live applications, not including applications which have been cancelled or terminated</i>				

- 2.2. There are currently 519 licensed properties within the area. 461 of these are licensed by Homesage and 58 via West Lindsey District Council.
- 2.3. There are 80 applications which are currently in the process for determination. Alongside this there are 60 cases open for unlicensed properties, for which we are considering formal action.
- 2.4. Since September 2017, 54 new applications have been received via Homesafe and 33 have been received directly. Alongside this 20 revocations of licence have been issued,

due to property turnover. We would expect this number to remain constant.

- 2.5. There are a further circa 230 properties which records suggest may be in the private rented sector, which require further investigation. It is unlikely that they will all be licensable, however a proportion of these will be.
- 2.6. Our approach to dealing with unlicensed properties is based on risk. Our efforts are focussed on those properties that are having an adverse impact either due to their condition, the landlords behaviour or the tenants behaviour.
- 2.7. It is intended to carry out a proactive street by street review of the remaining unlicensed properties over the next 12 months and when the prioritised caseload reduces to enable this.

### **3. Financial Information**

- 3.1. The Council has to date received £91,044 from licensing income. £69,540 was received in 16/17, £11,015 in 17/18 and £10,489 to date in 18/19. £32,500 of this budget remains unspent and is allocated towards the ongoing administration of the licensing scheme. It is expected that additional income will be received over the remaining period of the scheme via the remaining license applications.
- 3.2. It is proposed to utilise the remainder of the funding on staffing resource to continue the administration and implementation of the scheme.

### **4. Support for Landlords**

- 4.1. Homesafe have undertaken forums for their members in the Gainsborough area. The latest of these took place on the 26<sup>th</sup> September and was well attended. Council Officers provided an update on the scheme at this meeting.
- 4.2. Prosperous Communities Committee have also recently approved the revised Housing Assistance Policy, which provides financial support to landlords, empty property owners and home owners. There is a specific grant within this policy for licensed landlords which can provide additional security, improved smoke detection and improved measures to tackle damp and mould.
- 4.3. Alongside this, the Council have also agree to release additional capital reserves to support projects in the South West Ward and Hemswell Cliff. This includes;
  - The extension of CCTV across wider parts of the licensing area
  - The appointment of an enforcement officer to deal with waste and early presentation issues
  - The appointment of a private rented sector officer to work with landlords and tenants to increase tenancy sustainment
  - The delivery of the “Young Oasis” project to provide to support to young people who’s families are impacted by substance misuse
  - The sustainment of the community payback project within the area for a further two years
- 4.4. The Council have also made progress in regards to issues such as abandoned shopping trolleys, environmental enforcement, early presentation of waste, engagement on waste collection and the ability to now report unlicensed landlords via the website.

4.5. At a meeting with Homesafe landlords in September 2018 an update on the scheme was provided. At this meeting it was identified that there is a core group of landlords who are keen to meet more regularly with the Council to discuss the scheme and the work that is ongoing. The first of these meetings will take place later this year.

## 5. Formal Enforcement Action

5.1. Various formal enforcement action has been undertaken since the scheme commenced. The selective licensing area is subject to the highest level of formal enforcement action across all of the Council's regulatory type services. This reflects not only the challenge being faced in the area, but also the positive impact that the scheme has had in terms of dealing with some of these challenges.

5.2. A breakdown of the action taken is show below;

### Warning Letters

- 7 properties (6 for unlicensed, one for breach of conditions)
- 6 landlords (5 for unlicensed, one for breach of conditions)

### Cautions:

- 1 property
- 2 landlords

### Civil Penalties:

- 9 Notices of intent issued (2 subsequently withdrawn; one warning letter issued, one prosecution commenced)
- 5 currently in process (estimated projected level of fine at this time £67,000)
- 2 Final Notices issued
- Level of fine imposed - £5,000

### Prosecutions:

- 34 properties
- 10 landlords (3 overturned on appeal – WLDV V Singh)
- £69,797 fines for SL offences (not including those overturned or reduced on appeal)
- Costs orders made for £8,035.76 (not including those overturned on appeal)
- 1 additional prosecution currently in process

### Other:

- 1 Criminal Behaviour Order in effect (on back of SL and other offences)

## 6. Ensuring Compliance

6.1. Homesafe have compiled an update report, shown in appendix 1, which outlines the current status of the scheme and provides information relating to it.

