

Guildhall Gainsborough  
Lincolnshire DN21 2NA  
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## AGENDA

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

**Prosperous Communities Committee**  
**Tuesday, 17th March, 2020 at 6.30 pm**  
**Council Chamber - The Guildhall**

**Members:**

- Councillor Owen Bierley (Chairman)
- Councillor Paul Howitt-Cowan (Vice-Chairman)
- Councillor John McNeill (Vice-Chairman)
- Councillor Stephen Bunney
- Councillor Mrs Tracey Coulson
- Councillor Christopher Darcel
- Councillor Michael Devine
- Councillor Mrs Jessie Milne
- Councillor Mrs Judy Rainsforth
- Councillor Tom Regis
- Councillor Jim Snee
- Councillor Mrs Mandy Snee
- Councillor Robert Waller
- Councillor Mrs Anne Welburn
- Councillor Trevor Young

1. **Apologies for Absence**

2. **Public Participation**

Up to 15 minutes are allowed for public participation.  
Participants are restricted to 3 minutes each.

3. **Minutes of Previous Meeting**

(PAGES 4 - 9)

To confirm and sign as a correct record the Minutes of the Prosperous Communities Committee held on 28 January 2020.

4. **Matters Arising Schedule** (PAGES 10 - 11)  
Setting out current position of previously agreed actions as at 9 March 2020.
5. **Members' Declarations of Interest**  
Members may make any declarations at this point but may also make them at any time during the course of the meeting.
6. **Public Reports**
- i) Climate Strategy  
(James O'Shaughnessy) (PAGES 12 - 40)
  - ii) Briefing note on Pending Changes to Recycling in West Lindsey  
(Ady Selby) (PAGES 41 - 42)
  - iii) Consultation & Engagement Strategy  
(James O'Shaughnessy) (PAGES 43 - 66)
  - iv) Review of West Lindsey Home Choice Lettings Policy  
(Rachel Parkin) (PAGES 67 - 105)
  - v) Community Transport Programme  
(Grant White) (PAGES 106 - 131)
  - vi) Progress and Delivery Report - Period 3 2019/20  
(Ellen King) (PAGES 132 - 158)
  - vii) Workplan (PAGES 159 - 161)
7. **Exclusion of Public and Press**  
To resolve that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.
8. **Exempt Reports**
- i) Viable Housing Solution  
(Eve Fawcett-Moralee) (PAGES 162 - 186)

Ian Knowles  
Head of Paid Service  
The Guildhall  
Gainsborough

Monday, 9 March 2020

# Agenda Item 3

Prosperous Communities Committee – 28 January 2020  
Subject to Call-in. Call-in will expire at 5pm on Tuesday 25 February.

## WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Prosperous Communities Committee held in the Council Chamber - The Guildhall on 28 January 2020 commencing at 6.30 pm.

**Present:** Councillor Owen Bierley (Chairman)  
Councillor Paul Howitt-Cowan (Vice-Chairman) and  
Councillor John McNeill (Vice-Chairman)

Councillor Stephen Bunney  
Councillor Mrs Tracey Coulson  
Councillor Michael Devine  
Councillor Mrs Jessie Milne  
Councillor Mrs Judy Rainsforth  
Councillor Tom Regis  
Councillor Jim Snee  
Councillor Mrs Mandy Snee  
Councillor Robert Waller  
Councillor Mrs Anne Welburn  
Councillor Trevor Young

**In Attendance:**  
Ian Knowles Chief Executive  
Rachel Parkin Home Choices Team Manager  
Amanda Bouttell Senior Project and Growth Officer  
Sue Leversedge Business Support Team Leader  
Ele Snow Democratic and Civic Officer

**Apologies:** There were no apologies

**Membership:** There were no substitutes appointed for the meeting

### 53 PUBLIC PARTICIPATION

There was no public participation.

### 54 MINUTES OF PREVIOUS MEETING

(a) Meeting of the Prosperous Communities Committee – 3 December 2019.

**RESOLVED** that the Minutes of the Meeting of the Prosperous Communities Committee held on 3 December 2019 be confirmed and signed as a correct record.

## **55 MATTERS ARISING SCHEDULE**

Members gave consideration to the Matters Arising Schedule which set out the current position of previously agreed actions as at 20 January 2020.

The Democratic and Civic Officer advised Members that the majority of the matters arising had been completed. Of the three outstanding matters, Members were informed that provision for enforcement training for Parish Councils would be outlined within the Parish Charter, meaning there was a revised target date of the end of May 2020. The date also needed to be amended regarding the final version of the Parish Charter which should read 2020 rather than 2019. With regards to the establishment of the Environmental and Sustainability Working Group, Members heard this was underway with Councillor Tracey Coulson as Chairman.

Councillor Coulson provided the Committee with a brief update as to progress with the working group. She explained that the inaugural meeting had been held where it had been agreed to adopt a tool kit drafted by the sustainable energy charity Ashden in conjunction with Friends of the Earth. This tool kit was specifically for councils who were focusing on greener credentials. Councillor Coulson stated there would be monthly meetings of the group for the first three months with a view to presenting the final strategy at Annual Council in May 2020.

A Member of Committee enquired about a matter which was no longer included on the schedule. This was regarding problems with pigeons in Gainsborough town centre. He noted that the action had been to erect signs in the market place but, as this had not yet happened, enquired why the matter was not still listed. The Chief Executive explained that it had been passed to the relevant Officers to deal with, however the matter would be raised again from the current meeting with an update to be provided next time.

There was a further enquiry from a Member of Committee with regards to the leisure centre client feedback and whether the Committee would continue to receive regular updates. The Chairman explained that it would be included in the Progress and Delivery reports from April and so Members would continue to receive regular information.

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

## **56 MEMBERS' DECLARATIONS OF INTEREST**

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

## **57 ADDITION OF A ROUGH SLEEPING CHAPTER TO THE LINCOLNSHIRE HOMELESS STRATEGY 2018-2021**

The Committee gave consideration to a report regarding the addition of a 'Rough Sleeping' chapter to the existing Lincolnshire Homeless Strategy 2018-2021. The report was introduced by the Home Choices Team Manager who explained that the addition of the chapter was a statutory requirement. She highlighted that, as the strategy was county wide,

the figures covered not only West Lindsey as a district but all areas in the county although it did serve to demonstrate the low numbers of rough sleepers in West Lindsey. She noted the pro-active work undertaken by the Home Choices team and the focus on training staff and keeping them up to date with legislative changes.

Members heard that in June 2020 there were to be changes made to the number of beds available in the district, from 30 beds to 12, which may have an impact on the number of rough sleepers. The Home Choices Team Manager assured the Committee that the district only had need of the 12 beds and there would be options in place to offer further support to those who may be impacted by the reduced number of beds available. She explained that there had been bids submitted to the Ministry of Housing for additional money, one fund in particular was for cold weather provision and they had been working closely with Market Rasen House to look at move on accommodation or outreach services for individuals who may not be able to use Market Rasen House. The Home Choices Team Manager informed the Committee that the team had found out the previous day that as part of a combined bid to the Ministry of Housing for rural districts, £607,000 had been awarded for use across the four districts involved with the bid. This would be used to fund outreach support services, intensive support packages and property support options and that by working together across the four districts, they hoped to minimise the anticipated increase in numbers of rough sleepers.

The Chairman thanked the Home Choices Team Manager for her in depth explanation of the strategy and for the work her team undertook across the district. He invited comments from Committee Members.

A Member of Committee opened with thanks to the Home Choices Team for their fantastic work and commended the team however he noted that in comparison with 10 years ago, funds available for such work were significantly reduced. This was acknowledged by the Committee and the Home Choices Team Manager however the team could only work with what was currently available to them.

Following a question regarding the division of the grant funds, the Committee heard that it was anticipated for one district to be the budget holder and that the street outreach work may be contracted out to specialist workers. There would be increased funds available for advance rent costs and rental deposits and it was hoped that despite low numbers of rough sleepers, West Lindsey District Council would be able to use the funds more intensively for those few individuals.

A Member of the Committee enquired whether those with difficulties such as substance misuse were housed in lodging houses and hostels and whether this then had an impact on housing others without such difficulties. The Home Choices Team Manager explained that there were limited options and the preference was to ensure individuals remained in their home district. The services users the team dealt with often experienced complex issues and needed an intensive multi-agency approach to assist them. She confirmed that the funding available would not be sufficient to fully address the complex difficulties of the client base but the team made every effort to minimise the impact on other clients. She stated that all options were explored, although these were limited, but the use of hostels was the last option.

Committee Members made further comments regarding the assurance provided to

Councillors for the work undertaken in such a complex area and the Chairman again thanked the Home Choices Team Manager for the work she and her team were involved with.

With no further comments, it was proposed, voted on and

**RESOLVED** that

- a) The addition of a rough sleeping chapter to the Lincolnshire County Homeless Strategy 2018-2021 be endorsed; and
- b) Members be assured that appropriate work was being undertaken to address rough sleeping in West Lindsey.

## **58 EMPLOYMENT & SKILLS PARTNERSHIP**

The Committee received a presentation from the Senior Project & Growth Officer for Employment & Skills regarding the work underway for the Employment and Skills Partnership. She explained that the partnership had been in place for four years and now had 12 member organisations from the public, private, voluntary and education sectors. She added that West Lindsey District Council was the only district represented on the Lincolnshire Local Enterprise Partnership board and the only district in the county to have a skills partnership, a dedicated Employment and Skills Officer, a constituted Employment Board and an annual budget of £10,000, which was approved 18 months ago to support the delivery plan. The Committee heard details of the Made in Gainsborough initiative which created and supported jobs in the Gainsborough area and also the committed work taking place at several local schools, academies and colleges which was already showing significant benefits across the area.

The Senior Project & Growth Officer explained that there was also significant work being undertaken in order to improve support for unemployed young people and their access to work. She explained the council was working with a number of partner agencies such as Acis, the DWP and voluntary services in order to provide impartial advice, advocacy services and support with finding and successfully gaining employment. Members were told of the recent success of a careers event involving the new local restaurant in Gainsborough where almost all of those employed had been identified at the careers event.

There was further information provided regarding the success of the apprenticeships provided through the Made in Gainsborough initiative. Members heard there were significant plans in place for further initiatives based on the Made in Gainsborough model as well as closer working partnerships with the University of Lincoln to highlight opportunities for graduates in the area. The Senior Project & Growth Officer explained there was a delivery plan in place for the retention of graduates from the University of Lincoln and encouraging growth and graduate opportunities in the Gainsborough area. She concluded by thanking Councillors for their support of the Employment and Skills Partnership and assured them there would be continued focus on these areas.

The Chairman thanked the Senior Project & Growth Officer for the detail of her presentation and also the work she was involved with so passionately. He then invited comments from

Members of the Committee.

There was consensus across the Committee that, not only was the presentation comprehensive and well delivered, but the commitment to this area of development was highly commendable. There were discussions regarding the challenges faced by young people seeking employment and the difficulties specifically in West Lindsey, either as a result of rural localities or lack of employment opportunities in general. It was also acknowledged that there were increasing numbers of young people facing significant mental health difficulties. The need for specialist or intensive support and intervention for these young people was not always possible to meet through the usual employment support routes. The relevance of academic qualifications was mentioned and the Committee heard that there was due to be the introduction of technical qualifications which were the equivalent of A-Levels but would be delivered through employers. This then created the need for sufficient numbers of businesses to sign up to the scheme in order for it to be a viable route for young people. The Senior Project & Growth Officer confirmed there were numerous employers offering apprenticeships, which was a positive, but there would have to be further engagement with regards to the technical qualifications.

**Note:** Councillor T. Regis left the meeting at 7.27pm

A Member of Committee enquired what links there were with uniformed services, such as the police. The Committee heard that the uniformed organisations, along with the council, were part of a public service compact designed to promote and encourage employment in public service. It was explained that the Armed Forces tended to run their own recruitment drives and the police had also recently run a recruitment campaign, however it was acknowledged that there could be more done to promote public service as a career choice. This included not just the uniformed services but also local councils such as West Lindsey District Council.

Vice-Chairman McNeill enquired as to when the first update would be available in the Members' Bulletin and it was confirmed the next edition was due in mid-February. The Senior Project & Growth Officer confirmed she would distribute the update as soon as possible. She noted there was also a presentation booked for Councillors to attend the following week.

The Chairman brought discussions to a close by again thanking the Senior Project & Growth Officer for her commendable work. Having been proposed and seconded it was unanimously

**RESOLVED** that

- a) The programme of activities delivered by the Employment & Skills Partnership, and the future planned work, be endorsed and support by the Prosperous Communities Committee; and
- b) Regular updates be provided by the Senior Project & Growth Officer for Employment & Skills via the Members' Bulletin.

## 59 PROSPEROUS COMMUNITIES COMMITTEE BUDGET 2020/21

**Note:** Councillor A. Welburn left the room at 7.39pm

The Committee heard from the Business Support Team Leader regarding the Prosperous Communities Committee budget for 2020/2021. She highlighted the key points of the report including the total cost of services for 2020/21 would be £4.626m compared to £4.122m in 2019/20. This had resulted in base budget increases of £1.032m, and additional income of £0.528m, resulting in a net movement of £0.504m. The Committee heard that, included within the movement of £0.504m was £0.541m relating to Secondary Employer Pension Contribution payments (Pension Deficit contribution). Previously this budget had been held in one budget line within Corporate Policy & Resources however from 2020/21 the budget had been allocated across all services based on staffing levels (FTE) in order to more accurately reflect the total cost of each service.

The Business Support Team Leader added that £0.087m of budgets to support service investment projects had been included which were to be funded from Earmarked Reserves, therefore the overall impact was a decrease of £0.124m, excluding allocation of Pension Deficit and use of Earmarked Reserves. She read aloud the recommendation of the report and invited questions from Members.

A Member of Committee enquired about the grants and contributions included as income for the budget and whether this meant they were guaranteed to be received. The Business Support Team Leader explained that these amounts were only included when there was high assurance that they would be received. The income for health and wellbeing was also queried and it was explained that this was regarding the leisure contract which had not been in place previously so showed as a new income stream.

**Note:** Councillor A. Welburn returned to the room at 7.44pm

With no further questions it was

**RESOLVED** that the draft Prosperous Communities budget 2020/21 and revenue estimates to 2024/25 be recommended to Corporate Policy and Resources Committee for the purpose of budget setting 2020/21 and for inclusion in the Medium Term Financial Plan 2020/21 to 2024/25.

## 60 WORKPLAN

Members gave consideration to the Committee Work Plan.

**RESOLVED** that the workplan as set out in the report be received and noted.

The meeting concluded at 7.46 pm.

Chairman

## Prosperous Communities Matters Arising Schedule

### Purpose:

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

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

### Matters arising Schedule

Meeting	Prosperous Communities Committee				
Status	Title	Action Required	Comments	Due Date	Allocated To
Black	<b>Parish Charter - Final Version</b>	Extract from mins of mtg 3/12/19 a report detailing the outcome of the consultation and the proposed final parish charter for approval, be submitted to the Committee in May 2020.	<b>please add this report to the report management system - item still awaiting entry onto the workplan</b>	31/01/20	Grant White
Black	<b>Employment &amp; Skills Partnership Update for Member Bulletin</b>	Extract from Prosperous Communities 28 Jan 2020: Resolved that ... regular updates be provided by the Senior Project & Growth Officer for Employment & Skills via the Members' Bulletin.  Update to be provided for next available edition.	<b>An update will be provided in the April /May bulletin</b>	31/03/20	Amanda Bouttell
Green	<b>enforcement Training for Parish Councils</b>	Extract from mins 22/10/19  in the past Officers from within the enforcement team had provided training to local residents in order that they could be certified to issue fixed penalties. The number of tickets issued by such persons however was very limited because although they had received training catching the culprit in the act still remained a challenge. This was something Officers were prepared to take away and see if further training could be offered as it had been previously and if there was desire and need in the community	<b>this is something the council have offered previously and can continue to offer should Parish Wardens wish to issue FPNs for matters such as dog fouling or litter. Any individual has to be authorised and receive specific training. Information on this provision can be outlined within the Parish Charter</b>  <b>therefore revised target date for circulation of May 2020</b>	31/05/20	Grant White

Green	<b>information pack for parish councils re reporting issues</b>	<p>Extract from mins of mtg 22/10/19</p> <p>Officers undertook to prepare a guidance and information pack for Parish Councils covering some of the top issues affecting a number of parishes, explaining how to report certain issues and the options available to them. This was welcomed.</p>	<p><b>We will complete a draft during December/January however won't send out until after the Parish Charter consultation has been completed. This will allow us to add in any other bits of information that parishes may find useful as identified during the consultation.</b></p> <p><b>therefore revised target date for circulation of May 2020</b></p>	31/05/20	Grant White
Green	<b>Bird Feeding in the Market Place</b>	<p>Members stated that signs had not yet been placed in the Market Place and so this issue persisted. Previously it had been stated that: Our Comms Team have produced a design for a sign. This has been checked with Environmental Enforcement Officers and due to get a number of signs produced. Signs expected to be completed and put up during December/January.</p> <p>Enforcement Officers can monitor the situation and use a littering FPN if needed subject to the individuals being identified.</p> <p>Further update to be provided at the next meeting.</p>	<p><b>The signs have been designed and ordered and we are now waiting on the supplier to provide them. This was chased on 3/3/20. As soon as signs are available they will be installed. It is likely that this will be during March 2020.</b></p>	31/03/20	Andy Gray

# Agenda Item 6a



**Prosperous Communities  
Committee**

**Tuesday, 17<sup>th</sup> March 2020**

**Subject: Update position on work to develop an Environment & Sustainability Strategy for the Council**

Report by:

Cllr Tracey Coulson; Member Champion for Environment and Climate Change

Contact Officer:

Corporate Governance and Policy Manager & Deputy Monitoring Officer

Purpose / Summary:

To provide an initial scoping document to allow an "interim" update in progressing the Council resolution to consider environmental and other implications associated with climate change and report back with a strategy development plan within the requested timeframe.

**RECOMMENDATION(S):**

- 1. Members support and endorse the work to date the Council has undertaken in this subject matter**
- 2. Members to approve the approach suggested to develop the strategy and recommend this course of action to Council**

## IMPLICATIONS

**Legal:** The UK Climate Change Act of 2008 was the first piece of legislation to legally mandate a nation to reduce greenhouse gas (GHG) emissions - in this case by 80% of 1990 levels by 2050. Many countries have subsequently introduced their own equivalent legislation and in 2015, the Paris Agreement was signed by 197 countries with the aim of limiting “the increase in the global average temperature to well below 2°C above pre-industrial levels and pursuing efforts to limit the temperature increase to 1.5°C above pre-industrial levels”. The 2018 Special report of the Intergovernmental Panel on Climate Change (IPCC) on the impact of a 1.5°C rise in global temperatures above pre-industrial levels further highlighted the urgency with which GHG emissions must be reduced to avoid the worst impacts of climate change. In May of 2019, the UK Government declared a non-legally binding Climate Change Emergency declaration and the Committee on Climate Change recommended a new emissions target for the UK: net-zero greenhouse gases by 2050. This was made a statutory target in June through the Climate Change Act (2050 Target Amendment) Order 2019.

### **Financial: FIN/185/20/TJB**

An initial sum of £25k is requested to support the development of the Strategy. This money will be used for any consultancy/research input required and will be met from the corporate management budget 2020/21.

Any future funding requirement for initiatives identified to support the Strategy will be subject of future reports.

**Staffing:** There may be a requirement for external expertise to provide technical input and capacity as the strategy develops

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

*NB: Please explain how you have considered the policy’s impact on different groups (for example: young people, elderly, ethnic minorities, LGBT community, rural residents, disabled, others).*

### **Data Protection Implications: None**

**Climate Related Risks and Opportunities:** Will be considered within the context of strategy development

**Section 17 Crime and Disorder Considerations: None**

**Health Implications: None**

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

Wherever possible please provide a hyperlink to the background paper/s  
If a document is confidential and not for public viewing it should not be listed.

**Risk Assessment: None**

**Call in and Urgency:**

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

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

**Yes**

**No**

**Key Decision:**

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

**Yes**

**No**

## **Executive Summary**

If the main body of your report is longer than 4 sides of A4 then you are required to complete an executive summary. Please summarise the entire content of the report, its purpose and the decisions you require on one side of A4.

## 1.0 BACKGROUND

- 1.1 At the November 2019 meeting of Full Council, a cross party motion recognising that the impacts of climate change are a cause of serious environmental issues both locally and around the world, was put forward and accepted.
- 1.2 Members noted the research and conclusions of the 'Special Report on Global Warming of 1.5°C', published by the Intergovernmental Panel on Climate Change in October 2018, but also that policies to reduce environmental damage caused by human activity can also have associated health, wellbeing and economic benefits.
- 1.3 As a result, Members resolved to:
  - Make the Council's activities net-zero carbon by 2050, in line with the UK Government's target
  - Ask the Prosperous Communities Committee to develop a new strategy on sustainability, climate change, and the environment for the Council, with an initial outline being presented to the next Annual Council, looking toward achieving the above target.
- 1.4 As part of the development of this strategy, the Council asked that a number of points should be given specific consideration:
  1. Achieving 100% clean energy across the Council's full range of functions by 2040 (see Appendix A for current work and low carbon interventions being delivered and achieved to date);
  2. How to ensure that all strategic decisions, budgets and approaches to planning decisions are in line with a shift to zero carbon by 2050, working to ensure that the Central Lincolnshire Local Plan review embraces this approach;
  3. How to support and work with all other relevant agencies towards making the entire area net zero carbon within the same timescale;
  4. Suggestions for budget actions and a measured baseline;
  5. How the Prosperous Communities Committee can consider the impact of climate change and the environment when reviewing Council policies and strategies;
  6. Any available research (that is expected to be forthcoming) from APSE relevant to this work;
  7. Report on the level of investment in the fossil fuel industry that our pensions plan has;

8. Ensure that all reports in preparation for the 2021/22 budget cycle and investment strategy will take into account the actions the Council will take to address this agenda;
  9. Call on the UK Government to provide the powers, resources and help with funding to make this possible, and ask local MPs to do likewise.
- 1.5 The effect of these resolutions is to seek consideration from Prosperous Communities Committee on the detailed reporting and action plan for referral back to Full Council.
  - 1.6 This report is the formal interim update on the progression of this.