6.2. In Year 2 to date, 387 compliance checks have been carried out. 59 of these were carried out by landlords who have been trained on how to self assess for compliance. There are 136 compliance checks remaining.

6.3. To date 302 high classification issues have been resolved by landlords and 413 medium. Where an issue is classified as low priority a landlord is sent an advisory letter and made aware of the concerns.

6.4. The top 5 high priority issues that are being identified in inspections relate to smoke detection; window restriction; balustrades or guarding; stair handrails and carbon monoxide detectors.

## **7. Tenant Passport Scheme**

7.1. The Tenant Passport Scheme was implemented in January 2018. To date it has not had a positive impact and there has only been one application. Officers are currently reviewing the scheme with a view to reintroducing it to make it more effective.

7.2. A local group of landlords have asked if they can have an input into the revision of the scheme and it is our intention to liaise with them on this to ensure that the scheme can be as effective as possible.

## **8. Dealing with Anti-Social Behaviour (ASB)**

8.1. It is difficult to quantify at this stage the impact that the scheme has had in regards to the overall levels of ASB. Information provided by Lincolnshire Police would suggest that there has been no real increase in ASB across the area and the Council will continue to review this information and seek to quantify it in later stages of the scheme.

8.2. At this stage of the scheme, the focus remains on proactively dealing with unlicensed properties and any ASB that is caused by them. There are a number of specific initiatives that the Council has carried out as part of the selective licensing work and as part of our overall approach within the designated area.

8.3. Within the scheme the following interventions are being delivered;

- Identification of problem tenants and properties dealt with by a joint approach from officers.
- Joint meetings with problem landlords, with Police involvement. These are face to face and aimed to ensure that those landlords whose properties are suffering from ASB understand their responsibilities in regards to addressing it.
- Reasonable steps being requested from landlords to deal with ASB in their properties ranging from warning letter and property visit to the ending of a tenancy.
- ASB issues raised directly by Homesafe with landlord. 12 raised, of which 7 are outstanding.
- Ongoing work in relation to breach of conditions under the licensing scheme.

8.4. Alongside this to combat various issues the Council is;

- Extending the CCTV system into the licensing area
- Allocating resources specifically for environmental and fixed penalty type issues
- Delivering schedule 4 (abandoned shopping trolleys)
- Offering financial assistance to deal with empty properties and improve property standards

8.5. It is intended over the next 12 months to ensure that we can robustly measure the overall impact on ASB over the course of the scheme to date.

## **9. Future Scheme Timescales**

9.1. As per the update to elected members in March 2017, the scheme is focussed initially on the 3 main phases below. An update has been provided for each phase.

**Phase 1 – Licensing of landlords:** this has been ongoing since the 18<sup>th</sup> of July 2016 and it is our aim to ensure that all eligible landlords are licensed within the first year of the scheme.

**Update** – This aspect of the scheme is ongoing and will continue for its remainder as new licensed are required for newly identified properties or those that are sold and require a licence.

**Phase 2 – Unlicensed Landlords:** prosecution will be considered for all landlords (known and unknown) who failed to obtain a licence by the 31<sup>st</sup> of January 2017. This phase will commence on April 1<sup>st</sup> 2017.

**Update** – Prosecutions have been undertaken and will continue. Alongside this the Council's new powers to issue Civil Penalties are also being utilised. These are aimed at ensuring a financial deterrent is given to landlords that are non compliant.

**Phase 3 – Ongoing Compliance:** Homesafe members all receive annual compliance checks. Over the course of 2019 all landlords licensed directly by WLDC will receive their inspections.

**Update** – landlords directly licensed by WLDC will be contacted to arrange inspections in the coming months. Around 12% of landlords are licensed in this way.