## **2.0 WORKING GROUP**

- 2.1 The Prosperous Communities Committee, at the meeting held on 03/12/19, established an Environment and Sustainability Working Group to progress this activity.
- 2.2 The Working Group meets formally and reports findings and recommendations directly to the Prosperous Communities Committee. The Working Group considers and reviews all of the individual points referred to in the November meeting of the Council in developing the strategy and action plan.
- 2.3 The Group will provide a presentation update to invited Members as well as the first formal update report in May. This interim report to Council provides a summary update of the work to date. Final draft recommendations will be reported to the Prosperous Communities Committee in Spring 2021, which will then make recommendations to the Annual Council meeting.
- 2.4 The Working Group comprises of six Elected Members including the Member Champion for Environment and Climate Change; Councillor Tracey Coulson. Formal Terms of Reference and membership of the group have been agreed by the Prosperous Communities Committee and these are appended to the report (Appendix B).
- 2.5 The inaugural meeting took place on 9th January 2020 and there have been three meetings to date with further meetings scheduled to the end of the year.

### **3.0 WORK TO DATE:-**

3.1 As a result of the meeting of the Working Group a number of tasks have been undertaken:

- Reviewed previous and ongoing WLDC carbon reduction activity and the Carbon Management Plan
- Collated all WLDC environmental and climate change activity (Waste management, renewable energy generation, Homes Energy Conservation Act, Private Sector Enforcement, etc.)
- Taken on research from organisations such as APSE and the Local Government Association good practice advice for Councillors
- Reviewed other council approaches and best practice publications
- Collated a list of external consultees with expertise and insight and invited them to feed information into the working group and strategy
- Agreed on the scope of the work and an intent to define what is required for WLDC to become carbon net neutral
- Begun to develop an engagement/communication plan for leading/ championing others within the district
- Reviewed potential for renewable energy generation within the district
- Begun to explore carbon offsetting potential/opportunities
- Reviewed the "Ashden" Local Authority Climate Change Toolkit and used it to help define priority projects (see Appendix C for more information)
- Begun collating a list of "quick-wins" to include in the final action plan
- Attended events and conferences where appropriate to help progress this work
- Conducted a legislative and policy review including considering relevant proposals contained in the Environment Bill published 15 October 2019
- Begun to draft a suggested and costed action plan and implementation timetable for consideration at Full Council
- Drafted a framework to ensure that all strategic decisions, budgets and approaches to planning decisions are in line with a shift to zero carbon by 2050

3.2 Additionally, work has been undertaken to provide initial responses to the nine points raised by Council (see 1.4 above.) In some instances significant levels of detail have been provided. All content is set out in Appendix D.

### **4.0 INTERIM FINDINGS**

- 4.1 Councils are well placed to drive and influence action on climate change through the services they deliver, their regulatory and strategic function and their roles as community leaders, major employers, large-scale procurers and social/commercial landlords.
- 4.2 Action on climate change can deliver many local benefits, including lower energy bills, economic regeneration and creation of local jobs, reductions in fuel poverty and improved air quality. Furthermore, increasing resilience to climate change risks can result in avoided costs from flood damage to buildings, infrastructure and services, enhanced green spaces and improved health.
- 4.3 However, making a commitment to deliver a zero carbon and 100% clean energy target is multifaceted and Members will want to be well sighted on the policy, process, financial and other considerations such as a timetable in making environmental commitments.
- 4.4 The Working Group is making good progress and is well placed to report formally and meet the timetable established at Full Council. Between now and the report being presented at Full Council, the focus of the Working Group activity will be to finalise a series of recommendations to be considered. Whilst it is currently premature to provide specific detail, the following areas are likely to form the basis of potential future recommendations:-
- A carbon reduction programme which is aspirational and deliverable in the soonest possible time range
  - All Council policies and practices to consider environmental impacts
  - Lobby for additional resources and support to deliver the carbon neutral agenda
  - A commitment and action plan to show geographical and community leadership
  - Recognise and acknowledge the excellent achievements of the Council
  - Council buildings and asset audits and action plans
  - Recommendations for the Council's procurement practices
  - Communications/Engagement plan

## **5. COMPARATIVE ANALYSIS**

- 5.1 Benchmarking or comparative analysis among local authorities is considered to be of little meaningful use due to the high number of variables between one Authority, or geographical area, to another. Additionally, determining an appropriate source(s) and set(s) of data is

also problematic as there are many competing research bodies producing reports and statistical analysis

5.2 However, for interest the following information obtained from the [Office for National Statistics](#) has been obtained. It tracks by local authority region, carbon dioxide emissions per capita between 2005 – 2017.

5.3 The following table is a data extract pertaining to Lincolnshire Authorities. It shows the per capita emissions during the period 2005 – 2017 for each authority and the overall % reduction.

LA	Per capita emissions (t) 2005	Per capita emissions (t) 2017	% Change
Boston	8.0	4.6	-42.5
East Lindsey	7.7	5.2	-32.5
City of Lincoln	6.2	3.5	-43.5
North Kesteven	8.2	5.2	-36.5
South Holland	8.7	5.4	-39.0
South Kesteven	9.1	6.2	-42.8
West Lindsey	8.4	5.7	-32.0

5.4 Reductions are recorded across all Lincolnshire Authorities. However, Members should be minded to not draw any inferences as to whether any authority is 'out performing' any other due to the difficulty in accurately comparing 'like for like'.

## 6. STRATEGY DEVELOPMENT

6.1 The Working Group have considered how best to formulate and develop an Environment & Sustainability Strategy for the Council. Having taken account of the guidance and research currently available, it is proposed that the Council's strategy be based around the ten topic areas outlined by Ashden. This provides a robust framework around which the strategy will be built.

6.2 The Working Group have diarised monthly meetings over the next 12 months and have determined to dedicate each meeting to a specific topic area. This will enable the Council's current position/thinking against each topic to be reviewed, with future desired outcomes

identified. Actions required to achieve such outcomes will then be drawn up to form the Strategy's Action Plan.

- 6.3 It is considered that this work will result in the development of an Environment & Sustainability Strategy for the Council by May 2021.

## **7. RESOURCE REQUIREMENTS**

- 7.1 It is anticipated that consultancy support, research and officer/Member attendance at relevant seminars will be required to support this work. Consequently there is a requirement for resources to be allocated and used for such purposes.
- 7.2 To support this work an initial sum of £25k has been set aside. This money will be used for any consultancy/research input required and will be met from the corporate management budget 2020/21.
- 7.3 Any future funding requirement for initiatives identified to support the Strategy will be subject of future reports.

## **8. RECOMMENDATIONS**

- 8.1 The Committee is asked to:
- a. Support and endorse the work to date the Council has undertaken in this subject matter.
  - b. Approve the approach suggested to develop the strategy and recommend this course of action to Council.

## **Appendix A: Overview on the Council's achievements to date and actions already implemented to deliver carbon emission reduction.**

### **1. Waste Operations & Recycling**

As members of the Lincolnshire Waste Partnership (LWP), West Lindsey officers helped develop Lincolnshire's Joint Municipal Waste Management Strategy (JMWMS) which was adopted by all Lincolnshire Districts and LCC earlier this year.

Strategic Vision (see beginning of JMWMS Chapter 1) – Protecting the environment is at the heart of the LWP's vision: To seek the best environmental option to provide innovative, customer friendly waste management solutions that give value for money to Lincolnshire.

Strategic Objectives (see JMWMS Section 1.4) – All 10 objectives are aimed at helping the LWP to protect the environment, for example:

- To explore new opportunities of promoting waste minimisation and of using all waste as a resource in accordance with the waste hierarchy
- To contribute to the UK recycling targets of 50% by 2020 and 55% by 2025
- To find the most appropriate ways to measure our environmental performance, and set appropriate targets
- To seek to reduce our carbon footprint

Matters that are specific to West Lindsey include:

- Plans will shortly be submitted for a new depot which will reduce our carbon footprint by improving round efficiencies and decreasing mileage. Two energy inefficient depots will be replaced with one more efficient building
- All lorries are now Euro 6 emission standard (the highest available) with collection round reviews and driver behaviour training designed to reduce fuel usage and emissions
- Recycling communications delivered to all households, talks delivered to community groups/schools etc to encourage behaviour change.

### **2. Procurement**

Procurement embraces throughout its procurement processes the themes contained within the Social Value Act 2012, where applicable. Amongst its many themes is protecting and improving our environment; a key outcome of this theme is that 'climate impacts' are reduced. A suppliers approach to local supply chains, transportation, use of energy, use of and commitment to renewable energy sources are all factors taken account of during evaluation.

Procurement Lincolnshire has appointed a Social Value Champion and he is in the process of drawing up guidance for all officers, which will include various topics including climate change impact, for use by the districts in the New Year.

Procurement training for staff has recently been held and included key environmental considerations to take into account when undertaking procurement exercises.

### **3. Key targets from the Greenhouse Gas (GHG) Emissions Report (2018/2019).**

This is in respect to Building & Street Lighting, Transport Fleet & Business Mileage.

A new Carbon Measurement Plan 2016 to 2021 was approved in July 2016 by Prosperous Communities Committee and Corporate Policy and Resources Committee: the plan includes a new five year target to reduce our CO<sub>2</sub>e emissions by a further 17% so the total planned reduction will be 35% from our baseline year of 2008/9.

This year, we have seen our CO<sub>2</sub>e emissions decrease by 126.41t to 1,346.59t. This represents good progress towards WLDC achieving its target emissions level of 1,323t of CO<sub>2</sub>e by 2021. There is a remainder of 23.59t to reach the targeted goal.

### **4. Local Authorities on limited resources and finances to implement carbon reduction programmes.**

Whilst it is fully recognised that austerity and budget cuts have hindered the ability of local authorities to act on Climate Change interventions, there is still a lot they can reasonably do or contribute to within their particular constraints.

Strategically, the Council is currently working with the GLLEP and other participating authorities in developing a Local Industrial Strategy that will aim to address issues affecting low productivity and socio-economic inequalities whilst setting clear defined priorities on how local geographical areas (and their communities) can exploit their strengths and opportunities in order to realise their potential.

This is being achieved by using a Place based approach informed by robust economic evidence and analysis from each of Greater Lincolnshire's economic areas, which takes into account their spatial and geographical characteristics, economic profile, performance and demographics. The **Climate change agenda**, alongside the impact of the Fourth Industrial Revolution, globalisation and demographic changes, is very much embedded in the way the LIS is intending to future proof our economy and improve the living standards of the GL communities.

The Council is a key partner and collaborates already in a number of initiatives with other stakeholders and Local Authorities in driving forward the green agenda. It has been involved in contributing towards the production of a Utilities Study led by LCC which looked at barriers for future housing and employment growth in relation to utilities and infrastructure provision.

This was also looked at from the perspective of emerging trends and expectations in greater energy efficiency solutions and sustainability that would relieve pressure and capacity on current infrastructure and utilities suppliers. The above studies set the baseline for further work which has now led to the production of a wide GLLEP Energy Strategy. It is recommended that any Council Energy/Green Strategy be aligned where possible to the overarching strands and key drivers of this Strategy.

Future on Rural Mobility and Sustainable Transport – implications for West Lindsey. As a member of the Rural Services Network the Council is fully engaged in any debates and aspects of rurality and sustainability. In addition to the above, the Growth Team is also exploring the opportunity to develop a more localised Rural Pathfinder Project with associated Strategy and Toolkit that would help assess current economic, societal and environmental challenges/barriers on mobility in rural places and provide technical and non-technical options that would make those places more resilient.

Refresh of the Council's Economic Growth Strategy (2014-2034). The Review will involve increased adaptability of this Strategy to the environmental challenges and climate change pressures with a vision "to put development of a low carbon economy at the heart of the Council's local economic plan" (stronger emphasis on skills and training in low carbon and renewable energy industries and business investment in green technologies).

The Strategy will reflect both the methodology and the emerging priorities set out by the LIS with a West Lindsey "Places" Approach. The Strategy will champion and promote the transition from a traditional linear economy (make, use, dispose) to a more circular economy (a system which is designed to re-use, repair and recycle as many of its products (including waste products) as possible).

West Lindsey Corporate Plan and supporting Strategies – Local authorities are well placed to positively influence action and behavioural shifts on climate change through the delivery of their services.

The Net Zero target should not be perceived as a legally binding obligation set by Central Government. Its underlying concepts are already enrooted in the vision, values and mission of the Council's Corporate Plan. Ultimately the ambition is to improve the quality of life for all of us. It impacts and affects health and wellbeing, social equality/cohesion, economic growth and regeneration, resilience of places and their communities. Any emerging WL Service Strategy or Policy Plan should be fully integrated with those principles and careful scrutiny (depending on resources) should be given to the merit of developing carbon reduction pathways (prior to progressing those Strategies) and carbon audits to identify any climate change impact.

Central Lincolnshire Local Plan – the Local Plan review is using the opportunity to balance our growth targets with the climate change agenda and is striving to

ensure we deliver sustainable and inclusive growth. Member steering groups to direct this work are in place.

Development of Specific Projects – Gainsborough Open Space and Green Infrastructure Strategy to support preservation of local Natural Capital Resources.

## **Appendix B: Environment and Sustainability Working Group Terms of Reference - Approved by Prosperous Communities Committee 3/12/19**

### **1 Background**

The Council notes that the impacts of climate change are a cause of serious environmental issues both locally and around the world. The 'Special Report on Global Warming of 1.5°C', published by the Intergovernmental Panel on Climate Change in October 2018

- (a) describes the enormous harm that a 2°C average rise in global temperatures is likely to cause compared with a 1.5°C rise, and
- (b) Confirms that limiting Global Warming to 1.5°C may still be possible with ambitious action from national and sub-national authorities, civil society and the private sector

Policies to reduce environmental damage caused by human activity can also have associated health, wellbeing and economic benefits.

Council, at its meeting, passed a resolution to make the Council's activities net-zero carbon by 2050, in line with the UK Government's target.

### **2 Purpose of the Working Group**

To develop a new strategy on sustainability, climate change, and the environment for the Council

Such a strategy will also consider:

- Achieving 100% clean energy across the Council's full range of functions by 2040;
- How to ensure that all strategic decisions, budgets and approaches to planning decisions are in line with a shift to zero carbon by 2050, working to ensure that the Central Lincolnshire Local Plan review embraces this approach;
- How to support and work with all other relevant agencies towards making the entire area zero carbon within the same timescale;
- Suggestions for budget actions and a measured baseline;
- How the Prosperous Communities Committee can consider the impact of climate change and the environment when reviewing Council policies and strategies;
- Any available research (that is expected to be forthcoming) from APSE relevant to this work
- Report on the level of investment in the fossil fuel industry that our pensions plan has.
- Ensure that all reports in preparation for the 2021/22 budget cycle and investment strategy will take into account the actions the council will take to address this agenda;
- Call on the UK Government to provide the powers, resources and help with funding to make this possible, and ask local MPs to do likewise

### **3 Membership of the Group and Chairmanship and Appointments**

- 3.1 The Working Group shall comprise six Members including the Member Champion for Environment and Climate Change, Councillor Tracey Coulson.
- 3.2 The remaining five Members will be made up from serving Members of either the Prosperous Communities Committee or the Overview and Scrutiny Committee.
- 3.3 Membership will comprise cross party representation.
- 3.4 The Working Group shall be chaired by the Member Champion for Environment and Climate Change, Councillor Tracey Coulson
- 3.5 For continuity purposes the Membership of the Group shall remain in place until Annual Council 2023. Re-appointments will be made each Election Cycle, until such time as the Group's work has concluded. \*

\* Members who are designated to serve on the Working Group should give this work priority. Should any Member find that they are unable to maintain commitment, the Chair will liaise with the respective Committee Chairmen to identify alternative representation. Change in representation by this means will be reported to the Prosperous Communities Committee.

- 3.6 Other elected Members may attend the Working Group, but their level of contribution will be at the discretion of the Chairman.
- 3.7 The working group may commission the services of experts, residents, and partners as it considers necessary. Such attendees will not be voting Members of the Working Group but will be present on an information sharing/gathering basis.

### **4 Frequency of Meetings and Quorum**

- 4.1 The quorum for a meeting shall be 4 members.
- 4.2 The Working Group shall determine its own meeting frequency dependent upon need. Meetings will be called with at least 7 days' notice.
- 4.3 Members may be required to engage with partners and gather information between meetings.

### **5 Reporting Lines and Accountability**

- 5.1 The Working Group is directly responsible to the Prosperous Communities Committee.
- 5.2 The Working Group has no direct decision making powers and will make recommendations to the Prosperous Communities Committee.

## **6 Resources**

- 6.1 The Working Group does not have a supporting budget. Budgets will be identified on recommendations made to the relevant Policy Committee.
- 6.2 Officers will support the Working Group and provide advice, information, guidance and logistical support.
- 6.3 Administrative support will be provided by Democratic Services and notes from each meeting will be retained.

## **7 Milestones**

- 7.1 Full Council have requested an initial outline of the Strategy be presented to Annual Council in May 2020.
- 7.2 The draft Strategy will be considered by Prosperous Communities Committee at its March Meeting
- 7.3 The Group will be required to report at least every 9 months on any progress (if it has not recommendations within that period)
- 7.4 Additional Milestones will be identified, once an Action Plan has been agreed (again by the Prosperous Communities Committee)

## Appendix C: Climate Change Toolkit Available for Councils

Ashden (a sustainable energy and environmental charity) and Friends of the Earth have developed an evidence-based toolkit and 50-point Action Plan\* of the most effective steps Councils can take on climate change. This easy to use check list highlights the co-benefits for each action, whether it be better health and wellbeing, growth in low carbon economy, reduction in poverty and inequality and resilience. This approach ensures that any action on climate change by the public sector is fully embedded and valued in their policy and decision-making process and not treated as an issue to be tackled in isolation. Cumulative impact for each action is measured in terms of carbon savings, affordability and co-benefits realisation.

Actions will be more or less relevant depending on the different needs, geography and demographics of the local area so it is down to each Local Authority to select which are more viable (both financially and resourcefully). Also, it will very much depend on the type of Local Authority and tier of Government and the functions they are responsible for.

In terms of District Councils, areas for review and consideration would include: Building Regulations; Council Tax and business rates; Economic Development; Environmental Health; Housing; Parking; Development Management, Local Plans (and Neighbourhood Plans); Sports and Leisure Centres, Parks, Playing Fields and Green Spaces; Waste Collection and Recycling.

Joint actions can be considered with partnering Authorities including County Councils once a draft strategy with associated action plan is in place and priority areas identified.

It is suggested that the working group uses the 50-point Plan as a starting point to initiate discussions with the purpose of developing a Strategy which is in line with the areas for consideration as outlined in the West Lindsey Climate Change Resolution.

The Action Plan is categorised into 10 main topic areas, each having a set of proposed interventions:

**Decision Making** – ensure that climate change and sustainability are well integrated in the Council's policy and decision making process

**Raising Money** – ensure we have sufficient resources to meet our net zero carbon targets

**Protect the Most Vulnerable** – ensure we have robust plans in place to support and protect the most vulnerable communities from the effects of climate change (i.e extreme heat or flooding)

**Buildings** – contribute towards the reduction of greenhouse gas emissions, particularly in encouraging energy efficiency in privately-owned homes and on new residential developments

**Transport** – consider all available options and initiatives that would help reduce carbon emissions and promote the transition to greener and more sustainable transport solutions

**Power** – support the growth and use of renewable energy

**Waste** – to become a zero waste area where all waste is minimised, recycled and reused as part of a circular economy approach

**Influencing Others** – to work collaboratively with other relevant organisations and partners in achieving our zero carbon goals

**Land Use** – influence decisions on how to use land more effectively to mitigate climate change impact and nature loss

**Campaigning and Lobbying** – lobby national government in order to secure more regulatory powers, finance and resources to deliver our Strategy targets.

*\*the 50-point Action Plan is available to members for circulation if they wish to look at the document*

## **Appendix D: Response to Points Raised in Council Resolution**

### **Environment and Sustainability Working Group**

Make the Council's activities net-zero carbon by 2050, in line with the UK Government's target

- to ask the Prosperous Communities Committee to Develop a new strategy on sustainability, climate change, and the environment for the Council, with an initial outline being present to the next Annual Council, looking toward achieving the above target.

Such a strategy will also consider:

#### **o Achieving 100% clean energy across the Council's full range of functions by 2040:**

The Council's main energy usages are identified in the Carbon Management Plan. WLDC do not have a large balance of assets when compared to other Councils and many of the buildings that we do have are new and energy efficient already and have been the subject of a renewable energy assessment.

Following this work and the projects that have resulted, solar panels have been fitted and there is an ongoing contribution to reserves each year of £17k from the use of these panels on Guildhall, Leisure Centre, MR Festival Hall and Trinity Arts Centre. We'll need to understand their energy contribution and the contribution of energy that comes from other renewable sources through our new green energy tariff.

There is a feeling that 'low hanging fruit' may have been picked already in this area, but work will now need to be revisited and should include the new Crematorium, MR Leisure Centre and proposed Central Depot. Assessments could also be carried out on WLDC's investment properties to ascertain their suitability for renewables. WLDC previously investigated the development of a large scale Civic solar farm in the district as a commercial investment. This work should be revisited and other commercial clean energy projects should be investigated.

Outside of WLDC's buildings the big carbon usage and emissions is in fuel for the fleet, in particular the waste collection vehicles. There are emerging technical innovations that significantly reduce carbon emissions, but these are currently expensive and have severe service limitations. The technology limitations are such that the current replacement fleet procurement is based on diesel fuel vehicles. However, the life replacement period (circa 7 years) means that electric and biofuel options for the waste collection vehicles are likely to have been advanced to allow alternative consideration as part of the next round of fleet replacement. This is not the case for other fleet vehicles such as vans and the pool cars for which there may be opportunities to switch away from diesel and petrol to electric or other lower carbon emission vehicles as they become due for replacement. The current civic vehicle is a hybrid car for example. Such action would also support the council's drive to be leaders on the green agenda and demonstrate in a potentially highly visible

way the council's commitment in terms of both carbon reduction and air quality.