**Phase 4 – Reducing Anti – Social Behaviour and Improving the overall environment:**

Please note section 8 above. This aspect of the scheme will be a priority for the remainder of the designation.

## 10. Recommendations

Elected Members are asked to;

- 10.1. Note the success of the scheme to date and the positive impact that it is having within the South West Ward area
- 10.2. Note that, in line with legislation, the income derived from the scheme will continue to fund the administration of the scheme for a further 2 year period, until December 2020.
- 10.3. Agree that further update will be provided in 12 months time.

## Appendix 1



The Home  
Safe Scheme

**The Home Safe Scheme Ltd**

The Castle Mill  
Minneymoor Hill  
Conisbrough  
Doncaster  
DN12 3EN

Email: [info@thehomesafescheme.org.uk](mailto:info@thehomesafescheme.org.uk)

Telephone: **0330 6600 282**

Company No. 09371007

### **Year 2 Selective License Scheme Overview – South West Ward of Gainsborough**

Home Safe Scheme Members - 299

Total properties – 539

#### **Preamble**

The Home Safe Scheme Ltd (Home Safe) regard the scheme in Gainsborough as having been a success thus far. There has been a high level of engagement with the scheme by Gainsborough members and (where applicable) their Managing Agents. Member interest in and presence at our landlord forum meetings and training events has been strong and Gainsborough members are now taking advantage of the support tools that are provided via Home Safe's web portal such as our General Code of Practice, Terms and Conditions of Membership, Maintenance Mandate and our Landlord and Tenant Charter. General day to day tenancy management letter templates (available free of charge to Home Safe members and which cover, for example, managing ASB complaints or property access issues) are being utilized more regularly.

All of the above are in line with Home Safe's strategy and are on track as expected now that the main registration/application phase has been completed.

A number of members continue to build their portfolios in the South West Ward, are registering more properties with Home Safe and thus continue to invest in the area. Home Safe, therefore, have no fewer South West Ward properties registered than at the start of the licensing scheme thus indicating that the rental market is stable in this area.

Entering Year 2 (and as a natural progression from the initial registration/application period), supporting its Gainsborough members in rectifying property disrepair has been the Home Safe team's biggest focus. To this end Home Safe now has available for its members a full maintenance service proposition to help them to more efficiently fulfil their landlord repairing obligations and comply with the requirements of this element of the licensing scheme.

#### **Corroborative Evidence**

Listed below are some positive mid-point statistics for **Y2** West Lindsey Compliance Check results and achievements:

Number of reports with HIGH issues present - **232 + 17** Self Inspections  
Number of reports with MEDIUM issues present - **56 + 9** Self Inspections  
Number of reports with LOW issues present - **7 + 9** Self Inspections  
Number of reports with NO issues present - **33 + 24** Self Inspections  
Total number of completed Compliance Checks - **328 + 59** Self Inspections  
Total number of outstanding Compliance Checks (Planned for completion by 31<sup>st</sup> October 2018) - **136 + 0** Self Inspection

HIGH issues rectified and evidenced by the landlord or agent - **302**  
MEDIUM issues confirmed completion - **413**  
LOW issues identified and Landlord made aware - **220**

**Top 5** common HIGH priority issues - **Number of issues identified** - **Number of issues closed and resolved**

Smoke detector issues - **94** - **62**  
Window restrictor issues - **78** - **50**  
Balustrade/guarding issues - **46** - **23**  
Handrail to stairs - **38** - **19**  
Carbon Monoxide detector issues - **23** - **16**

**Top 3** common MEDIUM priority issues - **Number of issues identified** - **Number of issues closed and resolved**

Waste and Recycling issues - **100** - **72**  
Missing interior doors - **73** - **39**  
Damp and Mould - **72** - **57**

### **Member Feedback**

We have received some feedback recently from our members stating how pleased they are with the support they are receiving and especially in relation to Compliance Check reports. For the purposes of this update, feedback has been anonymized.