**o How to ensure that all strategic decisions, budgets and approaches to planning decisions are in line with a shift to zero carbon by 2050, working to ensure that the Central Lincolnshire Local Plan review embraces this approach:**

Current Position – Climate Change and the opportunities the Local Plan Review presents in relation to responding to this emerging political and social issue is subject to robust scrutiny at present. Two of the partners in Central Lincolnshire have declared a Climate Emergency, which provides focus and impetus to explore all opportunities to 'combat Climate Change.'

After a recent Central Lincolnshire Joint Strategic Planning Committee (CLJSPC) a workshop style event was held to understand the political will around this issue and to also try and capture high level options and opportunities which may be supported as part of Local Plan policy going forward.

Given the nature of the topic, the discussion and points captured were extremely wide ranging. Heads of Planning (HoPs) have since committed to some further scoping and refinement of the topic area, based on the question: "To what degree should the emerging LP embed climate change issues into its strategic approach, how could it do so, and what resource is required?"

There is a requirement in existing Planning Policy for Local Plans to have policies to support and encourage development which provides measures to combat carbon emissions. As such, the current Central Lincolnshire Local Plan (CLLP) does already contain these requirements, however they do not go as far as to give decision makers a clear ability to refuse a development on climate grounds or place a mandatory burden on the developer to provide additional measures as part of a development.

Therefore, next steps are to scope options and assess the skills, resource and cost of these options, both in terms of cost to the Council(s) and cost to the developer. What needs to be clear is how additional obligations may affect the delivery of growth and the provision of more traditional infrastructure such as roads, schools etc.

Equally there is quite a lot of activity in Central Government around this issue too, which means guidance, regulations and legal changes could impact on how planning policies respond to climate change outside of Corporate Priorities. For example, there has recently been a publication by government of a new consultation on extending the building regulations to deliver higher energy efficiency adaptation standards in buildings.

The brief is broad and the opportunities endless, therefore it is important that the CLLP establishes planning policy requirements that fit into wider corporate initiatives across the three District Councils. The Local Planning Authority cannot work alone and needs to link up to a wider approach and complement

the activities of the wider Council(s) priorities for combatting and adapting to climate change.

Heads of Planning are currently considering three questions:

1. What, genuinely, is the political will to do something more than 'do minimum' (current CLLP approach) in respect of climate change mitigation and adaptation? And if there is the will, do politicians prefer some aspect over another (e.g. is it energy efficiency; renewable energy generation; embodied energy of construction; adaptation; or...)?

2. What resource and commitments are being made corporately in each Council, such as declaring a Climate Emergency/proposing a Climate Change Motion, and the actions proposed as a consequence and how could such resource help with the CLLP?

3. Depending on the above, what additional resource, if any, is available for the CLLP? How it is then spent depends on the choice made as to what is of most interest. It could require greater officer time and/or consultants?

There will be a paper going to Central Lincolnshire Steering Group (CLSG) and then CLJSPC in relation to budget setting for funding the CLLP Team for the next three years from 2020/21 and HoPS have proposed some of the resource implications are explored as a part of that. It is likely that the budget will require more than the £98,500 currently paid in by each Local Authority within the partnership where Climate Change mitigation/adaptation becomes a priority.

In summary the possibilities to impact Climate Change within the CLLP are significant and professionally there is support too. However, any measures need to be supported/led corporately and jointly by the respective Local Authorities and acknowledgement of the resource implications and specialist skill sets needs to be properly realised, as well as the potential impact on growth.

The timeline for adoption of the revised CLLP is September 2021. However, significant focus on climate related matters within it is likely to extend this deadline. There would be possible implications on five-year land supply and potential speculative development.

One possibility is to seek representation of officer/Members involved specifically in climate related work onto the CLLP working group. WLDC's HoP can investigate this further on behalf of WLDC.

At a meeting in January of the CLJSPC on Climate Change, consideration was given to the prioritisation of a number of climate related options (with a further number of sub-options detailed). Once preferred options have been determined they could be hard-wired into the review of the CLLP as key considerations, to ensure that the outputs of the review are as climate friendly and support sustainability as is possible.

On a wider note, planning policy favours sustainability in terms of fewer vehicles, better drainage, ecological benefits and permeable surfaces. Renewable energy sources such as solar panels and heat sources are governed by permitted development. However, many funding streams (feed in tariffs) have gone or have reduced in value.

**o How to support and work with all other relevant agencies towards making the entire area zero carbon within the same timescale:**

This work would be best suited once the Council has identified its own response to the issue and is in a position to consult and communicate this. The intention would be to obtain consensus among all relevant agencies on a collaborative approach. We would also have to identify who the key relevant agencies are.

**o Suggestions for budget actions and a measured baseline:**

A Carbon Measurement Plan 2016 to 2021 was approved in July 2016 by Prosperous Communities Committee and Corporate Policy and Resources Committee: the plan included a new five-year target to reduce our CO<sub>2</sub>e emissions by a further 17% so the total planned reduction will be 35% from our baseline year of 2008/9. Progress is monitored and calculated internally, with the results externally audited and validated.

This year, we have seen our CO<sub>2</sub>e emissions decrease by 126.41t to 1,346.59t. This represents good progress towards WLDC achieving its target emissions level of 1,323t of CO<sub>2</sub>e by 2021. There is a remainder of 23.59t to reach the targeted goal for 2021 and this current position can be seen to represent the baseline. However, the plan will need to be redrawn and actions identified to meet the ambition of zero net CO<sub>2</sub> emissions by 2050.

Whilst significant carbon emission reductions will be necessary, carbon offsetting will be a critical element of achieving net-zero carbon. Net-zero carbon means balancing carbon dioxide emissions with the removal/sequestering of carbon dioxide from the atmosphere, to make up for carbon dioxide emissions elsewhere. Reaching net-zero carbon therefore relies on a combination of reducing carbon emissions and carbon offsetting.

Financial implications

As part of the Carbon Management Plan it was agreed that a pot of £200k be set aside from Invest to Save reserves; £170,727.68 has been spent on carbon projects to date and the remaining £29,272 was earmarked for carbon projects at Trinity Arts Centre.

The 'carbon management pot' (RE68) showed year-end balance in 2018/19 of £61,600. However, the carbon management fund was always intended to be self-sustaining, with identified projects repaying for their outlay in energy saving costs or income from the Governments Feed in tariff Scheme – a guaranteed 20 year payment subsidy, designed to incentivise the take up of renewable energy technologies. There is an ongoing contribution to reserves each year of around £17k from the use of solar panels on The Guildhall,

Leisure Centre, MR Festival Hall and Trinity Arts Centre and as such, the forecast balance of (RE68) for year end 2019/20 has increased to £78,600.

Due to the departure of key staff members, new projects are no longer being developed under the carbon management plan and the carbon management pot has now been amalgamated into the Maintenance of Assets reserve (RE01)

All projects identified and carried out as part of the Carbon Management Plan to date have been delivered within the existing revenue budget combined with associated external grant funding received and continue to provide savings and income to WLDC. It should also be said that energy savings that the projects have delivered have not yet been properly quantified and the financial benefits that they have delivered to the authority are likely to be far greater than outlined above.

Although the future activities and recommendations outlined within the final report will involve use of budgets and resources from both across the Council and with partner organisations, it is likely that not all activity necessary for successful delivery of the programme can be contained within existing budgets. On-going work of this group will be to identify priority projects and identify costs for all work to be undertaken. Where there is an additional cost impact of this work, it will be included within a future Committee Report for consideration as appropriate. Resurrection of the carbon management invest to save fund is one avenue officers will investigate.

**o How the Prosperous Communities Committee can consider the impact of climate change and the environment when reviewing Council policies and Strategies:**

There are a range of systems and processes that can be implemented in a more consistent way as part of the policy development process to review and assess the impact of climate change and wider sustainability issues. Gov.uk provides detailed guidance on how to take account of wider environmental impacts in policy appraisal. The same approach can be adopted for strategy development.

A possible recommendation could be that all Council reports, policies and practices incorporate climate change mitigation and environmental impacts as key considerations. Currently, WLDC's standard reporting format does mandate clear consideration of implications in areas relating to climate matters (along with other aspects such as financial consequence, legislation and statutory obligation as well as staffing and equality and diversity.) However, reporting and identifying climate related considerations is not systematic and therefore needs to be strengthened.

If Climate Change and net-zero are to be fully considered in a systemic way, adopting a recommendation of this type can help ensure that proper environmental considerations are reflected in EVERY council policy and report and that the necessary investment is included in the required budgetary provision. The climate implications should also set out the positive health,

financial, economic and other co-benefits of the environmental implications as originally requested in the November 2019 Council motion.

**o Any available research (that is expected to be forthcoming) from APSE relevant to this work:**

Most of the research from this organisation comes from “APSE Energy.” The publications page is [here](#) and the ‘Energy across the Authority’ publication has a number of examples in it.

Some of the publications are open for all to read, others are available only to APSE Energy members, or can be purchased/downloaded at a cost. Membership costs £2200 per annum or £550 per quarter. Email extract from Head of APSE Energy below;

“We are finding a lot of councils coming to us and saying they need to get an action plan in place (most with a climate emergency declaration) to firstly measure emissions and then monitor them, reduce energy use, be energy efficient and generate energy if they can. We are suggesting they do a couple of things but that depends on capacity in house – if they are in a situation similar to yours it is about getting the message out which means holding one or a series of sessions – alternatives are:

- External presentation to management team/Cabinet – the fact that it is external helps get the point over and makes them realise the role of the co-ordinating officer is about co-ordinating rather than doing it all
- Facilitated workshops for senior/service managers, other councillors and partners
- Training for those expected to contribute ideas for an action plan
- Producing a communications strategy.

In terms of actions there are many things to be considered from validating energy bills, to improving new build standards through planning documents to looking at how your main suppliers are addressing the climate change agenda.”

Notes below collated from conversation with Phil Brennan, Head of APSE Energy and from the APSE website:

**Information on APSE and APSE Energy membership**

**APSE** is a local government, not-for-profit membership organisation which is owned by its members (all of whom are councils). In other words, they don’t have any separate legal identity from their members and “work entirely on behalf of the membership.” WLDC are currently members of APSE (but not APSE Energy) meaning all the officers and councillors can take advantage of the benefits of membership. APSE started off by focusing on frontline services such as refuse and cleansing, leisure services, environmental health, fleet management, housing, building maintenance, street lighting, highways, etc. but over time have moved into all areas of local authority service provision. This is relevant for the sustainability/climate change/energy agenda because only by acting across the whole authority will any targets be met or progress made. APSE have been around for 30 years and have 250 councils as

members. They also work with those councils who are not members, but they pay per service rather than as members and so may pay more.

**APSE Energy** Is part of the wider APSE family with the specific aim of getting local authorities back into a position of influence in the local energy market. This could be via generating energy such as through solar PV, low carbon vehicles, energy efficiency in domestic properties, installing biomass boilers or ground source heat pumps, or addressing fuel poverty by delivering a local cheaper tariff for local residents. A paper is in WLDC files and available which outlines the vision (the municipalisation of energy), aims and services of APSE Energy. APSE understand that we won't achieve this vision overnight nor are they expecting it to go on across the UK simultaneously but their view is that there are enough existing and potential schemes to make an impact on a rapidly changing market and they are looking to support and promote local authorities to do more. Every local authority has assets and most understand they can be used for energy purposes, as well as saving money or generating income. The general idea is to keep their members up to date with what is happening across the energy sector and because membership is through the Council, all members and officers have membership (rather than it being an individual that is the member) so the attendees can be energy managers, financial officers, asset managers, housing officers, leisure managers or anyone with responsibilities around the energy agenda.

APSE Energy has over 100 councils as members (see <http://www.apse.org.uk/apse/index.cfm/local-authority-energy-collaboration/join-apse-energy/apse-energy-member-authorities/>) and on this site APSE also list a number of benefits to joining:

“We run about 15 events a year covering different topics, some are repeated in different locations and are often hosted at member councils. Examples include workshops on solar farms, electric vehicles and charging, geothermal energy, Merton Rule/planning, hydro, energy procurement, housing matters, district heating, solar car ports and more. We get entry to a number of exhibitions and seminars for free for APSE Energy members in addition to the quarterly advisory groups we run in Manchester and Scotland and twice yearly in Wales and the south of England which are also free. We provide a platform for those councils who want to talk about projects they have and so promote them across the sector – or indeed for anyone to raise questions/problems and get input from others. Equally, we can respond to requests to look at specific issues which members are having problems with and get speakers along to talk about them.”

The **Big Energy Summit** is a 2-day event held annually in Warwickshire and is free for two reps for APSE Energy members. This takes place in March. All delegate fees, all accommodation and all meals are free of charge. Other events are available too which one rep from members can attend without charge.

APSE also provide **briefings, technical notes and newsletters** related to relevant issues. These help to keep members aware of changes. “We find a number of councils have little or no dedicated resource in the area of energy yet it is a fundamental issue for councils themselves and for their residents

and area. We can help provide that resource. We also produce regular research publications of between 30 and 50 pages which go to our members and are excellent reference materials highlighting practical issues and case studies.” See list [here](#). Recent titles include ESCos, climate emergencies, the Merton rule, local authorities investing in electricity and ECO; all written from a local authority perspective.

APSE also run a **consultancy** which has undertaken a large number of projects from a couple of days advice about setting up an ESCo through to a number of weeks looking at mapping and identifying opportunities for renewables projects, providing an options appraisal report and meetings with councillors and officers to ensure buy-in to a renewable energy strategy, help with the early stages on heat networks or production of a business case for investment in a renewables scheme. APSE have provided advice on electric vehicles and charging and have access to industry expertise on low emission vehicles within our consultancy. As a not for profit local government association they bill themselves as being cheaper than most of the other consultancies and use people who have experience of local government as well as being experts in the industry. “Having local government experience, they are fully aware of the political context and the officer-member relationship in local authorities.”

**Climate Emergency Declarations:** Although WLDC have opted not to go down this route yet, they are increasingly common now with 270 out of 410 authorities having declared. They differ in terms of local circumstances but raise similar problems to those we are likely to experience at WLDC – capacity, producing a plan, access data, setting targets and more. APSE are undertaking work on the data and analysis elements of this agenda and are helping a number of councils to write plans and strategies; to get senior managers and councillors on board and to identify priorities. APSE views this as a long-term exercise and something needing full participation from across the local authority, rather than being a strategy that sits on the shelf. APSE have produced a 40 page document as guidance on this topic also.

APSE also provide **training** sessions for councillors or officers about climate change in general, or specific elements of the energy agenda in order to spread the message around the council, engage with different services, boost the profile of the agenda and support officers to create a plan of action.

APSE see themselves as having an **advocacy** role and so speak at many seminars and related events to promote the role of local authorities as organisations tackling fuel poverty, investing in energy infrastructure or energy efficiency, influencing the energy supply in the locality and addressing carbon reduction and gaining community/economic benefits. They are in regular contact with government departments and OFGEM which gives us a further chance to push concerns that local authorities have as well as promoting what the sector is doing. “Being an advocate for local authorities is something we do across all APSE services, so it is more of the same really but with a focus on energy of course.”

There is also a **solar PV framework** that APSE have access to through Nottingham City Council, as well as access via Peterborough City Council for

EPC. "Members can take advantage of these and can save considerable costs in procurement."

APSE are about to launch an **energy price comparison** exercise which enables comparison of prices paid by local authorities for gas and electricity broken down into different categories. "Savings of only 1 or 2% can lead to significant savings but we have found there is no way for councils to compare prices. We are piloting with five authorities; have about another 20 who have shown interest and it will be open and free for APSE Energy members in the new year."

APSE puts forward the pitch that part of being in membership is also about being within a movement to look at alternatives to the big six energy companies, to address energy security and cost issues as well as promoting the local authority as a local leader in this agenda and recognising it has a role to play in place shaping in general. Income generation is often the key to finalising schemes and there are many examples of those who have undertaken schemes and are benefitting financially as a result. APSE is seen as a trusted brand which is part of, but slightly independent from, local government so we are in quite a unique position. The most recent IPCC report has highlighted the need for action to alleviate the worst excesses of climate change and they are promoting the role that local authorities are taking in their localities.

Further advice is available from a number of other bodies; however there are costs aligned to drawing on this. At this stage it is premature to advance any further discussion until the level, type and point at which advice is required is fully established. A clear prioritisation of actions would assist in determining the degree of further information/research required.

**o Report on the level of investment in the fossil fuel industry that our pensions plan has:**

As at December 2019, pension funds held in holdings classified as "Oil, Gas and Consumable Fuels" amounted to £20.7m (0.83%) of the total fund value of approximately £2.5bn.

**o Ensure that all reports in preparation for the 2021/22 budget cycle and investment strategy will take into account the actions the council will take to address this agenda:**

Reducing the organisation's carbon footprint and becoming net-zero carbon is a substantial undertaking which will have profound implications for the Council and its services. It will involve service redesign, procurement changes and the consideration of the environment practices of partners. It will affect all aspects of the Council's operation, fuel/energy use, buildings, supply chain and contractors. The Council will need to commit to embracing relevant technologies and consider the impact on existing strategies and plans.

There will be significant financial implications to deliver net-zero carbon that will need to be properly assessed and understood, although there will also be Invest to Save opportunities which will provide longer-term savings. At this stage, there is no way to accurately calculate the full financial costs. For this

reason, the strategy and net zero declaration may wish to set an aspiration to embed environmental considerations and carbon reduction into **ALL** of the Council's activities from this point.

If this is adopted, all reports will consider environmental aspects at their heart, while also mandating the investment required and carbon reduction co-benefits. The costs of change will inform the decision-making process.

**o Call on the UK Government to provide the powers, resources and help with funding to make this possible and ask local MPs to do likewise:**

One of the recommendations of the report would be to lobby the UK Government and request them to provide financial support to Councils to achieve/improve upon their carbon reduction commitments.

In recent years local Councils across the country have experienced unprecedented reductions in their available resources. This is set against a background of growing demand and expectations. Councils cannot achieve their ambition alone. Whilst not all activity will require financial investment there is a need to accelerate action related to cultural change as well as providing sufficient financial resources to make the necessary changes.

Officers and members of this group will need to form linkages with other local and national campaigning organisations to increase the leverage of their efforts and be well sighted of forthcoming changes in policy legislation and any opportunities that may be forthcoming.

## **Briefing Note for Prosperous Communities Committee**

**This paper is for information at this time, no decision is required.**

Lincolnshire Waste Partnership (LWP) is the strategic body overseeing the delivery of waste collection and disposal in Lincolnshire. The Partnership comprises of the seven collection authorities in Lincolnshire and the County Council as the Waste Disposal Authority. At the top level, Cllr Owen Bierley and Adrian Selby, Interim Assistant Director of Operations represent West Lindsey.

In December 2018, Prosperous Communities Committee resolved to approve a refreshed Joint Municipal Waste Management Strategy for Lincolnshire. The vision within the document is ***“To seek the best environmental option to provide innovative, customer-friendly waste management solutions that give value for money to Lincolnshire.”***

To move towards the vision the Partnership has developed a set of ten objectives, the relevant ones to this paper are listed below;

**Objective 1. To improve the quality and therefore commercial value of our recycling stream.**

**Objective 2. To move towards a common set of recycling materials.**

**Objective 4. To explore new opportunities of promoting waste minimisation and of using all waste as a resource in accordance with the waste hierarchy.**

**Objective 10. To consider appropriate innovative solutions in the delivery of our waste management services.**

Waste management is changing; there is a real drive to find quality and value in the materials we collect. Export markets are now demanding top quality products, in general this quality can only be ensured by collecting materials separately; the co-mingled collection methodology favoured by many authorities, including those in Lincolnshire, is increasingly falling out of favour. It is likely the Government will legislate food waste collections for all by 2023 and encourage authorities to harmonise collection regimes in future years.

Against this background, the LWP has commissioned pilots of different collection methodologies. Food waste collections have been trialled in some areas of South Kesteven, whilst these proved popular with residents and levels of food waste collected are above expectations, this additional service is very expensive to provide and there is a lack of disposal facilities in Lincolnshire. In addition, the Government has indicated there will be financial assistance to help authorities implement this service in future. It is not expected this pilot will be rolled out across the County at this stage.

Additionally, three authorities (North Kesteven, Boston and South Holland) have been trialling separate paper and card collections on some of their collection rounds. Outcomes from these trials have been really positive, participation has been high and the material collected has been top quality. Residents are provided with an

additional purple-lidded bin for paper and card, which is collected using the following regime:

Week 1 Blue recycling bin

Week 2 Residual waste bin

Week 3 Purple paper and card bin

Week 4 Residual waste bin

There is no additional cost to collection authorities to operate this service and no changes are proposed to garden waste collections.

LWP is now seeking to roll this scheme out across the County. The Waste Disposal Authority is proposing to purchase bins for Districts and provide support with education and communication during implementation, this would be subsidised through a reduction in the disposal burden.

The initial impact on residents could be:

- Impact of an additional bin
- Having to adapt to a different way of recycling
- Consideration of how to operate in sack collection areas
- Potential confusion over collection regime

In order to overcome these issues, any rollout would focus on a full engagement, education and support package similar to other major service change initiatives such as garden waste implementation.

It is proposed to bring a full report to Prosperous Communities Committee in May for decision. The purpose of this paper is to inform Members of this potential change and to start a debate on the issue.

Implementation would ideally be expected between August and October 2020, subject to approval.



**Prosperous Communities  
Committee**

**Tuesday 17<sup>th</sup> March 2020**

**Subject: Consultation & Engagement Strategy and Equality Strategy**

Report by:

Monitoring Officer

Contact Officer:

Katy Allen  
Corporate Governance Officer

[katy.allen@west-lindsey.gov.uk](mailto:katy.allen@west-lindsey.gov.uk)

Purpose / Summary:

To present the Council's updated Consultation & Engagement Strategy (2020-2024) and updated Equality Strategy (2020-2024)

**RECOMMENDATION(S):**

- 1. Approve Consultation & Engagement Strategy 2020-2024**
- 2. Approve Equality Strategy 2020-2024**

## IMPLICATIONS

### Legal:

Strategy includes references to legal case law as appropriate for consultation. This includes the Gunning Principles as established in case R v London Borough of Brent ex parte Gunning 1985.

**(N.B.) Where there are legal implications the report MUST be seen by the MO**

### Financial : FIN/189/20/SL

There are no financial implications arising from this report.

**(N.B.) All committee reports MUST have a Fin Ref**

### Staffing :

No staffing implications.

**(N.B.) Where there are staffing implications the report MUST have a HR Ref**

### Equality and Diversity including Human Rights :

Includes the Equality Strategy 2020-2024.

### Risk Assessment :

Not applicable

### Climate Related Risks and Opportunities :

Not applicable

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

Not applicable

### Call in and Urgency:

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

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

Yes

No

X

### Key Decision:

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

**Yes**

**No**

## **1. Introduction**

- 1.1** The Council's current Consultation and Engagement Strategy and its Equality Strategy were adopted in 2008. This report introduces two new strategies to replace these going forward from 2020 until 2024.
- 1.2** These strategies set out the Council's aim to support strong, active and inclusive communities who can influence and shape the district of West Lindsey and both strategies will help create a more transparent and accountable council and promote our vision of:  
  
"West Lindsey is a great place to be where people, businesses and communities can thrive and reach their potential."
- 1.3** The new Consultation and Engagement strategy outlines our priorities for consultation, how we might involve our communities and some of the different pieces of legislation, which involve consultation for the Council, including the Community Rights, which are part of the Localism Act 2011.
- 1.4** The new Equality Strategy outlines West Lindsey District Council's work in meeting its equality and diversity commitments with regard to our equality duty.
- 1.5** The Consultation and Engagement Strategy 2020-2024 can be found in Appendix 1 and the Equality Strategy 2020-2024 can be found in Appendix 2.

## **2. Corporate Plan**

- 2.1** Both new strategies help position the Council to ensure our services, projects and programmes meet our corporate plan objectives. In particular any changes to what we do as a council can be guided by the principles and methods set out in both strategies.
- 2.2** Both strategies look at the national and local context and how they link to supporting the council's corporate plan.

## **3. Action Plan**

- 3.1** Both strategies includes an action plan which have specific actions to help achieve effective delivery of the strategies.
- 3.2** These are practical actions that will help raise awareness and understanding of effective consultation and engagement and equality across all areas of the council.

## **4. Recommendations**

- 4.1** Approve Consultation & Engagement Strategy 2020-2024
- 4.2** Approve Equality Strategy 2020-2024

# Consultation & Engagement Strategy

2020-2024



“Supporting strong, active and inclusive communities who can influence and shape the district of West Lindsey”

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Appendix A – Action Plan

## 1. Introduction

The Engagement and Consultation Strategy for 2020-2024 aims to support strong, active and inclusive communities who can influence and shape the district of West Lindsey.

This strategy aims to create a more transparent and accountable council and promote our vision of:

**“West Lindsey is a great place to be where people, businesses and communities can thrive and reach their potential”**

Within this strategy we will outline our priorities for consultation, how we might involve our communities and some of the different pieces of legislation which involve consultation for the council including the Equality Act 2010 and Community Rights which is from the Localism Act 2011.

## 2. National and Local Context

### National Drivers

Nationally the importance of consultation and engagement is recognised and supported by numerous pieces of legislation such as the Local Government Act 1999, the Equality Act 2010 and the Localism Act 2011.

The Local Government Act 1999 places a duty on local authorities to inform, consult or involve the public whilst the Localism Act 2011 gives communities new rights and powers to have a greater freedom to be involved in the way local decisions are made and more influence over the future of where they live. Under the public sector Equality Duty in the Equality Act 2010 councils must recognise the need to encourage people to take part in public life.

These pieces of legislation encourage greater community involvement leading to the idea that this supports better decision making and builds trust between the council and the communities.

### Local context

Understanding the key issues and challenges for our district has provided a sense of purpose for all that the council intends to do over the next four years and beyond. We have determined what our vision should be. We have questioned what success would look like, which enables us to succinctly communicate the council’s ambition to residents, stakeholders, government and the private sector. We now have clear priorities and delivery programmes.

The Corporate Plan sets out the strategic objectives of the Council for the next four years. It reflects the opportunities and challenges facing the district and what our residents have told us is important to them. We also express our desired outcomes for the next four years, which will provide our officers with clear direction. It is our aim to ensure that attention is paid to all of our communities, residents and businesses; lives are improved and our district prospers.

The Plan is a strategic document, which is supported by our Medium Term Financial Plan (MTFP) and the annual Executive Business Plan (EBP). The EBP sets out the environment in which the Council will deliver the objectives set out in the Corporate Plan. It will consider the national, regional and local context for delivery and identifies the ‘deliverables’ for the next three years.

In order to deliver against this vision, the Council will focus on three themes as illustrated below:



### 3. Priority Outcomes

All consultations undertaken within West Lindsey will look towards these 4 outcomes:

#### Outcome 1

Communities are enabled to lead the way in making West Lindsey a great place.

#### Outcome 2

Communities have the opportunity to influence issues that affect them.

#### Outcome 3

Activities are focused and purposeful using fit for purpose technology for the activity.

#### Enabling Outcome

Staff are supported to involve communities effectively in everything that we do.

## 4. What is Consultation?

Consultation according to the Consultation Institute is:

**“The dynamic process of dialogue between individuals or groups, based upon a genuine exchange of views, with the objective of influencing decisions, policies or programmes of action”**

During 2016 officers at WLDC joined the Consultation Institute to ensure that all consultations are legal. Since joining these officers have attended training run by the Consultation Institute covering a range of topics and will continue to update this knowledge as appropriate training becomes available. To ensure that our consultation is legal we will abide by the Gunning Principles.

Before 1985 there was little consideration given to consultations until a case (R v London Borough of Brent ex parte Gunning). This case sparked the need for change in the process of consultations when Stephen Sedley QC proposed a set of principles that were then adopted by the presiding judge. These principles, known as Gunning, were later confirmed by the Court of Appeal in 2001 (Coughlan case) and are now applicable to all public consultations that take place in the UK.

These outline the principles which all consultations must abide and are:

### 1. When proposals are still at a formative stage

Public bodies need to have an open mind during a consultation and not already made the decision, but have some ideas about the proposals.

### 2. Sufficient reasons for proposals to permit ‘intelligent consideration’

People involved in the consultation need to have enough information to make an intelligent choice and input in the process.

### 3. Adequate time for consideration and response

Timing is crucial – is it an appropriate time and environment, was enough time given for people to make an informed decision and then provide that feedback, and is there enough time to analyse those results and make the final decision?

### 4. Must be conscientiously taken into account

Think about how to prove decision-makers have taken consultation responses into account.

## 5. How we currently involve our communities and businesses

There are a number of ways in which we currently consult across the district.

### **Informing**

We aim to give communities and businesses information about our services, policies and decisions which might interest or affect them.

### **Consulting**

We aim to ask communities and businesses for their opinions about our services and policies.

### **Involving**

We aim to give communities and businesses opportunities to get involved in our consultations through routes such as the Citizen Panel and by making them aware through sources such as surveys, by the use of our website, social media and local press.

### **Supporting**

We aim to support a range of providers including local businesses and organisations through the voluntary and community sector.

### **Acting together**

We aim to work with our communities, businesses and the voluntary and community sector to help identify what their needs are and how we might take action or help them to take action to meet these needs.

### **Giving them power**

We aim to give our communities and businesses the confidence and ability to achieve their outcomes themselves.

Our Statement of Community Involvement (SCI) also provides an important way of involving our communities. It guides the way in which we involve residents, businesses and other stakeholders when developing our planning policies and making decisions about physical changes to the district.

## 6. Community Rights

Community Rights as contained within the Localism Act are a set of powers which give communities more control over their community, helping them to save local amenities, decide what is built and how the area should develop. Community Rights gives the community the opportunity to deliver local services and develop them into community enterprises.

There are four community rights:

### **Community Right to Bid (Assets of Community Value)**

The Right to Bid gives communities the opportunity to bid to buy and run valued local amenities if they come onto the open market. Voluntary and community groups can nominate privately and publicly owned assets to be included on a list of assets of community value. This list is managed by the council.

### **Community Right to Challenge**

The Right to Challenge gives community groups, charities, parish and town councils, voluntary agencies and groups of two or more council employees (relevant bodies) the opportunity to express their interest in taking over a local council service where they think they can do it differently and better.

### **Community Right to Build**

The Right to Build gives communities the power to build new shops, housing or community facilities through a Community Right to Build Order which is a type of Neighbourhood Development Order and forms one of the neighbourhood planning tools introduced in the Localism Act 2011.

### **Neighbourhood Planning**

This local tier to the planning system will allow local communities to decide how their local area should develop by producing a Neighbourhood Development Plan or Neighbourhood Development Order. These Plans will need to conform to the existing higher level planning framework but they will still offer communities the ability to create a local solution to local issues.

Further details on all of these community rights can be found at:

[www.west-lindsey.gov.uk/communityrights](http://www.west-lindsey.gov.uk/communityrights).

## 7. Parish Charter

WLDC acknowledges that parish/town councils and parish meetings are at the grass-roots level of local government. In their role as democratically accountable bodies, they offer a means of shaping the decisions of certain services and supporting local communities.

West Lindsey's Parish Charter sets out how WLDC and parish/town councils and parish meetings can work together to provide high quality and efficient public services for our residents and communities.

The charter is our commitment to work together with the parish/town councils and parish meetings and a statement of the principles in which all involved approach their work together.

A copy of West Lindsey DCs Parish Charter can be found at:

[www.west-lindsey.gov.uk/parishcharter](http://www.west-lindsey.gov.uk/parishcharter). Page 53

## 8. Equalities

As a local authority the Council has a responsibility to meet the Equality Duty which is set by law as part of the Equality Act 2010. The duty gives protection for all persons who might be discriminated against because of their age, race, sex, gender reassignment, disability, sexual orientation, religion or belief, pregnancy and maternity and marriage and civil partnership. These 9 areas of protection are called the protected characteristics.

The duty requires us have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

The specific duties placed on public bodies are to:

- Publish information to show our compliance with the Equality Duty – including information relating to employees who share protected characteristics and information relating to our service users
- Set and publish equality objectives, at least every four years

A copy of our latest Equality Statement can be found at:

<https://www.west-lindsey.gov.uk/my-council/how-the-council-works/key-plans-policies-and-strategies/equality-and-diversity/>

## 9. Strategy Review

This strategy will be reviewed and updated every 4 years to ensure that it stays relevant to the current provision and need for consultation and engagement at WLDC.

## 10. Contacts

For further information please contact a member of the Engagement Team.

E-mail: [engagement@west-lindsey.gov.uk](mailto:engagement@west-lindsey.gov.uk)

or visit our website at [www.west-lindsey.gov.uk/consultations](http://www.west-lindsey.gov.uk/consultations)

## Appendix A – Action Plan

Key Outcome	Actions Required	Performance Measures	Target Date	Lead Officer
<b>C1</b>	Awareness raising of consultation for team leaders through SLT	100% of Team Managers achieved	July 2020	Corporate Governance Officer
<b>C2</b>	Update of internal consultation page for staff	Minerva consultation page updated	June 2020	Corporate Governance Officer
<b>C3</b>	Raise awareness of internal consultation page through use of Minerva and staff TVs	Information available to through different sources for all staff	August 2020	Corporate Governance Officer
<b>C4</b>	Ensure all consultations use the consultation calendar	100% of consultations booked onto the consultation calendar	September 2020	Corporate Governance Officer
<b>C5</b>	Feedback is available on the website and in other means when requested for all consultations	100% of consultations have a final report published on the councils website	September 2020	Lead officer for each consultation
<b>C6</b>	Ensure membership with the Consultation Institute is gained every year	Membership in place each year	February 2021 and yearly after	Communities Manager
<b>C7</b>	Review the technology used for undertaking consultations (to include survey design, collation of data and analysis)	Appropriate technology used which is fit for purpose	December 2020 and yearly after	Corporate Governance Officer



“Committed to promoting equality and to help bring about an inclusive society”

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Appendix A – Action Plan

## 1. Introduction

Welcome to the West Lindsey District Council's Equality Strategy 2020 – 2024.

This Strategy is one of our key policy documents, which contains important information about the work of the Council in meeting its equality and diversity commitments with regards to our equality duties. It forms a major part of our work to truly develop an inclusive society for the communities of West Lindsey.

This Equality Strategy makes a clear corporate commitment to taking forward actions that will enable West Lindsey District Council to achieve our aspirations for a truly diverse society.

This document will ensure that all new and existing equality legislation is placed at the centre of the council's community leadership service delivery and employment practices, and become an integral part of the way in which the council works. We want West Lindsey to be a place where no-one experiences discrimination or is disadvantaged because of race, nationality, ethnic or national origin, religion or belief, gender, marital status, sexuality, gender expression/gender identity, disability, or age.

As a Council we are committed to promoting equality and to help bring about an inclusive society, where no one is marginalised through personal circumstances and where everyone is offered the best opportunity to realise their potential. The strategy will help us find ways to combat discrimination and thereby enable everyone, from all sections of our community, to participate in social, cultural and economic life.

We have a responsibility to provide community leadership within the District of West Lindsey and will use this role to promote equality and community cohesion as well as sharing ideas and good practice with our partners and other service providers.

The overall aim of the Strategy is to build equalities into all of our processes and systems to ensure that equality work is effectively mainstreamed into our policies and service delivery.

## 2. National and local context

### National drivers

As a local authority the Council has a responsibility to meet the Equality Duty which is set by law as part of the Equality Act 2010. The duty gives protection for all persons who might be discriminated against because of their age, race, sex, gender reassignment, disability, sexual orientation, religion or belief, pregnancy and maternity and marriage and civil partnership. These 9 areas of protection are called the protected characteristics.

The duty requires us have **due regard** to the need to:

- **Eliminate unlawful discrimination**, harassment and victimisation and other conduct prohibited by the Act.
- **Advance equality of opportunity** between people who share a protected characteristic and those who do not
- **Foster good relations** between people who share a protected characteristic and those who do not.

The specific duties placed on public bodies are to:

- Publish information to show our compliance with the Equality Duty – including information relating to employees who share protected characteristics and information relating to our service users
- Set and publish equality objectives, at least every four years

As well as the Equality Act 2010, the council is subject to the provisions of the Human Rights Act 1998 which sets out a framework for the basic rights and freedoms that belong to every person from birth to death. The rights defined in this act and international law are:

- Right to life
- Freedom from torture and inhuman or degrading treatment
- Freedom from slavery and forced labour
- Right to liberty and security
- Right to a fair trial
- No punishment without law (under which people's rights can be restricted if they break the law)
- Respect for private and family life, home and correspondence
- Freedom of thought, belief and religion
- Freedom of expression
- Freedom of assembly and association
- Right to marry and start a family
- Protection from discrimination in respect of these rights and freedoms
- Right to peaceful enjoyment of property
- Right to education
- Right to participate in free elections

## Local context

Understanding the key issues and challenges for our district has provided a sense of purpose for all that the council intends to do over the lifespan of this document from 2020 until 2024 and beyond. We have determined what our vision should be. We have questioned what success would look like, which enables us to succinctly communicate the council's ambition to residents, stakeholders, government and the private sector. We now have clear priorities and delivery programmes.

The Corporate Plan sets out the strategic objectives of the Council for 2020 until 2024. It reflects the opportunities and challenges facing the district and what our residents have told us is important to them. We also express our desired outcomes for the next four years, which will provide our officers with clear direction. It is our aim to ensure that attention is paid to all of our communities, residents and businesses; lives are improved and our district prospers.

The Plan is a strategic document, which is supported by our Medium Term Financial Plan (MTFP) and the annual Executive Business Plan (EBP). The EBP sets out the environment in which the Council will deliver the objectives set out in the Corporate Plan. It will consider the national, regional and local context for delivery and identifies the 'deliverables' for the next three years.

In order to deliver against this vision, the Council will focus on three themes as illustrated below:



The vision is complemented by a set of values that cut across the whole organisation and we make our values real by demonstrating them in how we behave every day. Our values are:

- Customers First
- One Council
- Business Smart
- Communicating Effectively
- Integrity in Everything

Our values are central to achieving our vision and delivering outcomes for the district which are detailed in our corporate plan, and our behaviours framework is integral to both.

Our vision and values were reviewed by the council in 2018 and staff from across the whole council and members were involved in shaping them.

### 3. Equality Objectives

Our Equality Objectives for the next 4 years are:

#### Objective 1

Review Corporate Plan and Equality objectives to ensure links are clear and objectives are evidence based

#### Objective 2

Ensure that all our staff, elected members and volunteers are aware of our responsibilities under the Equality Act 2010 and the Public Sector Equality Duty

#### Objective 3

Engage our communities to participate in the determination of our priorities and decision making

#### Objective 4

Ensure we are transparent in decision making

Information on our progress against these objectives can be found in our latest Equality Statement.

This can be found at:

<https://www.west-lindsey.gov.uk/my-council/how-the-council-works/key-plans-policies-and-strategies/equality-and-diversity/>

### 4. West Lindsey and the protected characteristics

West Lindsey District Council is committed to promoting equality and inclusion for all our citizens. As such we have developed this Equality Strategy which encompasses all of the nine protected characteristics.

- Age
- Race
- Sex
- Gender reassignment
- Disability
- Sexual orientation
- Religion or belief
- Pregnancy and maternity
- Marriage and Civil Partnership

#### **Gender reassignment, Sex, Sexual Orientation, pregnancy and maternity, Age Equality and marriage and civil partnerships**

West Lindsey District Council acknowledges that some people in our society are discriminated against because of their gender, their sex or sexuality, during pregnancy and maternity, due to their marriage or civil partnership and/or their age. It is clear that this discrimination may result in them being denied fair and equal access to services and employment opportunities.

Lincolnshire Police have the Stop Hate UK initiative to provide reporting of hate crime. This initiative is committed to promoting understanding and awareness of these issues.

We will continue to develop policies and procedures that meet the requirements of the Equality Act 2006 and in particular we will:

- Carry out annual staff surveys to better understand the experiences of our workforce and take action to address any inequality or discrimination.
- Ensure that men and women from all groups within the community feel effectively engaged in decision making.
- Establish whether men or women are underrepresented in using our services and where established take positive action to improve this imbalance.
- Continue the child care voucher scheme within a framework of family friendly policies.
- Continue to recognise the needs of carers and support appropriate work arrangements to allow them to work effectively.
- Provide training for staff to equip them with the necessary skills to fulfil these requirements and provide advice and guidance.
- Deal promptly and systematically to any complaints of harassment.
- Work with our partners to make communities safer and enable lesbian, gay, bisexual and transgender people to live without fear or prejudice.
- Encourage a culture of openness about sexual orientation to ensure all employees have a safe and supportive environment in which to work.

## People with Disabilities

There are many types of disability and discrimination against people with disabilities can take many forms. Disability can be a social constraint where disabled people are prevented from participating in a full and active life because of the social, economic, environmental and physical barriers they face. And it can be the attitudes of individuals and institutions and organisations that can actually inhibit disabled people actively participating in society.

West Lindsey District Council will work to remove these barriers whenever possible and we will ensure that disability issues are understood, provided and taken into account when designing and reviewing strategies, policies and service delivery systems.

We will continue to develop policies and procedures that meet the requirements of the Disability Discrimination Act 2005 and in particular we will:

- Seek the views of disabled people and our employees to ensure, where practical, the Council adequately meets the needs of our disabled citizens.
- Make it easy for everyone to use our services and buildings.
- Ensure all information provided is easy to use and understand.
- Train our staff to understand the issues faced by disabled people.
- Undertake impact assessments on existing and proposed policies to establish whether there is a negative or positive impact and take action to minimise any negative effect.

- Endeavour to establish whether disabled people are under-represented in using our services and where established, take positive action to improve this imbalance.
- Under the 'One Council' programme use the competency framework to create a better understanding of disability and allow staff to be able to challenge effectively.
- Deal promptly and systematically with any complaints, incidents or harassment.

## Race Equality

West Lindsey District Council recognises that people may be discriminated against because of their colour, race, ethnicity or nationality and gender. We are committed to challenging all forms of racial discrimination and we will continue to develop policies and procedures to give people from minority ethnic groups fair and equal access to employment and Council services.

We will seek the views of minority ethnic groups, where appropriate, to identify groups in service provision or employment and we will take all reasonable steps to overcome barriers identified. We will also work with our partner agencies and contractors to provide racial equality across our communities and to ensure ethnic minority requirements are taken into account in developing strategies and policies.

We all continue to develop policies and procedures that meet the requirements of the Race Relations (Amendment) Act 2000 in particular we will:

- Continue to monitor our services to establish whether any racial groups are under-represented and where necessary take positive action to improve this imbalance.
- Undertake impact assessments on existing and proposed policies to establish whether there is a negative or positive impact on affected groups. Where there is a negative impact we will take action to minimise the effect.
- Continue to provide a translation service for our customers and produce key council information where appropriate in different languages.
- Set targets and establish appropriate Human Resources policies so that our workforce more accurately reflects the make up of our local community.
- Provide training for staff to equip them in the necessary skills to fulfil these requirements and provide advice and guidance.
- Deal promptly and systematically, according to agreed procedures with any racial incidents or complaints.
- Continue to commit support to the initiative Stop Hate UK on the reporting of racial crime.
- Assess the accommodation and other needs of gypsies and travellers and provide appropriate support to meet these needs.

## Religion or belief

Hatred, and particularly religious hatred, in all forms, is not something that should be tolerated in our society. Whilst there have been instances of hatred appallingly directed at several religions and beliefs, worryingly there is an upward national trend in anti-Semitic hatred that must not be tolerated.

The United Nations Special Rapporteur on Freedom of Religion or Belief recently released a report which agreed that the International Holocaust Remembrance Alliance (IHRA) Working Definition of Antisemitism can offer valuable guidance for identifying antisemitism in its various forms.

The IHRA definition is as follows:

“Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities”.

WLDC fully endorses this definition and will use it to address any issue arising out of antisemitism.

## **5. Workforce Responsibilities**

The Council recognises that as well as monitoring the diverse needs of our communities across the district we also need to monitor progress in the way we deliver services to ensure effective outcomes and that our practices are free from discrimination.