Mr Dxxxxxx

“With Home Safe I can say the following:

1. They are always responsive and helpful
2. They provide information when required, an example being the waste schedule
3. The compliance reports are helpful and flag issues with our properties
4. The invoicing process works well”

Ms Wxxx

"Thanks very much for sending the report. It is extremely useful in identifying areas that need rectifying"

Mr Wxxxxxxx

“Whenever I have had occasion to contact Home Safe in relation to queries regarding Selective Licensing for my mother's properties, I have always found your response to be helpful and supportive. Thank you.”

Home Safe has an IT facility in place whereby relevant WLDC officers can escalate issues direct to our team, simply, efficiently and with an audit trail, if the property in question is registered with Home Safe. This also works well for the member landlord as the team can liaise quickly with them, point out the potential licensing breach and then guide them towards a plan of action to resolve the issue that has been raised by WLDC. The number of issues raised on Home Safe by WLDC so far is **70**.

Home Safe has liaised with the relevant member landlords as well as their Agents where applicable and, of the 70 WLDC referrals, the number of issues resolved and closed by Home Safe is **55** with **15** cases currently pending resolution.

Home Safe's data also shows that Gainsborough members are spending in the local DIY stores to rectify property disrepair. The B & Q Trade Point Card (available as a Home Safe membership benefit) Spend has a year on year growth of **16.7%**. In the rolling 12-month period, the transaction count in the B & Q Lincoln & Gainsborough Stores is significant. The Gainsborough store has processed 533 transactions and the Lincoln store has processed 166 transactions from the Gainsborough member database.

## 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
<b>Combined Assurance Report</b>	<b>James O'Shaughnessy</b>	To present the Council's Combined Assurance Report for 18/19	-	-	12/03/19	-	-	-	-
<b>Constitution Review</b>	<b>Alan Robinson</b>	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	-	-	-	-
<b>Members' Allowances</b>	<b>Alan Robinson</b>	To allow the Governance and Audit Committee to discuss Members' Allowances for 19/2020 to assist the work of the Remuneration Panel	-	21/01/19	-	-	-	-	-
<b>Strategic Risks - 6 month update</b>	<b>James O'Shaughnessy</b>	6 month update for 18/19	-	-	15/01/19	-	-	-	-
<b>Leisure Contract Update</b>	<b>Karen Whitfield</b>	To update Members on the implementation of the leisure contract and performance to date	08/01/19	-	-	-	-	-	29/01/19
<b>Internal Audit Charter</b>	<b>Tracey Bircumshaw</b>	To provide independent and objective assurance on critical activities and key risks	-	-	15/01/19	-	-	-	-
<b>Internal Audit Q4 Monitoring</b>	<b>James O'Shaughnessy</b>	To feed back on Quarter 4 to G and A Committee	-	-	16/04/19	-	-	-	-
<b>Write Offs</b>	<b>Alison McCulloch</b>	This report details debts which are irrecoverable	-	-	-	13/12/18	-	-	-
<b>GAINSBOROUGH TOWN CENTRE TOWNSCAPE HERITAGE APPLIC</b>	<b>Wendy Osgodby</b>	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	-	-	-
<b>Public Realm Task &amp; Finish Group</b>	<b>Grant White</b>	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 Discipline at Work Procedure	Emma Redwood	To review and update the discipline at work procedure	-	-	-	13/12/18	-	22/11/18	-
Review of Recruitment & Selection Policy	Emma Redwood	Review of the recruitment and selection policy	-	-	-	11/04/19	-	28/03/19	-
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 December 2017. To also include information as requested by C&I cttee in Feb 18.	19/02/19	-	-	13/12/18	-	-	-
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	-	-	-	-
Update re enforcement case management	Andy Gray	To update on progress of management of enforcement cases following benchmarking report in May 18.	19/02/19	-	-	-	-	-	-
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
Certification of Grants and Claims Annual Report	Tracey Bircumshaw	An annual report for 2017/18 from the External Auditor.	-	-	15/01/19	-	-	-	-