The Council’s performance management framework places responsibility on Managers to consider equalities in the development of their Business Plans. This Scheme requires additional responsibilities on service areas to monitor information about who uses their service, satisfaction levels across groups and to identify any barriers to the take up of services which can be addressed by the Council.

## **6. Equality Impact Assessments**

The Equality Duty requires public bodies to consider how the decisions they make and the services they deliver affect people who share different protected characteristics.

We have a process of analysis which looks at the equality impact for our policies and procedures and has been undertaken for many years. Analysis begins prior to the introduction of, or change to, any policy or procedure. Officers assess at this very early stage the impact our decisions could have on the people we serve. We look for both positive and potential negative outcomes relating to the introduction of policies. If negatives are highlighted we look to remove them if possible and mitigate their impact if they remain.

We recognise that the impact our policies and procedures have on people is not always defined because of a single protected characteristic. The need to look at a person as a whole, rather than component parts, is imperative when applying fairness to systems and decision making.

Equality Impact Assessments are taken into account throughout our committee processes by our Members to ensure that their decisions are fair and equitable for the diverse communities they have been elected to serve.

## 7. Access to Services and Information

The Council is committed to ensuring that all sections of the community have access to information about council services and access to the full range of services.

The Council has also implemented creative ways for reaching its local communities to ensure that information about council services is widely distributed and understood. These include:

- The Council's website, which offers residents a wide range of information about how to access council services and the local democratic process.
- The Customer Services Centre located at the Guildhall, Gainsborough, is the council's main enquiry service, where experienced customer care professionals are available to offer residents assistance with their queries.
- A Language Line facility for members of the community who have a language need.
- Field Officers which offer an outreach service to vulnerable residents.

To see the full range of services available visit [www.west-lindsey.gov.uk](http://www.west-lindsey.gov.uk).

Most members of the public, who make contact with the Council, do so by making a telephone call. The Council promotes good practice in handling telephone contact. In addition to the telephone, access is available in a number of ways including face-to-face, visiting buildings, by letter, email, and using the Internet. We will also explore people's preferred method of contact with the Council on service matters and seek to identify and overcome barriers to access to services and information.

## 8. Training and Communication

The Council acknowledges that equality and diversity for staff is critical to ensuring all employees have an adequate understanding of our equality duties and that they are enabled to share the responsibility of promoting all aspects of equality both within the Council and with our external customers.

To ensure that our staff are aware of the Equality Act 2010 and their requirements, all staff will receive awareness training and if they are required to develop any policies then they will also undertake EIA training.

## 9. Strategy Review

This strategy will be reviewed and updated every 4 years to ensure that it stays relevant to the current provision and need for equalities at WLDC. In addition to the strategy review every 4 years the protected characteristics will be reviewed as and when any changes in the legislation occur and will be communicated out to all staff. A yearly update on the action plan will be reported to Management Team.

## 10. Contacts

For further information please contact a member of the Engagement Team.

E-mail: [engagement@west-lindsey.gov.uk](mailto:engagement@west-lindsey.gov.uk)

or visit our website at: [www.west-lindsey.gov.uk/equalities](http://www.west-lindsey.gov.uk/equalities)

Appendix A – Action Plan

Key Outcome	Actions Required	Performance Measures	Target Date	Lead Officer
E1	Update of internal equalities page for staff	Minerva equalities page updated	June 2020	Corporate Governance Officer
E2	Update of external equalities webpage	Website equalities page updated	June 2020	Corporate Governance Officer
E3	Update of Equalities Statement	Equalities Statement published on website	July 2020	Corporate Governance Officer
E4	Awareness raising of equalities for all staff through Learning Platform	100% of staff achieved	September 2020	Corporate Governance Officer
E5	Raise awareness of internal equalities page through use of Minerva and staff TVs	Information available to through different sources for all staff	September 2020	Corporate Governance Officer
E6	Equality Impact Assessment Training for all Team Managers through Learning Platform	100% of team managers achieved	December 2020	Corporate Governance Officer



**Prosperous Communities  
Committee**

**Tuesday 17<sup>th</sup> March 2020**

**Subject: Review of West Lindsey Home Choice Lettings Policy**

Report by:

Executive Director for Economic and Commercial  
Growth

Contact Officer:

Rachel Parkin  
Home Choices Team Manager

rachel.parkin@west-lindsey.gov.uk

Purpose / Summary:

Summary of the proposed changes to the West  
Lindsey Home Choice Lettings Policy.

**RECOMMENDATION(S):**

- 1) To approve the changes to the West Lindsey HomeChoice Lettings Policy**
- 2) Delegated authority be granted to the Chief Executive to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of Prosperous Communities committee.**

## IMPLICATIONS

**Legal:**

(N.B.) Where there are legal implications the report **MUST** be seen by the MO

**Financial : FIN/187/20/SSc**

**No financial implications arising from this report.**

(N.B.) All committee reports **MUST** have a Fin Ref

**Staffing : None**

(N.B.) Where there are staffing implications the report **MUST** have a HR Ref

**Equality and Diversity including Human Rights :**

*EIA completed and no impact*

**Data Protection Implications : None**

**Climate Related Risks and Opportunities: None**

**Section 17 Crime and Disorder Considerations: None**

**Health Implications: None**

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

*West Lindsey Home Choice Lettings Policy*

**Risk Assessment :**

**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 Housing Act 1996 states that every local housing authority must have adopted a local scheme for allocation of social housing. The West Lindsey Home Choice Policy was created following the separation from the Central Lincolnshire Partnership with City of Lincoln and North Kesteven District Council known as Lincs Homefinder.
- 1.2 The policy has been reviewed in line to take into account changes in practice and duties imposed by The Homeless Reduction Act 2017 and the Localism Act 2011. The Localism Act gives local authorities greater power to decide which categories of person they will allocate accommodation. A local authority must give reasonable preference to applicants but we also have to allow that we are a non-stock holding authority and consider:
- People owed a duty under The Homelessness Act 2002 or Homeless Reduction Act 2017
  - Those persons who are homeless and give reasonable preference to them
  - The different policies held by registered providers operating within the district
  - Ensures there is fair and equitable access for persons wanting to access the housing register whilst also ensuring that all persons accessing the choice based lettings system have equal access.
  - The specific housing needs of the people within West Lindsey
  - The numbers within each band on the waiting list and reduction in people accepted as statutory homeless

## **2. Summary of changes**

- 2.1 A detailed breakdown of changes can be found in Appendix 1. It is felt we do not to go to formal consultation due to the changes not substantially affecting the policy. We have however worked with Acis Group Ltd as the main housing provider and the council officers working with this policy.
- 2.2 The biggest changes made has been to reduce local connection to employment from 12 months to 6 months. This is to encourage people to seek employment within the area and also encourage those who may already be working to look at living with the district. This has been placed at a minimum at 6 months so as to give equal status to those people who already live within the district.
- 2.2.1 We have also included 2 categories to Band 1:  
“Any household currently in temporary accommodation and likely to be assessed by the council as unintentionally homeless”. This is with the intention of reducing numbers within our temporary accommodation

1.11 - Any household known to have experienced repeated and enduring periods of rough sleeping – To support the work we are doing we are doing with

2.3 Changes are around making wording clear to customers and updating changes in working practice

# Lettings Policy



Final Version (Post Consultation) 31.01.18

Amended Feb 2020,

Approved:

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## **1. Introduction**

This is the allocation scheme (as required by the Housing Act 1996, as amended by the Homelessness Act 2012 and Localism Act 2011) for West Lindsey District Council. It sets out the framework within which the council operates in the assessment of housing need on the common housing register and the letting of social rented properties.

West Lindsey District Council will work with all registered providers who manage properties within the area. Properties owned by other housing providers, operate their individual nomination arrangements through this scheme.

## **2. Statement of Choice**

West Lindsey District Council is fully committed to enabling applicants to play an active role in choosing where they live, whilst continuing to accommodate those in the greatest housing need in the district. This Policy aims to be open and transparent.

It is important that applicants are aware that the demand for accommodation is higher in some areas than in others, as is property availability and turnover. In making a decision about the choices available, applicants need to consider their housing need against the availability of properties in any given area.

The main objectives of the Policy are to:

- Provide a fair, open and accountable framework in which everyone has equality of access when seeking an affordable home
- Prevent homelessness and reduce the use of temporary accommodation
- Assist applicants in the greatest housing needs, whilst ensuring the best use of limited housing resources and that balanced and stable communities are maintained
- Ensure quality and accessible advice and assistance about the scheme is freely available, to ensure applicant understand and can participate.
- Take account of the relevant legislation and statutory guidance
- Have due regard to the Lincolnshire Homelessness strategy

## **3. Equal Opportunities**

West Lindsey District Council is committed to the promotion of equality of opportunity for all existing and potential application. No one will be treat unfairly due to gender, race, colour, ethic or national origin, religion, disability, marital status, age, sexuality, health or other reason. This list is not intended to be exhaustive but indicative of the council's intention and commitment to ensuring equality.

## **4. Data Protection, Confidentiality and Sharing Information**

West Lindsey District Council is known as a 'Controller' of the data you provide and we are registered with the Information Commissioner's Office. The council take your privacy seriously and will not use the information you give for any other purposes than to administer your application, unless the law allows this.

When you provide your personal information (whether on the paper and / or online application), you are consenting to the council using this and any other information you provide as proof of your application, to process and consider your application. We will:

- keep your information accurate and up to date, with your assistance
- retain your information only for as long as necessary (minimum of 6 years from the end of the tenancy/application and longer in certain circumstances)
- Store your information securely in accordance with the Data Protection Act 1998 at a level appropriate for its sensitivity. For further information see the council's Data Protection Policy

We will not share your personal information with third parties without your consent, unless they are processing your information on our behalf, or because the law allows this, for example to check the information provided by you or about you. This includes any sensitive personal information you provide for example regarding you or your family's health, although only where it is necessary.

We are also under a duty to protect the public funds we administer, and to this end may use the information you have provided for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

The third parties may include but are not limited to, passing your information and receiving information about you, with the agencies/services listed in the Statement and Declaration on the application form.

If after providing consent for us to process your personal information for this purpose, you decide to withdraw your consent, then you must contact us immediately to confirm this. However the consequences of this will be that your application will not be considered. We may also have already passed on your information, as the law allows, to other departments within council and organisations.

If you want to know more about the information we hold about you and how we process this or you have a complaint regarding the way we have handled your personal information please ask for the Data Protection Officer at our main office at Guildhall, Marshalls Yard, Gainsborough. If you however remain unhappy, then you have a right to complain to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700 Website: [www.ico.org.uk](http://www.ico.org.uk)

## **5. Eligibility**

Applicants should generally be aged 18 years or over. In the case of joint applications, at least one should normally be aged 18. Special provisions apply to 16-17 year olds, see section 5.1.

Applications from the following groups will be considered.

- Persons not subject to immigration control taking account of nationality and immigration. The main customer groups to whom properties will be let to are:
  - British nationals who are habitually resident in the Common Travel Area (CTA) i.e. United Kingdom, Channel Islands, Isle of Man or Republic of Ireland.
  - Commonwealth citizens who have the right of abode and are habitually resident in the CTA.
  - European Economic Area (EEA) nationals who have the right to reside in the UK and are habitually resident in the CTA.
  
- Persons subject to immigration control who have been granted:
  - Refugee Status
  - Humanitarian Protection or Discretionary Protection, provided that there is no condition that they shall not be a charge on public funds
  - Indefinite Leave to Remain, provided that they are habitually resident in the CTA and their Leave to Remain was not granted in the previous five years on the basis of sponsorship given in relation to maintenance and accommodation (or if their sponsor has died)
  - Persons subject to immigration control who are nationals of a country that has ratified the European Convention on Social and Medical Assistance (ECSMA) or the European Social Charter (ESC) provided that they are habitually resident in the CTA and lawfully present in the UK.
  
- In addition to European Nationals who are habitually resident in the UK, and can prove they have a current British National Insurance Number, applications from the following groups of people will also be considered: -
  - A person granted refugee status when his/her request for asylum is accepted.
  - Persons granted exceptional leave to enter or remain. This will be someone who has failed in the request for asylum, but has been given leave to remain where there are compelling, compassionate circumstances.
  - Persons granted indefinite leave to remain in the UK who are regarded as having settled status. Applicants still have to establish habitual residence.

Under the Housing Act 1996, local authorities must consider whether applicants are eligible for housing assistance. This relates to some people who may have been living abroad or who do not have permanent permission to remain in the UK. Any person making an application who is identified as falling under the Asylum and Immigration Act 1996 will be assessed in accordance with the Act. We reserve the right to seek independent advice and assistance to resolve the issue of eligibility.

## **5.1 16/17 year olds**

Generally, applications from 16/17 year olds will also be accepted but will only be considered for vacancies in designated supported young person's schemes. However, the following will be accepted on to the list for general housing stock:

- A single person aged 16 or 17 expecting or with a dependent child.
- A couple, with one or both aged 16 or 17 who are expecting a child, or have a dependent child.

In the case of applicants who are aged 16 or 17 and homeless, a joint assessment with Children's Services will be required to identify appropriate housing and support needs. This process may include other agencies such as, Health, offender management, mental health teams, etc. Such applicants will usually only be considered for appropriately supported housing schemes and not general purpose accommodation.

Some housing providers require 16/17 year olds accepted for housing to have a guarantor and/or sign up for support from the housing provider where satisfactory support is not in place from statutory agencies.

## **6. Ineligible Applicants**

Those who **CANNOT** join the Choice Based Letting Scheme are:

- Persons who are ineligible to reside in the United Kingdom.
- Persons granted exceptional leave to enter or remain but do not have recourse to public funds.

There may be cases where an ineligible person forms part of a household with others who are eligible. It is important to note that whilst the ineligible person cannot be granted a tenancy they may be taken into account in the size of accommodation to be offered, but the tenancy will only be granted to the individual who is eligible.

## **7. Non-Qualifying Persons**

The following will be considered to be non-qualifying persons, and therefore unable to join this Choice Based Lettings Scheme:

- Existing social housing tenants who have not been in their current home for 12months
- Applicants guilty of serious unacceptable behaviour

### **7.1 Existing Social Housing Tenants**

West Lindsey District Council aims to promote settled and sustainable communities, therefore social housing tenants who have not been in their current home for 12 months will be considered non-qualifying and not accepted on to the scheme.

A reviewing officer will consider any exceptional cases where an applicant's circumstances have significantly changed and the applicant was not aware or anticipating the change prior to taking their current tenancy or if the applicant is at serious risk of harm in their current property. Each case will be considered on a case by case basis.

### **7.2 Serious Unacceptable Behaviour**

The council is committed to tackling anti-social behaviour and enabling our communities to become safer places to live. We are also committed to reducing the level of rent arrears and ensuring that rent and other housing related debts are paid promptly. We will have regard to the financial consequences of their actions and to balance their budgets.

When deciding whether or not to nominate an applicant to a property, the council will take into account the previous record of the applicant (and/or a member of his/her household), whether as a rent payer or in any other respect.

The behaviour of applicants will be a factor to be taken into account as part of the assessment process. This applies to existing social housing applicants as well as new applicants.

In the case of new applications, we expect applicants to provide us with some proof that they have behaved responsibly. We will ask for references for the applicant's tenancies over the last 12 months to ensure the applicant has behaved as a responsible tenant. We may also consider references from an employer or any other professional person. It will be the applicant's responsibility to obtain the reference.

Persons who make a false statement to obtain a tenancy - where we determine that that a false statement has been made to obtain a tenancy, applicants will be disqualified from the housing register.

### **7.3 Rent Arrears and other Housing Related Debt**

The Council is committed to ensuring that applicants are supported to address issues of debt / rent arrears and prevent future issues occurring.

In all instances of rent arrears or housing related debt, the council, together with the applicant and landlord will carry out a full assessment of the reasons the debt has occurred, opportunities to reduce or minimise the debt and determine whether the situation constitutes serious unacceptable behaviour. Each case will be assessed on its own merits.

Provision of financial information - where the Council already holds information in respect of the applicant's financial position / benefit claims, it will work with the applicant to access those records as appropriate.

The Council will exclude applicants where the level of rent arrears / debt exceeds the equivalent of 8 weeks rent. The policy allows for consideration of exceptional circumstances and mitigating factors (section 7.4.1)

We would also normally ask applicants to produce a rent book and/or other documentation (for example, a bank statement) to show us whether or not they were up to date with their rent payments. Failure to provide some proof that they have behaved responsibly will not necessarily prevent an applicant from proceeding with his or her application for accommodation but the applicant would have to have a good reason for not being able to do so. Where it is apparent that an applicant has not behaved responsibly, the applicant will be given the opportunity to explain. Each case will be decided on its own merits.

It is the responsibility of an applicant to provide reasonable information to enable their application to be assessed. Applications will not be registered until we have received

all the required information and we are satisfied that an applicant qualifies for accommodation.

Applicants will be encouraged and supported to reduce their rent arrears as much as possible to have the best chance of securing accommodation. The Council works with a number of registered providers, who may operate their own policies in respect of rent arrears and housing related debt. Applicants should be aware that these may require lower levels of debt than access to the Housing Register does, and offers of accommodation may not be made to applicants with levels of debt in excess of those accepted by individual providers.

Sections 7.4 and 7.5 contain examples of where we may disqualify applicants from housing because of their serious unacceptable behaviour, or where we may prefer applicants **who are not guilty** of poor behaviour over applicants **who are guilty** of such behaviour.

We may disqualify applicants from the Housing Register if we have evidence they have behaved in an unacceptable way and we consider this makes them unsuitable to have a tenancy. Applicants will be notified of the reasons for disqualification, the relevant conditions and right of appeal"

#### **7.4 Examples of poor behaviour**

This will be undertaken with reference to s160A of the Housing Act 1996.

The authority will consider that the applicant or a member of the household, has been guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant of a registered provider.

Actions that may result in your disqualification include (but are not limited to)

- Failing to pay the rent or other charges. This would be to the equivalent of the average amount of 8 weeks rent in that area.
- Breaching a condition of the tenancy agreement
- Causing or likely to cause a nuisance or annoyance to people who live, visit or work in the locality of the home; (as landlord), or any person employed in connection with the exercise of the council's housing functions, and that the conduct affects those functions (either directly or indirectly).
- Being subject to (or having previously been subject to) an Anti-social Behaviour Injunction, an Anti-social Behaviour Order, a Criminal Anti-social Behaviour Order, a Criminal Behaviour Order, a Community Protection Notice, a Closure of Premises Order; Using their home for immoral or illegal purposes.
- Being convicted of an offence (which carries with it a custodial sentence, whether or not custody was imposed) committed in, or in the locality of, their home, or committed elsewhere against a person with a right to reside in, or occupy housing accommodation in the locality, or was committed elsewhere against the landlord of the home, or a person employed in connection with the exercise of the council's housing functions, and that the conduct affects those functions (either directly or indirectly).

- Causing the condition of the property to deteriorate by a deliberate act, or by neglect
- Making a false statement to obtain a tenancy

The council will consider whether people it has found to be guilty of poor behaviour are, at the time they apply, suitable to be tenants. Persons who are found to be unsuitable will normally be disqualified from joining the housing register.

#### **7.4.1 Mitigating circumstances**

We will act reasonably when we decide to disqualify an applicant. We will consider all relevant information before we make our decision. Where the council has reason to believe that poor behaviour is due to a physical, mental or learning disability, the person will not be determined as disqualified without first considering whether they would be able to maintain a tenancy satisfactorily with appropriate care and support. In such cases the council will consult as appropriate with any relevant agencies, including Social Services and providers of support services. We will consider the interests of the applicant and their household but we will also consider the interest of the people who live and work in our communities. The council will also have due regard to the Care Act (2015) when determining whether an applicant has capacity to hold a tenancy.

In determining the issue it is not necessary for the applicant to have actually been a tenant of a registered provider who receive allocations via West Lindsey Home Choice when the poor behaviour occurred. An example would be where an applicant who previously had a tenancy with a private landlord and was in arrears of rent, or had been guilty of anti-social behaviour, would be subject to this part of the Policy. Furthermore, the poor behaviour is not limited to behaviour caused by the applicant - it extends to behaviour caused by a member of the applicant's household and visitors to the applicant's home.

If at any time the council obtains information that leads it to believe that an applicant already on the housing register is ineligible, it will inform the applicant in writing. The applicant will be given 28 days to provide information showing that they are eligible, their application will be suspended for that period and unable to place bids, bids already placed may be bypassed. If they do not reply within this period, or if they reply but the council remains of the view that they are ineligible, they will be removed from the housing register i.e. their application will be cancelled.

We will write to an applicant explaining why we have decided to disqualify him/her from the Housing Register. Any applicant notified that they are being treated as non-qualifying may request a review of the decision.

If the review confirms that the applicant is to be treated as non-qualifying, the applicant may still make a fresh application at a future date, when the applicant feels they should no longer be treated as non-qualifying. The council will consider this fresh application on its merits. It will be for the applicant to show that their circumstances or behaviour have changed substantially. For the purpose of rent arrears or other charges, the

applicant needs to demonstrate they have cleared the account or maintained a suitable repayment plan see section 7.3.

## **7.5 Poor Behaviour - Passover of Application**

In certain cases, we may register an applicant onto the Housing Register but may not nominate to a housing provider until they pay off a debt or improve their behaviour. This applies to behaviour that makes us concerned about an applicant's ability to maintain a tenancy, but is not serious enough for us to disqualify them.

In these circumstances the application will be registered and will be awarded the appropriate banding. However, the applicant would need normally over a period of six months to successfully maintain a tenancy with a positive landlord reference. Other applicants who have not been guilty of poor behaviour will be preferred over them i.e. any bids placed will be passed over.

The council considers that poor behaviour would include the following:

- Housing Debt under £800 - By "Housing Debt" we mean (1) rent arrears owed to a landlord (including the Council, another Local Authority, a Registered Provider or a Private Landlord), (2) costs of repairing damage to Council housing property or housing property belonging to another Local Authority, a Registered Provider or a Private Landlord, (3) mortgage arrears owed to the Council or any other lender and (4) other debts including Housing Benefit overpayments and rent advance or deposit payments.

We expect applicants in debt to either pay the debt in full or make an agreement with the landlord or other creditors as the case may be, to pay off the debt over a set period. They must then keep to the agreement and make consecutive payments to reduce the debt. We would consider the following arrangements to be acceptable:

- (1) To have repaid at least 50% of the total debt or;
- (2) To make and maintain consecutive acceptable payments for a minimum of 12 weeks.

When the applicant meets either of these conditions, we will then consider them for accommodation and no longer Passover their bids placed. If, once we have made the application active, the applicant does not keep to their agreement to make regular payments off their debt we will not nominate to a housing provider, until they have maintained their agreement for a minimum of 12 weeks, with any bids being passed over.

The council will have regard to existing payment arrangements so long as payments have been made consecutively and evidence can be provided.

The council would also consider:

- Reasons given for which the arrears have incurred
- the age of the debt - debts that are statute barred will not be considered

Other housing related debt:

- the amount of debt outstanding,
  - the age of the debt
  - reasons given for why monies owed
  - the applicant's commitment to repay,
  - current housing circumstances,
- Breaching a condition of the tenancy agreement - We may visit tenants before they are offered another tenancy. If we find that the tenant is breaking their tenancy conditions we may not nominate to a housing provider until the breach has been remedied. Breaching tenancy conditions includes: damaging the property; making structural alterations without consent; allowing the garden to become seriously neglected or overgrown; poor internal decorative and cleanliness standard. We will write to the applicant to tell them why we will not nominate to a housing provider. We will also tell them what they need to do before we will nominate to a housing provider. This applies to applicants whose landlord is either a Local Authority, Registered Provider or a Private Landlord
  - Anti-Social Behaviour - Where there is evidence of anti-social behaviour at the applicant's present address or a previous address, but the behaviour is not serious enough for us to consider the applicant non-qualifying. Until the applicant has proved that they have remedied their behaviour and there have been no further incidents within a 6 month period we will not offer them accommodation and will prefer other applicants who are not guilty of anti-social behaviour, i.e. their bids will be bypassed. This also applies to any member of the applicant's household. The period of time in which we will prefer other applicants by bypassing bids, will be for a set period, which will usually be a minimum of 6 months. During this set period, the applicant will have to show that their behaviour has improved and they are capable of being a responsible tenant. We would expect them to do this by providing us with a reference from their landlord. The reference should show that the applicant has behaved as a responsible tenant over the set period. We may also consider references from an employer or any other professional person. We may make direct contact with the person who wrote the reference. If it is clear that the applicant or a member of their household is presently causing anti-social behaviour, we may not nominate to a housing provider.

We will act reasonably, when we decide that an applicant has been guilty of poor behaviour, we will consider all the relevant information before we make our decision. For example, where an applicant has housing debts this will not automatically prevent him or her from being offered a tenancy but it will be one of the things taken into account when deciding whether or not to make that offer. Where the council has reason to believe that poor behaviour is due to a physical, mental or learning disability, the person will not be considered non-qualifying without first considering whether they would be able to maintain a tenancy satisfactorily with appropriate care and/or support. In such cases the council will consult with any relevant agencies. We will consider the interests of the applicant and their household but we will also consider the interest of the wider community.

We will write to applicants explaining the reasons why we have made the decision. We will tell them what they have to do before we will consider them for

accommodation. We may ask them to do this within a set period of time. The applicant may request a review of the decision.

## **8. Processing Applications**

### **8.1 Providing Information and Documentation**

Applicants are required to provide acceptable evidence of their identity e.g. their Driving licence, Passport and proof of residency for themselves and anyone they wish to be rehoused with. They must also provide their National Insurance Number in order for the application to proceed. Without this information an application will not be processed. Any delay in providing the required documents may affect an application's registration date.

In accepting any application which includes anyone from abroad, proof of identification, nationality and immigration status will be required. Verification may be sought from the Immigration Service to safeguard the use and allocation of public funds.

In order to determine the priority an application receives, it is the applicant(s) responsibility to provide any and all information reasonably required by the council. Such information may extend beyond that requested on the Application Form. Until all required information is provided the application will not be registered and/or will NOT be eligible to bid.

### **8.2 Dating of Applications**

The initial registration date of an application form will be the date the fully completed housing application form is received at any of the council offices. All relevant documentation requested by the council should be provided within 28 days of initial contact. Failure to provide relevant documentation may result in a later registration date, or cancellation of application.

Applicants will be placed within a band in date order.

- **Date of application** - the banding date will be the same as the applicant's registration date.
- **Change in circumstances which results in a higher band assessment** - the banding date will be the date the applicant provides satisfactory evidence of the change in circumstances.
- **Change in circumstances which result in a lower band assessment** - the banding date will revert to the original application date.

For example: birth of a child may cause a household to be lacking 1 bedroom and may therefore move up a band. The banding date is the date that the birth certificate was provided to the council (leading to the re-assessment) not the child's date of birth.

### **8.3 Cancellation of Applications**

The council will cancel applications where:

- An applicant is housed as a result of that application,

- An applicant fails to respond to the annual review within the set timescale,
- An applicant has moved and failed to notify the council ,
- An applicant persistently fails to respond to the council's communication or requests for information within 14 days of last contact.

Should an applicant subsequently wish to re-join the register they will be required to complete a new application which will be processed based on their current circumstances and with the subsequent registration date.

#### **8.4 Suspension or pending of Applications**

We may suspend (put "on hold") your housing application if, for example:

- You have been asked, in writing, by telephone or email for key information in relation to your application and we are waiting for your reply
- We have asked another support agency or worker, to provide additional information about you and are waiting for a reply from them.
- If we are unable to contact you following 3 attempts within a specific time period (details will be recorded against the applicant's record).
- Whilst awaiting the outcome of a referral to the Reviewing Officer.
- Whilst awaiting response to annual review
- Where requested, an applicant refuses a home visit

#### **8.5 Right to Buy, Disabled Facilities Grants and Adaptations**

Where an applicant(s), or member of the moving household has benefited from either a Right to Buy, disabled facilities grant/adaptation or renovation grant they may be accepted onto the housing register and placed in the appropriate band. However, their application will be passed over, for a period of 5 years from when the RTB sale was completed or the work was undertaken, unless the household's circumstances have substantially changed to make the property unsuitable.

In the event that an application is passed over by the council for these reasons, applicant(s) would be notified in writing and of their right to review of that decision. Applicants must be aware that the letting of a property will not be delayed pending a review, the outcome of the review will only be applicable for future vacancies.

#### **8.6 Landlord References**

The council may contact an applicant's current or former landlord(s) for information on how that tenancy was conducted. This will cover payment of monies due, condition of property, anti-social behaviour and other tenancy conditions. This information will be used to determine eligibility and banding, of which applicants will be informed.

In the event that an applicant disputes the contents of a reference, an officer will make a decision taking into account individual circumstances and supporting information available to them.

## **8.7 Home Visits**

It is sometimes necessary to carry out home visits to assist with the assessment of housing applications and also to provide an alternative way for customers to discuss their particular requirements.

- They will only be carried out by prior appointment, unless in exceptional circumstances.
- The council reserves the right to suspend applications where access to the home is denied and until such time as this can be given. The council reserves the right to decline the request for a home visit where this may place a member of staff at risk or is otherwise considered unnecessary

## **8.8 Financial Capacity**

Households applying to this Scheme may be assessed for their ability to buy/rent a suitable property within the area, or improve/adapt their own home to meet their assessed needs. This includes applicants who have been accepted under homelessness legislation to whom the Local Authority owes a duty under sections 193(2) or 195(2) of the Housing Act 1996 as well as general applications.

Assets that may be taken into consideration when assessing financial capacity may include but are not limited to savings, shares, bonds, commercial property, residential property, property abroad and money apportioned through the proceeds of a divorce settlement, inheritance or any form of cash windfall.

Applicants assessed as having the financial resources to resolve their own housing difficulties, may have their housing priority reduced.

The council reserves the right not to make an offer of tenancy to an applicant who has the financial capacity to reasonably resolve their housing situation when taking the above into account. This criteria may be reviewed where a property is deemed to be in a 'low demand area' or at the discretion of the registered provider who manages the relevant property.

The council will also ask for financial information to allow registered providers to make affordability assessments when offering a property. Applicants may be refused for properties if it is felt they cannot afford the ongoing financial commitments needed to maintain a property via West Lindsey HomeChoice.

## **8.9 Change of Circumstances**

Applicants are required to inform the council if their personal circumstances change and it may reasonably be expected to have an effect on their Housing Register application. This includes any change in their address or household composition or contact details.

Examples of this include:

- Housing circumstances have improved
- Recovered from an illness which previously gave medical priority

When a child is born and a copy of the birth certificate has been provided there will be a re-assessment of the banding and if the banding results in a higher band it will have a band date of when the council received confirmation of the child's birth.

Changes in circumstances that lead to re-banding will be dealt with in accordance with this policy. The council will re-assess an application where there has been a change of circumstances and will notify the applicant in writing that this has been done. If the change results in the applicant's priority changing this will be explained in writing to the applicant.

It is the applicant's responsibility to ensure they provide up to date contact details. Failure to do so may lead to their application being suspended or cancelled and could mean their bids on vacancies are bypassed, after reasonable attempts to contact them are unsuccessful.

### **8.10 Annual Review of Applicants**

The council may undertake an annual review of applications on the common housing register. This helps to ensure that those on the register are still interested in applying and circumstances are up to date.

Each applicant will be contacted, in writing, on the anniversary of their application to ascertain if they still wish to be registered. Should there be no response **within 4 weeks**, the application will be suspended. Further correspondence will be sent to the applicant notifying them their application is suspended and should they not respond, within 14 days, their application will be cancelled.

Applicants who subsequently decide they wish to re-join the Register will need to re-apply in the normal way.

### **8.11 Assisted Persons List**

Some applicants may require help to ensure that they have the same opportunity to access the scheme. Where possible we will enable applicants to access the scheme themselves or by a family member or other advocate. For those who have no other support available to them, the council offers an "Assisted Persons List" to allow those who cannot participate fully without assistance, easy access to the scheme. This list will also extend to those who require help with applications for Registration.

The "Assisted List" seeks to provide a number of services for vulnerable applicants, such as;

- Assistance in accessing information relating to the scheme
- Assistance to complete an application
- Contact to advise of available vacancies
- Referral to the appropriate local agency or support worker to enable proactive support for bidding, or bidding on the applicant's behalf,
- Regular contact will be made to ensure needs are being met in terms of bidding support.

## **9. How we Prioritise Applications**

### **9.1 Bandings**

This scheme uses Bandings to prioritise the housing needs of applicants, taking into account the above groups and local housing issues to ensure the schemes objectives are met, these include but are not limited to physical and mental health, affordability, employment, social wellbeing etc and whether a move to more appropriate accommodation will alleviate these housing needs

There are 5 Bands, with band 1 for those with the highest priority. Applicants are placed in the band in accordance with their housing needs assessment details which can be found at Appendix A.

### **9.2 Reasonable Preference**

The law states that certain groups of people have reasonable preference within any housing allocation scheme operated by a Local Housing Authority, these groups are:

- People who are homeless (within Part 7 of the Housing Act 1996 as amended by the Homelessness Act 2002); this includes people who are intentionally homeless, and those who are not in priority need;
- People who are unintentionally homeless or threatened with homelessness and who are in priority need who are owed a duty by any housing authority under section 193 (2) or 195 (2) of the Housing Act 1996 (or under Section 65 (2) or 68 (2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under Section 192 (3);
- People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- People who need to move on medical or welfare grounds;
- People who need to move to a particular locality in the area, where failure to meet that need would cause hardship (to themselves or to others).
- Those leaving the Armed Forces who are in housing need

## **10. Local Connection**

A local connection with West Lindsey will prioritise your bids over applicants who do not have a local connection. To qualify for a local connection to the West Lindsey the applicant must provide supporting evidence that demonstrates:

- They have been currently resident in the district and have been so for a continuous period for the last SIX months,
- Have previously lived in the West Lindsey area for a continuous period of TWELVE months (whilst aged 18 or over) in the last FIVE YEARS,
- Have family members who are currently resident in the West Lindsey area. Family members are defined as parents or guardians, adult children or brothers or sisters who have lived here continuously for the last FIVE YEARS,
- Have their current main place of permanent work in the West Lindsey area for a continuous period of SIX months
- You have a local connection if you're under 21 and were previously in care in Lincolnshire for at least 2 years (even if placed there by another council). You also have a local connection if you're under 25 and you get advice and support from the Lincolnshire County Council's leaving care service under a 'pathway plan'

In exceptional cases the council has the discretion to award a local connection to their area.

### **10.1 Other local connection circumstances**

These circumstances include:

- Applicants who have been accepted by West Lindsey District Council under the homeless law
- Applicants who have been accepted for priority re-housing as a reciprocal arrangement with another local council
- HM Armed Forces applicants through Section 315 of the Housing and Regeneration Act (2008) who have established a local connection with West Lindsey before they joined the services
- Members of the Armed Forces, former service personnel applying within five years of discharge, bereaved spouses and civil partners of members of the Armed Forces and serving or former members of the Reserve Forces who need to move for medical reasons
- refugees who have been granted leave to remain and have been dispersed within the West Lindsey area
- applicants who have been accepted from outside West Lindsey as part of a Witness Protection recommendation
- Applicants from outside West Lindsey who are victims of domestic abuse or fleeing other violence and/or harassment, who cannot return to the area where they were living for fear of harm

### **10.2 What does not give you a local connection?**

- People living in bail hostels or approved premises
- Occupying a mobile home, caravan or motor caravan which is not placed on an official mobile home or caravan park
- Hostel residents from outside West Lindsey who have not lived in the area for six months

### **10.3 Local Letting Plans**

Local Lettings Policies are usually introduced to meet a particular local need and have an overall positive effect on estates. For example, if an estate had a high level of anti-social behaviour, applicants who bid for the advertised property may have enhanced checks on their previous behaviour, or in areas of low employment status priority may be given to those in current employment, or households of a certain age.

There are a number of Local Lettings Policies throughout the West Lindsey area. To be considered for a property subject to local lettings criteria, applicants would need to meet the usual eligibility criteria AND the additional local lettings criteria, failure to meet both criteria may lead to the bid being bypassed.

## **10.4 Section 106 agreements**

Where affordable housing units have been secured through the planning system by way of a s106 or s1 agreement the local connection cascade detailed in the relevant agreement will take precedent over the usual housing need priority criteria. Where these are applicable, the property advert will clearly display this is applicable with a link for the customer to find further information.

## **10.5 Worsened Circumstances**

Where the council determines that an applicant has deliberately worsened their circumstances and gained additional priority, they reserve the right to reduce the priority awarded by 1 band for up to 6 months. Examples include, but not limited to:

- Giving up suitable accommodation that was available to them
- Moving into an unsatisfactory arrangement e.g. sharing facilities or overcrowded

The council will take into account the current needs of the household before reducing any priority and in setting the period of time. Where priority has changed applicants will always be informed in writing stating the reasons, any time restrictions and their right to review of that decision.

## **10.6 Homelessness**

In cases where the council, has accepted a main housing duty under the relevant homelessness legislation, applicants will be placed into the appropriate band and are required to bid for suitable properties for which they are eligible.

Homeless cases will be monitored, and if applicants fail to make bids, the council will then bid on their behalf for the next suitable property they are eligible for. If an applicant refuses a successful bid that is considered suitable and reasonable, the homelessness duty to them may be discharged. In such cases the application will be re-assessed.

The council reserves the right to make direct matches to homeless households, where they consider a property is suitable and reasonable for the household.

## **10.7 Managing Risks**

The council recognises that all people have a right to a home that is more than just somewhere to live. However, there are occasions where people find it more difficult to integrate into mainstream housing.

It is important to manage the needs of individual applicants with the needs and rights of neighbours and the local community. In order to manage risks to individuals and communities a multi-agency approach must be taken, the council will therefore work closely with the Police, Social Care, Probation, Health and voluntary agencies.

For example, securing accommodation for a high-risk offender will be done in consultation and with the approval of the appropriate agencies and special arrangements may apply in cases where an applicant is considered by the Multi Agency Public Protection Panel Arrangements (MAPPA). In order to achieve this there may be occasions when the applicant with the highest priority in the scheme may not be offered a particular property. In such cases they will be written to by the council explaining the reasons why this has happened.

The council actively works with the Local Community Safety Partnership in addressing a range of issues that impact upon community safety. These issues include drugs misuse, anti-social behaviour and domestic abuse amongst others. The council reserves the right to liaise with the Local Community Safety Partnership when considering any exclusion, letting or other issues which have an impact upon community safety.

An integral part of managing risks is to ensure that appropriate support networks are in place and are regularly monitored and reviewed by the council. Any successful bid will be declined if the relevant agencies have not provided a relevant Care Plan/Risk Assessment to manage the risk.

## **11. Property Eligibility**

Applicants, upon acceptance to the housing register, will be notified in writing of the property types they are eligible to bid for. Property eligibility is based upon a household's composition and their needs, See Appendix B. The policy covers the letting of a range of property types throughout the area. These properties range from bed-sitting rooms to five bedroom houses.

It is important to note that property eligibility may differ between landlords, individual Housing Providers endeavour to make the best possible use of their stock in terms of size and suitability when setting the criteria for eligibility. For example, ground floor flats may be reserved for people with a physical disability. Housing Providers may also choose to exercise some discretion and invite bids from particular household compositions to contribute to sustainable communities. The advert will clearly state which applicants can bid for each property and which applicants will have priority for the vacancy.

The council reserves the right, in exceptional circumstances, to offer applicants accommodation not usually considered for their household type or size, for example where availability of properties in a certain area are scarce or those with no medical need may be considered for level floor accommodation.

### **11.1 Access to children**

For the purposes of this policy, we consider that access to children must be regularly and for at least three nights a week for property eligibility to be amended. Single people or couples with access to children may be eligible for a two bedroom flat as opposed to a one bed flat, but the council may give preference to applicants who would fully occupy the vacancy on a permanent basis. The council will seek evidence of this which may include a home visit.

Single people or couples with children living with them permanently and with access

to children may be able to bid for properties with an extra bedroom. However, we may give preference to large families who would fully occupy the property permanently.

The Council will also have regard to any legal documentation that specifies residency requirements, as part of an overall assessment of the applicants housing situation and needs.

The Council may also contact carer's, schools and other placements for further information on residency of children

## **11.2 Carers**

Applicants with a disability or other need who require an additional bedroom to accommodate a carer are required to provide supporting evidence. The council will verify this and will have regard to benefit entitlement and eligibility that demonstrate there is an ongoing need.

## **12. Advertising Vacancies and Bidding**

### **12.1 Advertising Cycle**

Once applicants are registered they are able to start looking for a suitable vacancy across the West Lindsey area. Vacancies will be advertised on a weekly basis from Wednesday to 12noon on the following Monday (6days). Adverts will include key property attributes, local facilities and eligibility criteria.

Vacancies will be advertised in the following ways:

- **West Lindsey Home Choice Website** –This will allow applicants to view available properties and apply 'on-line' for properties of their choice. Access to the website is available in the council's reception areas. Links to this website will be available on the council's own website.

### **12.2 Withdrawing Adverts**

Occasionally, the council may be required to withdraw a property advert, for instance:

- if it becomes apparent that the property may be let through direct lets in accordance with this policy (see section 13.7 ) or
- The property is no longer vacant
- Significantly incorrect information had been advertised in respect of the property or applicants eligibility for that property.

### **12.3 Bidding for a Vacancy**

Applicants are restricted to making 2 bids in each cycle. Where an applicant meets the property eligibility, bids can only be placed during the bidding cycle, and should be placed through the applicant's individual online account by themselves or their advocates. Applicants unable to do so may be considered for the assisted persons list see section 8.11.

Where a vacancy has been advertised and no bids have been received, or been successful, the vacancy may be re-advertised and may be allocated on a first come first served basis subject to the usual eligibility criteria.

Bids for individual vacancies are ranked by banding and banding date. If both of these are the same, this will then refer back to the original application date.

### **13. Shortlisting and Offers**

At the end of the advertising cycle, applicants who have bid will be shortlisted according to their eligibility criteria and any local lettings criteria. Verification checks will be undertaken at this stage to ensure applicants still qualify and circumstances have not changed.

#### **13.1 Bypassing Bids**

Bids may be bypassed for several reasons. It is not possible to provide an exhaustive list, but the following are common:

- Household doesn't require ground floor property and vacancy is ground floor
- Household does require ground floor property and vacancy is upper floor
- Applicant is now under offer or first nomination to another vacancy
- Household has housing related debt
- Household has experienced a change of circumstances
- Unable to contact the applicant
- Applicant does not meet specific criteria for the vacancy i.e: additional local letting criteria

#### **13.2 Making an Offer**

The successful candidate will be contacted by an officer from the landlord whose vacancy they have bid for within 7 working days, to be offered an accompanied viewing of the property which could then turn into an offer of a tenancy.

If an applicant cannot be contacted following three attempts within a reasonable timeframe, their application will be suspended pending further action in accordance with section 13.1, the next eligible person on the shortlist will then be contacted and offered the tenancy. It is important to note that all applicants ensure they are contactable as their bid may be bypassed after reasonable attempts to contact them have been unsuccessful.

In exceptional circumstances the council may not make an offer or may withdraw an offer to a successful bidder, this may include but is not limited to:

- it is clear that an applicant is not capable of understanding the responsibilities associated with being a tenant or they do not clearly understand what they are signing
- the property is no longer vacant
- an applicant has failed to respond to three contacts from the council
- The council or landlord believes the property is unaffordable for the applicant from the onset.

#### **13.3 Tenancies**

Joint tenancies will be offered to:

- a) Married couples, unmarried couples and same sex partnerships, provided that both

- are named on the application form, unless both parties request the tenancy to be granted in a sole name, stating their reasons
- b) Adults wishing to live together as friends, both names have been included on the application form
  - c) Applicants and their live-in carers, where the Council considers it to be justified.

Joint tenancies are not usually given to a parent and adult child, unless there are formal caring responsibilities.

In all other circumstances sole tenancies will be offered to the eligible lead applicant. In cases relating to persons from abroad who are subject to immigration restrictions, the tenancy will only be granted to the individual who is eligible, whilst the ineligible person can still be taken into account in respect of size and type of accommodation offered.