<b>Council Tax Support Scheme</b>	<b>Alison McCulloch</b>	For Council to agree the Local Council Tax Support Scheme for West Lindsey DC for 19/20.	-	-	-	13/12/18	-	-	-
<b>Internal Audit Q3 Monitoring</b>	<b>James O'Shaughnessy</b>	Internal Audit to present an update report from Quarter 3.	-	-	15/01/19	-	-	-	-
<b>Caistor Southdale Development</b>	<b>Karen Whitfield</b>	To agree development of Caistor Southdale site to include new GP surgery and homes in conjunction with Lace Housing	-	-	-	10/01/19	-	-	-
<b>Draft Treasury Management Strategy</b>	<b>Tracey Bircumshaw</b>	To scrutinise the Treasury Management Strategy and recommend its inclusion within the Medium Term Financial Plan.	-	-	15/01/19	-	-	-	-
<b>Closure of Accounts 18/19 + External Audit Plan</b>	<b>Tracey Bircumshaw</b>	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	-	-	-	-
<b>P&amp;D Period 2 Report 18/19</b>	<b>Mark Sturgess</b>	To consider the Progress and Delivery report for period 2 18/19	08/01/19	-	-	13/12/18	-	-	04/12/18
<b>P&amp;D Period 3 Report 18/19</b>	<b>Mark Sturgess</b>	To consider the Progress and Delivery report for period 3 of 18/19	-	-	-	11/04/19	-	-	19/03/19
<b>Counter Fraud and Corruption Policy</b>	<b>Tracey Bircumshaw</b>	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.	-	-	15/01/19	-	-	-	-
<b>Ethical Audit</b>	<b>James O'Shaughnessy</b>	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	-	-	-	-
<b>Internal Audit Draft Annual Plan Report 19/20</b>	<b>James O'Shaughnessy</b>	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	-	-	-	-
<b>establishment of a strategic health partnership</b>	<b>Karen Whitfield</b>	to establish a strategic health partnership for West Lindsey	-	-	-	-	-	-	04/12/18

<b>Broadband Options</b>	<b>Ian Knowles</b>	Follow up report following the resolutions made by the PC Committee at its meeting on 5 June 18	-	-	-	-	-	-	04/12/18
<b>Six Month Review of AGS 2017/18</b>	<b>James O'Shaughnessy</b>	6 monthly review of the AGS	-	-	Being scoped	-	-	-	-
<b>Community Engagement Strategy</b>	<b>Grant White</b>	To introduce a new Community Engagement Strategy for West Lindsey District Council replacing the current Consultation Strategy 2008	-	-	-	-	-	-	Being scoped
<b>Syrian Refugees</b>	<b>Rachel Parkin</b>	to advise of new government proposals and schemes	-	-	-	-	-	-	04/12/18
<b>Customer First - update report</b>	<b>Michelle Carrington</b>	To provide a regular update for C&I committee as agreed at C&I meeting of 26 June 18.	19/02/19	-	-	-	-	-	-
<b>ICT and Digital Strategy - 6 monthly update</b>	<b>Michelle Carrington</b>	At their meeting on 14 June 18, members requested a half yearly update on the ICT and Digital Strategy.	-	-	-	13/12/18	-	-	-
<b>Customer First - Progress Report</b>	<b>Michelle Carrington</b>	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
<b>5-7 Market Place, Gainsborough</b>	<b>Marie Jackson</b>	Agreement to draw funds on rennovation of building to make fit-for-purpose. Discussion of Stage Two will occur at September's Portfolio Board	-	-	-	07/02/19	-	-	-
<b>South West Ward Waste Collections Review - Update</b>	<b>Ady Selby</b>	To update Members on the findings of the engagement exercise and offer alternative options where appropriate.	-	-	-	-	-	-	29/01/19
<b>South West Ward Waste Collection Review - Outcome</b>	<b>Ady Selby</b>	For decision on waste collection methodology in ten foot areas of Gainsborough following engagement exercise and pilots.	-	-	-	-	-	-	19/03/19
<b>Houses of Multiple Occupation (HMO) Policy</b>	<b>Andy Gray</b>	To provide Councillors with and seek approval for a new policy in relation to HMOs in the district.	-	-	-	-	-	-	04/12/18
<b>Waste Strategy</b>	<b>Ady Selby</b>	To adopt the revised Joint Municipal Waste Strategy for Lincolnshire	-	-	-	-	-	-	04/12/18
<b>MOU Joint Action - Improving Health thru' the Home</b>	<b>Karen Whitfield</b>	To agree the joint action	-	-	-	-	-	-	04/12/18