### **13.4 Refusals**

If an applicant refuses 3 offers, they will be contacted to discuss their housing needs and circumstances. If the council considers such refusals were made unreasonably by the applicant, it reserves the right to change the banding date to the date of the most recent unreasonable refusal.

### **13.5 Non-bidding**

All applicants in Band 1 will be monitored to establish if any suitable properties have been advertised. If suitable properties have been advertised the applicant may be contacted to establish why they have not bid. This will assist the council in ascertaining if any additional assistance is required to participate in the scheme. The council reserves the right to review such applications and reduced Banding priority.

Bids may be placed on behalf of persons in band 1 by council officers in cases of non-bidding

### **13.6 Vacancies excluded from the Scheme**

West Lindsey District Council reserves the right to exclude certain properties and housing schemes from this Scheme, but a majority of social housing vacancies in the West Lindsey area will be advertised and let through this scheme. Examples of where this may occur include (but are not limited to) where a property is needed urgently to deal with an emergency. Specialist accommodation may also be let outside this Scheme for example extra care schemes for the elderly.

In exceptional circumstances properties may be withdrawn from an advertising cycle or scheme, those applicants who may have already expressed an interest in any such property will be notified of the reasons why.

### **13.7 Direct Match**

In some circumstances it may be necessary to directly match an applicant to a suitable property. This means that the applicant may not be able to bid for properties. If this applies, we will notify the applicant direct.

Applicants subject to a direct letting will normally be made one offer of suitable

accommodation. If they do not accept the property the council may decide to make no further offers to them, reduce their Banding or discharge a homeless duty. They will be able to request a review of any decision on the suitability of a property or a decision not to make a further offer.

Properties let through direct lettings may not be advertised through this scheme, but information will normally be made available to indicate that the letting took place. This may not be done if there is good reason, such as the need to re-house someone threatened with violence.

### **13.8 Allocations to Employees and Relations**

The Scheme's application form requires applicants to declare if they or a member of their household are either a member of staff/Councillor/Board Member or related to a member of staff/Councillor/Board Member of the council.

In such cases there will be stringent procedures and checks in place to ensure the application is processed in accordance with this Policy and other applications. A Senior Officer will check the processing and assessment. Prior to any offer of accommodation being made to such an applicant the council will notify their appropriate Director or Head of Service for approval.

## **14. Reviews and Complaints**

### **14.1 Reviews of Decision**

Initial decisions relating to an application will be made by the council. Reviews of decisions or consideration of exemptions will be referred to a Reviewing Officer.

All applicants have the right to request a review of a decision if they consider this policy has not been applied correctly, for example a decision about:

- Exclusion or removal from the Housing Register
- Type of property the applicant is eligible for
- Band awarded
- Application status and applicable dates
- Reasonableness of refusals

If an applicant wishes to request of a review of the initial decision, they should notify the council of the issue they would like to be reviewed. This will be dealt with by an officer not involved in the original decision making process.

If the applicant still considers their case has not been dealt with in accordance with this policy, and they can provide evidence that relevant information has not been considered, they may request that the case is passed to the Reviewing Officer. Applicants must be aware that the letting of a property will not be delayed pending a review, the outcome of the review will only be applicable for future vacancies.

If an applicant wishes to continue to pursue the matter following a decision by the Reviewing Officer they can approach the Ombudsman (see section 14.3).

Where an applicant wishes to provide new information that has not previously been available to the council for consideration, this will be dealt with as a 'change of circumstances' and subject to a reassessment and not considered as a review.

## 14.2 Complaints

If an applicant is dissatisfied with how they have been dealt with, and feel they have been unfairly treated, discriminated against and/or the council has failed to do something they should have done, then the applicant can make a complaint.

Complaints will be dealt with by the council and in accordance with the own Corporate Complaints Policy. This can be found on the West Lindsey District Council website.

## 14.3 Ombudsman

The Local Government Ombudsman is independent of all government departments, councils and politicians. The Ombudsman examines complaints without taking sides. In most cases the complainant must have pursued the matter through the Council's own complaints procedure before a complaint can be considered by the Ombudsman

Contact details for the Local Government Ombudsman are

Email [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Telephone: 0300 061 0614

Text 'call back' on 0762 480 4299.

Fax us on 024 7682 0001.

Write to the **Local Government Ombudsman**, PO Box 4771, Coventry CV4 0EH.

Contact details for the Housing Ombudsman Service are

Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Telephone : 0300 111 3000

Fax : 020 7831 1942

Write to: **Housing Ombudsman Service**, Exchange Tower, Harbour Exchange Square, London. E14 9GE

## 14.4 Homelessness Reviews

Requests for reviews of decisions made in respect of an applicant's homeless application are subject to review procedures outside this scheme. Applicants should contact the local Authority responsible for their homelessness application for further information and assistance.

## 14.5 The West Lindsey Home Choice Panel

The council aims to deal with individual enquiries at the initial point of contact including correspondence from Members of Parliament. The officer dealing with the application may refer to either the Senior Homeless Prevention officer or Home Choices Team Manager for review. The following will be considered:

- 
- Requests for Reviews (once the Home Choices team has undertaken initial review)
- To award a Local Connection to West Lindsey in exceptional circumstances,
- All other exceptional cases that warrant consideration.

## **14.6 Policy Review**

This policy will be reviewed annually to ensure it:

- a) meets legal requirements and is consistent with related policies and strategies
- b) meets the needs of West Lindsey District Council and addresses local housing needs
- c) achieves its objectives

The council is responsible for ensuring all allocations within their organisation are made in accordance with this agreed Policy. The council will monitor the overall performance and effectiveness.

The council will consult with a wide range of stakeholders including existing and potential applicants on any proposed major changes to this Lettings Scheme and the implications of such changes.

**Appendix A  
Banding Criteria**

<b>Ref</b>	<b>Band 1</b>	<b>Ref</b>	<b>Band 2</b>
1.1	Homeless Households – unintentionally homeless & priority need decision by the council	2.1	Homeless Households – likely to be assessed by the council as unintentionally homeless but not in Priority need
1.2	Urgent Medical – permanent condition & unable to continue to reside in current home	2.2	Threatened with homelessness within 12 weeks through no fault of their own with no legal redress, working through a Personal Housing Plan with the council and likely to be priority need
1.3	Urgent Welfare		
1.4	Approved ADHAC cases	2.3	Formal discharge notice of leaving the Armed Forces
1.5	Succeeded to a tenancy but current home not suitable	2.4	Medical need
1.6	Statutory overcrowding	2.5	Applicant(s) WITH dependent children or pregnant lacking access to essential facilities, or sharing facilities with a household not moving with applicant (if awarded 2.6 will not apply)
1.7	Lacking 2 or more bedrooms (permanent household & main residence)		
1.8	High level disrepair (not through wilful neglect/damage)		
1.9	Those with combination of 2 x “Band2” (exc those who have deliberately worsened their circumstances)	2.6	Applicant(s) lacking 1 bedroom (a medical need for additional bedroom, or with permanent residency of child)
1.10	Social housing tenants within the West Lindsey area under-occupying by 2 bedrooms, leaving vacant possession	2.7	Occupying supported accommodation with a positive notice to move on to more independent living
1.11	Any household currently in temporary accommodation and likely to be assessed by the council as unintentionally	2.8	Family living separately
1.12	Any household known to have experienced repeated and enduring periods of rough sleeping	2.9	Financial Difficulties – that could be alleviated by moving
		2.10	Applicants with a combination of 3 “Band 3” Needs (exc intentionally homeless/deliberately worsened circumstances)

		2.11	Band 1 housing needs but demonstrated unacceptable behaviour
--	--	------	--------------------------------------------------------------

<b>Ref</b>	<b>Band 3</b>	<b>Ref</b>	<b>Band 4</b>
3.1	Homeless Household – decision by the council as intentionally homeless	4.1	Adequately housed
3.2	Threatened Homeless within 12wks through no fault of their own, no legal redress, completed a Personal Housing Plan with the council & unlikely to be priority need	4.2	Financially able to resolve their own housing needs
		4.3	Band 3 housing needs but have deliberately worsened their circumstances, time limited award (up to 6 months)
3.3	Medical Need	4.4	Band 3 housing needs but demonstrated unacceptable behaviour
3.4	Welfare Need – to provide/receive support, isolation		
3.5	Households with NO dependent children lacking access to essential facilities or sharing them with household not moving (if awarded 3.6 will not apply)		<b>Band 5</b>
3.6	Lacking 1 bedroom – inc those with regular overnight access	5.1	Those applicants with no local connection to West Lindsey
3.8	Employment – to improve access to current permanent employment		
3.9	Level of disrepair – not caused by wilful damage/neglect		
3.10	Band 2 housing needs but have deliberately worsened their circumstances, time limited award (up to 6 months)		
3.11	Band 2 housing needs but demonstrated unacceptable behaviour		

## Appendix B Property Eligibility

Please note that eligibility may differ between landlords, please check individual vacancy adverts for full eligibility criteria for individual properties

<b>Property Types:</b> Bedsits, Flats, Maisonette, and Houses	Bedsit	Flat/ Apartment	House	Flat	Maisonette	House	Flat/ Apartment	Maisonette	House	House	House	House
<b>No of Bedrooms</b>	<b>1</b>			<b>2</b>			<b>3</b>			<b>4</b>	<b>5</b>	<b>6</b>
Single person	Y	Y	Y	Y								
couple		Y	Y	Y	Y							
Single/couple pregnant				Y	Y	Y						
Single/couple no children but access to children		Y	Y	Y	Y							
Household with 1 child				Y	Y	Y						
Household with 2 children same gender;												
-both under 10				Y	Y	Y	Y	Y	Y			
-both aged 10-16					Y	Y	Y	Y	Y			
-one under 16 and one over 16					Y	Y	Y	Y	Y			
-Both over 16					Y	Y	Y	Y	Y			
Households with 2 children different genders;												
-both under 10				Y	Y	Y	Y	Y	Y			
-one under 10 and one over 10				Y	Y		Y	Y	Y			
-both over 10							Y	Y	Y			
Households with 3 children							Y	Y	Y	Y		
Households with 4 children							Y	Y	Y	Y		
Households with 5 children										Y	Y	Y
Sharing adults (not partners) or families with adult children;				Y	Y		Y	Y				
2 people (2 adults or single person + adult child)				Y	Y		Y	Y				
-3 people (couple + 1 adult child)				Y	Y		Y	Y				
-3 people (single person + 2 adult children)							Y	Y				
-4 people (couple + 2 adult children)							Y	Y				
-4 people (single person + 3 adult children)							Y	Y				

Bedroom Property Type	1		2		3	
	Bungalow	Ground floor flat	Bungalow	Ground floor flat	Bungalow	Ground floor flat
single aged 18- 55 with medical need	Y	Y	Y	Y		
Single aged 18- 55 with no medical need		Y		Y		
Single/cou ple aged 55-60 with no medical need	Y	Y	Y	Y		
Single aged 60+	Y	Y	Y	Y		
Couples aged 55- 60 with no medical need	Y	Y	Y	Y		
Couples aged 60+	Y	Y	Y	Y		
Families			Y	Y	Y	Y

## Appendix C

### Glossary of Terms

<b>Term</b>	<b>Explanation</b>
ADHAC	Agricultural Dwelling House Advisory Committee
ASBO	Anti-Social Behaviour Order
Adequately Housed	Living in a property that is suitable for your needs
ADHAC	Agricultural Dwelling Housing Advice Committee
Applicant(s)"	A person(s), submitting an application, or member of household
Application	Form to be included in the scheme and considered for housing
Area	The area within the West Lindsey boundary
Banding	How applicants are prioritised in the scheme
Bid	Process stating which vacancy they are interested in
CBL	Choice Based Lettings
Complaints Procedure	What is a complaint, how to make a complaint and how it will be dealt with
The Council	West Lindsey District Council
Household	Individuals with intention of living together
Housing Related Debt	Works for which tenants are responsible, current or former rent arrears, rent advance/deposits payments, all other repayable payments
No Fixed Abode (NFA)	You have no fixed accommodation. Applicants who claim that they are of no fixed abode have to satisfy the council that they genuinely have no settled accommodation and are living at various locations for very short period of time.
Policy	This West Lindsey Homefinder Choice Based Lettings Policy
Registration	Method of applying for housing
Registered Provider	An organisation that lets social housing
Repayment Agreement	An agreement made between landlords and applicants to repay and reduce housing related debts
Rough Sleepers	Those sleeping, about to bed down or actually bedded down in the open air or those in buildings (or other places) not designed for habitation
Stakeholders	Other agencies/organisations with an interest or involvement in the scheme or individual applications

## **1. Introduction**

## **5. Eligibility**

### **Page 5 – 5.1 – 16/17 year olds**

Changed criteria from

*A single woman aged 16 or 17 expecting a child.*

*A single parent aged 16 or 17 with a dependent child.*

To

*A single person aged 16 or 17 expecting or with a dependent child*

### **Page 10 - 7.5 – Poor behaviour – Passover of application**

Para 6, Line 4– we will not offer them any accommodation, changed to “we will not nominate to a housing provider”

Para 11, Line 3 - we may not offer accommodation, changed to we may not nominate to a housing provider

para 11, line 8 - before we will offer them accommodation changed to before we nominate to a housing provider.

Para 12 – line 16 - we may not offer them accommodation changed to we will not nominate to a housing provider

Para 14 - before we will consider them for accommodation changed to before we will consider them for a nomination.

## **Processing Applications**

### **Page 12 - 8.2 Dating of Applications**

Para 1, line 3 - Within 28 days of initial contact

### **Page 12 - 8.3 Cancellation of applications**

Para 1, line 4- Changed to within 14 days of last contact from “reasonable timescale”

### **Page 13 - 8.4 Suspension or pending of Applications**

Bullet point 4 – Changed West Lindsey Home Choice Panel to West Lindsey Reviewing Officer

### **Page 15. 8.10 Annual Review of Applicants (*changed from Applications*)**

Changed from “The council will undertake an annual review” to “the council may undertake an annual review”

Wording changed from contacted by letter to correspondence

### **Page 16 – 10. Local Connection**

Bullet point 4 – Changed from TWELVE months to Six months.

To encourage more people who are working in the district to apply for accommodation

Addition of bullet point

*You have a local connection if you're under 21 and were previously in care in Lincolnshire for at least 2 years (even if placed there by another council). You also have a local connection if you're under 25 and you get advice and support from the Lincolnshire County Council's leaving care service under a 'pathway plan'*

This is due to an amendment from the Homeless Reduction Act 2018

**Page 19 - 11.1 Access to children**

Para 1 – Addition of “The council will seek evidence of this which may include a home visit”. Clarification given to applicants of expectation.

**Page 20 – 12.1 Advertising cycle**

Removal of advertising properties in reception areas and dispersed office locations as we have found this did not increase bids to properties.

**Page 21 – 13.1 Bypassing bids**

Bullet point 4 – Removed (Passover status) as this status no longer exists

**Page 21 – 13.2 Making an Offer**

Para 2, line 1 - Added *reasonable timeframe* to read “If an applicant cannot be contacted following three attempts within a *reasonable timeframe* their application will be suspended pending further action

**Page 22 – 11.1 Access to Children**

Para 5 - Added - The Council may also contact carer’s, schools and other placements for further information on residency of children

**Page 24 – 13.5 Non bidding**

Bids may be placed on behalf of persons in band 1 by council officers in cases of non-bidding

**Page 25 - 14. Reviews and Complaints**

Para 1, line 1 - *Reviews of decisions or consideration of exemptions will be referred to the West Lindsey Home Choice panel for consideration. West Lindsey Home Choice Panel changed to Reviewing Officer. This is due to new working practices.*

Para 4, line 3 – Changing of *West Lindsey Home Choice panel* to *Reviewing Officer*

Para 5, line 1 – Changing of *West Lindsey Home Choice panel* to *Reviewing Officer*

**Page 24 – 14.5 The West Lindsey Home Choice Panel**

Paragraph changed to now read

*The council aims to deal with individual enquiries at the initial point of contact including correspondence from Members of Parliament. The officer dealing with the*

*application may refer to either the Senior Homeless Prevention officer or Home Choices Team Manager for review. The following will be considered:*

- *Requests for Reviews (once the Home Choices team has undertaken initial review)*
- *To award a Local Connection to West Lindsey in exceptional circumstances,*
- *All other exceptional cases that warrant consideration.*

## **Page 26 Appendix A Banding Criteria**

Addition of

1.10 - Any household currently in temporary accommodation and likely to be assessed by the council as unintentionally homeless

1.11 - Any household known to have experienced repeated and enduring periods of rough sleeping

# Agenda Item 6e



**Prosperous Communities**

**Tuesday, 17 March 2020**

**Subject: Community Transport Programme**

Report by:

Chief Executive

Contact Officer:

Grant White  
Enterprising Communities Manager

grant.white@west-lindsey.gov.uk

Purpose / Summary:

To provide a presentation update on the Councils transport programme and approve continued funding for CallConnect services in West Lindsey.

**RECOMMENDATION(S):**

1. Members approve to continue funding CallConnect with a 2 year grant
2. Members recommend to Corporate Policy & Resources Committee for financial approval

## IMPLICATIONS

### **Legal:**

Grant awarded using established funding agreements and service level agreements between West Lindsey District Council and Lincolnshire County Council.

**(N.B.) Where there are legal implications the report MUST be seen by the MO**

### **Financial : FIN/195/20/SL**

In 2014/15 the Rural Transport Programme was established with a £300k budget from Council reserves. A full budget profile is detailed within the report showing actuals paid 17/18 to 18/19 and forecast spend for 19/20 against the £237.5k approved in 17/18.

Balance on earmarked reserve (Connectivity Fund RE91) is £73,945.62

Forecast surplus from the Rural Transport Programme budget is £47,200

There is a total remaining balance of £121,145.62. The proposed grant award of £90,000 would leave £31,145.62 remaining in the programme budget.

**(N.B.) All committee reports MUST have a Fin Ref**

### **Staffing :**

Not applicable

**(N.B.) Where there are staffing implications the report MUST have a HR Ref**

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

Not applicable

### **Data Protection Implications :**

Not applicable

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

Not applicable

### **Section 17 Crime and Disorder Considerations :**

Not applicable

**Health Implications:**

The continuation of the North of Lincoln CallConnect service will provide transport links between rural villages and health services such as GP surgeries and Lincoln County Hospital.

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

**Risk Assessment : Not applicable**

**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 On 21<sup>st</sup> March 2017 the Councils Rural Transport Programme was approved and established by the Prosperous Communities Committee.
- 1.2 The programme was established in response to identified challenges and issues around transport impacting rural communities in West Lindsey. The programme has a delivery plan for 2017 to 2020 and included a range of transport initiatives that have been funded.

### **APPENDIX 1 – Rural Transport Programme Delivery Plan v1.0**

- 1.3 A Rural Transport Member Working Group was also established to oversee the operational work of the programme and determine further funding decisions linked to the Access to Transport Fund.
- 1.4 Entering the 2020-2021 financial year a review of the programme will now be initiated. This will review previous work and make recommendations on the future actions of the programme.
- 1.5 More immediately a decision is required about the continued funding for one of the flagship initiatives of the programme. This is the North of Lincoln CallConnect service that was jointly funded by the Council and Lincolnshire County Council. A funding decision is required for implementation from April 2020 onwards.
- 1.6 The service from April 2020 will also receive improvements in coverage with an additional bus being added. This will result in greater availability for users in West Lindsey. The new service maps are attached as appendices to this report.

### **APPENDIX 2 - 100S North-East of Lincoln CallConnect**

### **APPENDIX 3 - 100L North-West of Lincoln CallConnect**

- 1.7 The new North of Lincoln CallConnect service was established on an understanding that following the initial 2 year period on-going funding support will be required to ensure continuation.
- 1.8 The Councils revenue contribution for 2 years has been £90,000. This report proposes to continue funding these services for a further 2 years up to the value of £90,000.

## 2. CallConnect Figures

2.1 The following table details passenger journeys using CallConnect services in West Lindsey during 2019:

--

2.2 Passenger numbers for the North of Lincoln service grew significantly in the first year of operation. The increase rate has slowed during the second year but does continue to grow.

2.3 The Council and Lincolnshire County Council actively promote CallConnect services and will initiate a new marketing campaign from April 2020 to help further grow the usage of all services.

## 3. Finance

3.1 Continued grant funding support is required to ensure the successful continuation of the North of Lincoln service. It is proposed to provide a further 2 year grant award as part of the Rural Transport Programme.

3.2 The following table details the financial summary for the programme:

### Rural Transport - Financial Summary

Approved budget of £237.5k across 3 years from 2017/18 to 2019/20 (FIN/13/18)

	Revenue / Capital	Approved Budget for Project	2017/18	2018/19	2019/20	Total Spend	Balance
1) Communication and information	R	5,000	2,099	200	967	3,266	(1,734)
2) Community Transport							
Lincoln Area Dial-a-Ride	R	20,000	2,500	10,000	7,500	20,000	0
3) Commercial Opportunities							
Call Connect-North of Lincoln	C	22,500	23,250	0	0	23,250	750
Call Connect-North of Lincoln	R	90,000	19,188	45,000	26,350	90,538	538
Access to Transport fund	R	100,000	0	14,833	9,974	24,807	(75,193)
<b>TOTAL (REVENUE &amp; CAPITAL):</b>		<b>237,500</b>	<b>47,037</b>	<b>70,033</b>	<b>44,791</b>	<b>161,861</b>	<b>(75,639)</b>

- 3.3 The Connectivity Fund earmarked reserve of £300k was approved through the 2014/15 MTFP, and £18.5k was expended on consultancy costs during 2015/16, leaving a balance on the reserve of £281.5k.
- 3.4 The Connectivity Fund earmarked reserve has a balance of £73,945.62. The forecast surplus in the Rural Transport Programme budget is £47,200.
- 3.5 In total there is currently £121,145.62 remaining in the programme budget with the Connectivity Fund earmarked reserve and Rural Transport Programme surplus combined.
- 3.6 The £90,000 grant amount required for the North of Lincoln CallConnect service would leave £31,145.62 remaining in the programme budget.
- 3.7 This remaining amount would continue to fund the Access to Transport Fund should new applications be made until its planned closing date of 31<sup>st</sup> March 2020.