<b>Council Tax Surplus and Council Tax Base 19/20</b>	<b>Tracey Bircumshaw</b>	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	-	-	-
<b>Gainsborough Markets - Outcome of Procurement</b>	<b>Ady Selby</b>	To provide Members with the outcome of the procurement exercise and future options for the markets	08/01/19	-	-	-	-	-	04/12/18
<b>New - Managing Staff During Disruptions at Work</b>	<b>Emma Redwood</b>	To provide procedure for how to manage staff during disruptions at work, adverse weather, business continuity issues.	-	-	-	13/12/18	-	22/11/18	-
<b>P&amp;D Period 4 Report 18/19</b>	<b>Mark Sturgess</b>	To consider the Progress and Delivery update for period four, 18/19	-	-	-	-	-	-	-
<b>Mental Health in the Workplace</b>	<b>Emma Redwood</b>	To explore and implement initiatives in the workplace to promote mental wellbeing.	-	-	-	-	-	Being scoped	-
<b>GDPR Implementation Update</b>	<b>Steve Anderson</b>	To provide an update on the current status of the council's GDPR implementation	-	-	-	10/01/19	-	-	-
<b>Invite to TASL by C&amp;I</b>	<b>Ele Durrant</b>	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	-	-	-	-	-	-
<b>Gainsborough Foyer re Youth Housing Provision</b>	<b>Ele Durrant</b>	Invitation extended for an update regarding youth housing provision at Gainsborough Foyer.	19/02/19	-	-	-	-	-	-
<b>Budget consultation report for 19/20</b>	<b>Ian Knowles</b>	To feedback to members on the results from the budget consultation for 19/20 and proposals for 2020/21 consultation.	-	-	-	13/12/18	-	-	-
<b>Banning Orders - Housing and Planning Act 2016</b>	<b>Andy Gray</b>	To provide Management team and Committee with the the Councils policy in relation to banning orders.	-	-	-	-	-	-	04/12/18
<b>Roses Sports Ground</b>	<b>Karen Whitfield</b>	Members agree to a sub-lease of Roses Sports Ground by Gainsborough Town Council to the Trinity Foundation	-	-	-	13/12/18	-	-	-
<b>Review of Ear-Marked Reserves</b>	<b>Caroline Capon</b>	Review of current Ear-Marked reserves to establish current and future requirements and	-	-	-	13/12/18	-	-	-

		close those no longer required							
<b>Scrutiny Review</b>	<b>James Welbourn</b>	Reviewing options following C and I working group held back in October.	-	04/03/19	15/01/19	-	-	-	-
<b>Gainsborough Riverside Walk Acquisition</b>	<b>Joanna Walker</b>	Officers have negotiated the Heads of Terms to purchase the currently closed section of the Riverside Walk (along the existing factory and outside the Riverside Approach development). The acquisition of the land will be £30,001. However, approximately £481,000 will be required to construct a publically accessible walkway. Officers envisage to seek external funding to assist with the delivery of the Riverside Walk.	-	-	-	07/02/19	-	-	29/01/19

## CHALLENGE AND IMPROVEMENT CURRENT WORKPLAN – AS AT 5 NOVEMBER 2018

Date	Title	Lead Officer	Purpose of the report
08/01/2019	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.
	P&D Period 2 Report 2018/19	Mark Sturgess	To consider the Progress and Delivery report for period 2 2018/19
	Gainsborough Markets - Outcome of Procurement	Ady Selby	To provide Members with the outcome of the procurement exercise and future options for the markets
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.
	Update re enforcement case management	Andy Gray	To update on progress of management of enforcement cases following benchmarking report in May 2018.
	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.
	Gainsborough Foyer re Youth Housing Provision	Ele Durrant	Invitation extended for an update regarding youth housing provision at Gainsborough Foyer.
02/04/2019	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.