#### **4. Future of the Rural Transport Programme**

- 4.1 Following the convening of the Transport Member Working Group a new proposal for the future of the programme will be developed. This will then be presented to Prosperous Communities Committee for consideration and decision later in 2020.
- 4.2 Attached with this report is a presentation providing a highlight summary of work delivered under this programme.

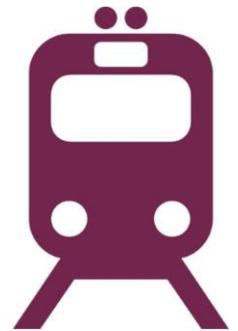
#### **APPENDIX 4 – Rural Transport Programme Update March 2020**

#### **5. Recommendations**

- 5.1 Members approve to continue funding CallConnect with a 2 year grant.
- 5.2 Members recommend to Corporate Policy & Resources Committee for financial approval.

# Rural Transport Programme

## Delivery Plan 2017-2020



*“Supporting community transport in West Lindsey”*

## 1. Introduction

In 2014-2015 the Council agreed to allocate £300,000 from reserve funds to go towards making improvements and/or tackling issues with rural transport in West Lindsey. As a large rural district, lack of or gaps in transport and connectivity is often seen as a barrier to accessing services and ease of mobility.

Following research work and collaboration with external partners including Lincolnshire County Council and transport providers, we now have a selection of projects and actions for delivery. This projects and actions have been developed to respond to need and be achievable to deliver and sustain.

This programme will help support our six main priority areas within the Council's Corporate Plan 2016-2020:

- **Open for Business**
- **Asset Management**
- **Central Lincolnshire Local Plan**
- **People First**
- **Partnership/Devolution**
- **Excellent Value for Money Services**

The Rural Transport programme consists of the following themes:

- 1. Communication and Information**
- 2. Community Transport**
- 3. Commercial Opportunities**
- 4. Transport Planning**
- 5. Total Transport**

This Delivery Plan provides details of the projects and initiatives we shall be delivering and supporting as part of this programme of work. The document is an active plan which shall be kept up to date as changes occur or items of work are completed.

## 2. Contact Details

For more information about the Rural Transport programme please visit:

[www.west-lindsey.gov.uk/transport](http://www.west-lindsey.gov.uk/transport)

For queries about the programme please contact us via e-mail:

[transport@west-lindsey.gov.uk](mailto:transport@west-lindsey.gov.uk)

## 3. Transport in West Lindsey

West Lindsey is a large rural district covering over 440 square miles. Transport operators, Local Authorities and the voluntary sector all play an important role in providing a comprehensive range of transport options for residents.

Existing transport options within the district include:

- Scheduled bus routes (Local services and Interconnect)
- Call Connect (rural bus services)
- Rail (stations at Gainsborough, Saxilby and Market Rasen)
- Community Transport (including car schemes and mini buses)

Further information about public transport in Lincolnshire is available at:

[www.lincsbus.info](http://www.lincsbus.info)

## 4. Programme Governance

We have governance in place to ensure effective delivery and management of this programme of work. All decisions about project delivery and funding are made based on evidence based options and full engagement with elected Members.

### **Enterprise & Community Services**

This is the service area of the Council responsible for managing the day to day delivery of this programme. Officers will manage projects and work with partners to deliver agreed objectives and outcomes.

### **Entrepreneurial Board**

This board oversees the on-going delivery and management of the programme. Officers involved with project delivery will provide regular updates to Senior Managers.

### **Prosperous Communities Committee**

This committee oversees the entire programme and allocated budget. All strategic decisions on project delivery are made by this committee. Monitoring and evaluation is reported to this committee on a regular basis to ensure full oversight.

### **Rural Transport Member Working Group**

This working group is made up of a cross selection of elected Members. The working group meet on a regular basis to help support the delivery of the programme and provide vital Member engagement on rural transport issues.

## Theme 1: Communication and Information

### 1.1 Transport Publicity Programme 2017-2020

We will deliver coordinated publicity and promotion of existing transport services. A communication plan will detail all specific forms of publicity and communication we shall undertake.

This work will be completed in-house by existing Community Officers and Communications Officers. It will include the following:

- New content about public transport on WLDC website
- Social media promotion of transport services
- Distribute transport posters to all Parish Councils (once per year)
- Other promotional and publicity materials to promote transport options

**Financial Impact:** A £5,000 revenue budget over 3 years.

## Theme 2: Community Transport

### 2.1 Community Car Schemes

We are working with LCC to identify existing schemes and communities that would like to have a scheme where none currently operates. Communities that show an interest in setting a scheme up will be given further advice and support from LCC and WLDC officers.

This work will be completed in-house by existing Community Officers working in partnership with LCC officers. It will include the following:

- Promote benefits of Community Car Schemes to areas with no coverage
- Provide advice and support with scheme set up and funding

### 2.2 Lincoln Area Dial-a-Ride Car Scheme – Volunteer Co-ordinator

Lincoln Area Dial-a-Ride has launched a new community car scheme service which operates in West Lindsey. Whilst the Dial-a-Ride services are limited to a 6 mile radius of Lincoln, the car scheme is only limited by volunteer driver availability.

This project will provide a Volunteer Co-ordinator post to help drive volunteer recruitment, training and retention. The ability to recruit and maintain a strong volunteer base will enable this community car scheme to expand and provide

greater cover in West Lindsey. This work will be delivered by Lincoln Area Dial-a-Ride and be managed through a grant funding agreement.

**Financial Impact:** A £20,000 revenue grant agreement over 2 years (£10k per year)

### 2.3 North Notts and Lincs Community Rail Partnership

The Council continues to support a new Community Rail Partnership that has been formed in our area. The partnership is an unincorporated association of local government, public transport operators and community groups.

The Partnership aims to bring together representatives of the local transport authority, local planning authorities, train operating companies, infrastructure operator and wide range of local community groups, with the objective of securing the future of the Lincoln to Sheffield, Lincoln to Doncaster, Lincoln to Grimsby and Sheffield to Cleethorpes via Brigg railway line through increased patronage and revenue through the eleven stations in the area of the NNLCRP.

The first meeting of the Partnership was held on Friday 10<sup>th</sup> February 2017. The constitution was agreed and an initial action plan for the Partnership is currently in development.

We have played a key role in communication and co-ordination with Local Authorities in the area. We will continue to provide representation and officer support for the Partnership. A new website is currently in development.

The following image shows the geographical coverage of the Partnership:

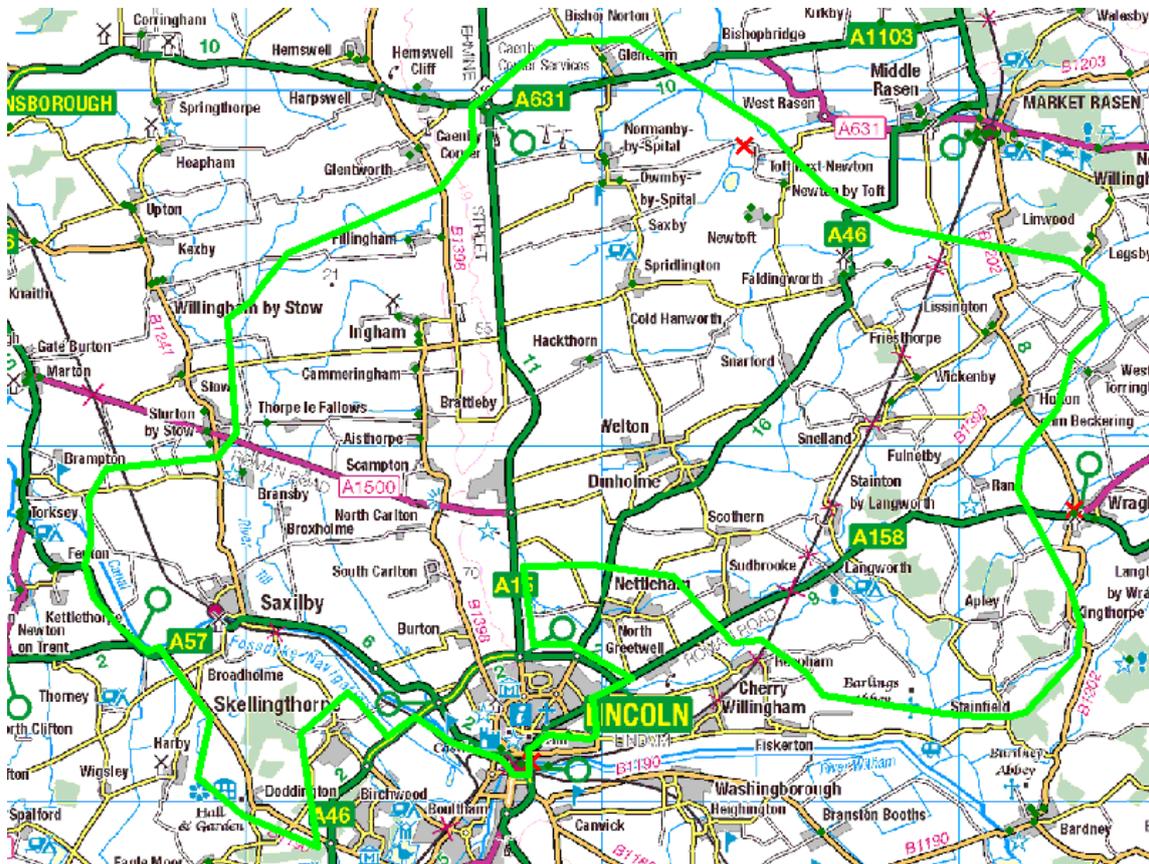


## Theme 3: Commercial Opportunities

### 3.1 CallConnect – North of Lincoln expansion pilot

CallConnect currently has a gap in provision impacting villages north of Lincoln. The proposed service will be operated using a 14 seat minibus serving West Lindsey rural settlements to the north and east of Lincoln. This will greatly improve transport options for journeys to Lincoln and for location to location journeys within West Lindsey. For example to medical facilities at Welton. The service will be a flexible demand responsive service with the option of a fixed route at peak time.

The map below shows the approximate coverage of this new service:



This work will be delivered by Lincolnshire County Council and be managed through a grant funding agreement.

#### Financial Impact:

- **Capital** – minibus cost £35,000 to £45,000
- **Revenue** – £180,000 over 2 years

WLDC total contribution: £107,500 to £112,500

LCC total contribution: £107,500 to £112,500

Following this 2 year pilot an on-going source of funding will be required to ensure the service continues. A full service assessment will take place during the pilot to demonstrate the need and demand.

### 3.2 CallConnect – Market Rasen Service

The Market Rasen CallConnect service has high levels of customer satisfaction and provides vital transport to surrounding communities. The service enables residents to access services in Market Rasen and other nearby locations including shops, GP surgeries, dentists and libraries.

Demand on this service is high which can result in availability issues for some residents. We are working with Lincolnshire County Council to explore options for enhancing the Market Rasen service and being able to better meet need and demand from local residents.

Options being explored include:

- Additional service at peak times
- Scheduled routes/times to meet peak demand

Options for this work will be presented to Members during Quarter 3 of 2017/18.

#### Financial Impact:

Further work is taking place to identify possible service enhancements. This work will include identifying costs of delivery. Un-allocated funds are still available within our Rural Transport programme to support this area of work.

### 3.3 Access to Transport Fund

The Access to Transport Fund will provide funding to deliver local projects that improve awareness and/or access to public transport. Funding can be used to support Council led improvements and be applied for by other organisations including Town and Parish Councils.

The aim of the fund is to enable small to medium projects to be delivered at a local level. Local community led projects will help increase and/or maintain access to public transport. The fund will empower local communities to develop enhancements and solutions.

This fund will be delivered in-house with advice and support from LCC as required. We shall seek match funding opportunities where possible to further

enhance local projects and secure leverage of funding into the District. Examples of what the fund could support include:

- New bus shelters and signage
- Footpath improvements
- Local transport promotion
- Feasibility and research for transport improvements
- Transport projects identified through Neighbourhood Planning

**Financial Impact:** A £100,000 fund with ability to support revenue and capital. Fund amount can be increased if other projects do not proceed and/or to respond to identified need. The fund will initially run for 3 years and can be extended if funds are remaining.

## Theme 4: Transport Planning

### 4.1 Transport Planning Tools

Lincolnshire County Council has launched a new online bus journey planning tool. It is supported by a telephone based journey helpline.

The online tool and helpline shall be promoted as part of our communication work for this programme.

The website address is: [www.lincsbus.info](http://www.lincsbus.info)

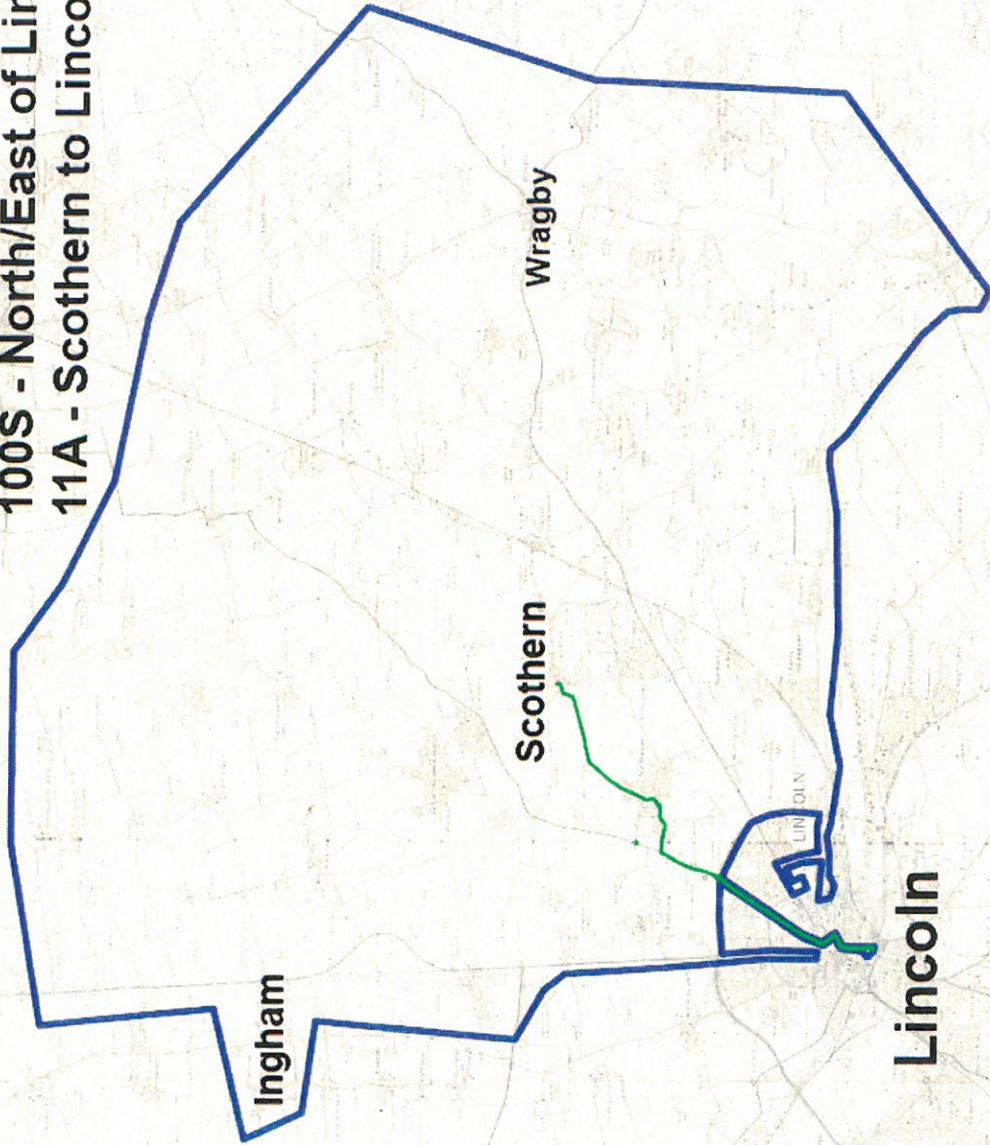
### 4.2 Neighbourhood Plans – Transport

As part of the Council's approach to supporting the development of Neighbourhood Plans, advice and support is being provided to ensure local transport is adequately reflected. WLDC and LCC officers continue to provide advice to ensure new Neighbourhood Plans consider and identify transport needs as part of the wider planning process.

## Theme 5: Total Transport

No specific projects have been developed under this theme. Currently awaiting further progress and decisions to be made by Lincolnshire County Council who are leading on this work. The North of Lincoln CallConnect pilot in Theme 3 may lead to a Total Transport trial.

100S - North/East of Lincoln CallConnect  
11A - Scothern to Lincoln



LINCOLNSHIRE COUNTY COUNCIL

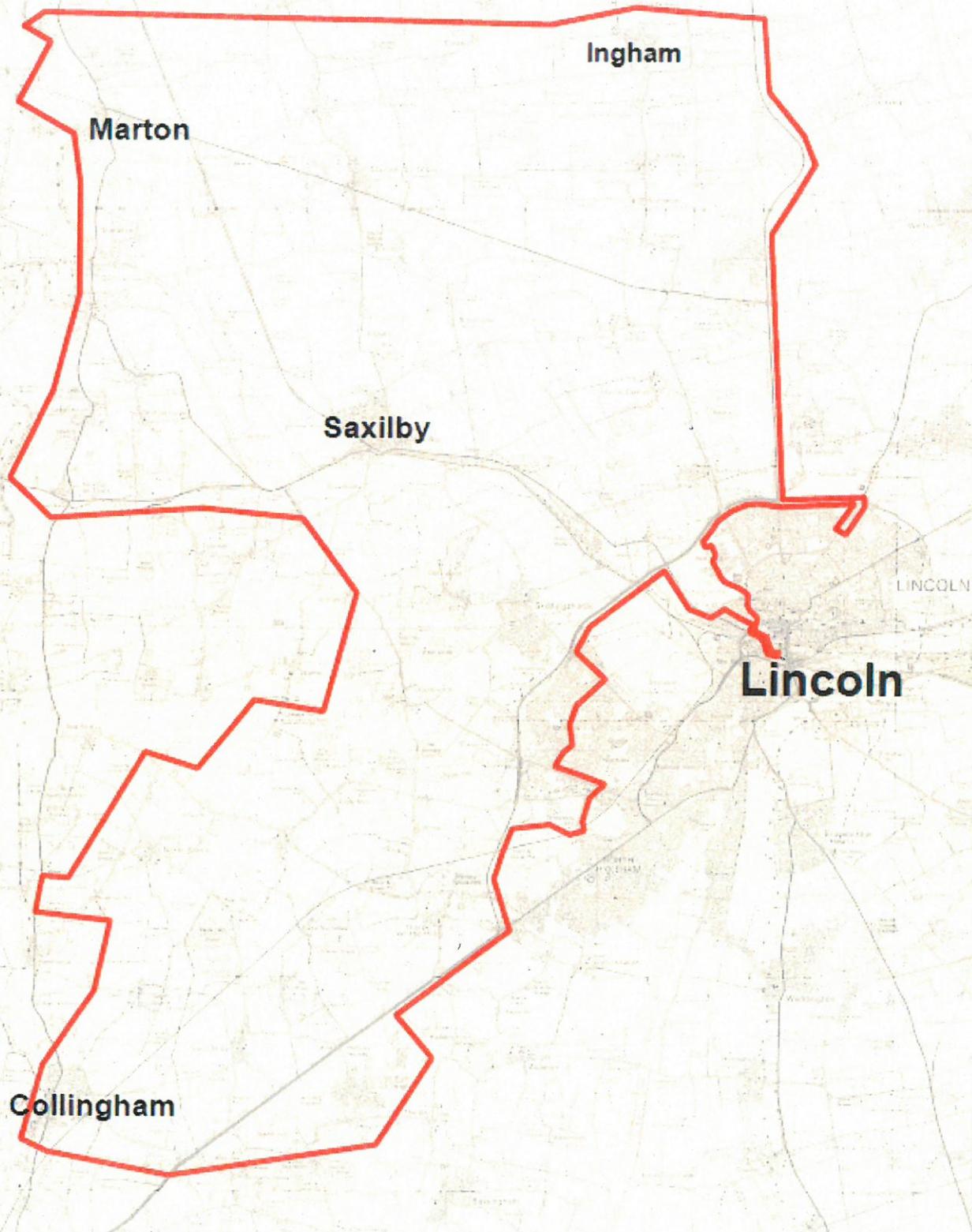
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**Lincolnshire**  
COUNTY COUNCIL

*Working for a better future*

# 100L - North/West of Lincoln CallConnect



# Rural Transport Programme

## Update Presentation

# Introduction

---

- Programme initiated to tackle issues with rural transport
- £300k allocated from reserves
- Following research a programme of initiatives was developed
- Programme linked to the Council's Corporate Plan 2016-2020 priorities

- Open for Business
- Partnership/Devolution

- People First
- Central Lincolnshire Local Plan

- Asset Management
- Excellent Value for Money Services



*“Supporting community transport in West Lindsey”*

# Programme Themes

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- 1. Communication and Information
- 2. Community Transport
- 3. Commercial Opportunities
- 4. Transport Planning
- 5. Total Transport

**Rural Transport Programme  
2017-2020**



*“Supporting community transport in West Lindsey”*

# Rural Transport Programme

## The Funded Initiatives

# Transport Publicity

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- **Gainsborough Travel Guide**
- **Scotter & Kirton-in-Lindsey Travel Guide**
- **Market Rasen Travel Guide**
- **CallConnect promotional leaflets**
- **CallConnect posters**
- **Social media posts including video of Call Connect**

# Lincoln Area Dial-a-Ride Community Car Scheme

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- **New car scheme covering villages north of Lincoln**
- **Volunteer driver recruitment has been difficult**
- **Similar issues faced by community car schemes in other areas**
- **Yearly reporting due in March 2020**

# North Notts & Lincs Community Rail Partnership

- New CRP established covering lines and stations in Bassetlaw, Lincoln, North Lincolnshire and West Lindsey
- CRP Officer hosted by WLDC
- Successful funding applications to achieve station improvements



# Access to Transport Fund

- **New grant scheme launched to support transport related projects**
- **Moderate uptake across West Lindsey**
- **£28,807 awarded to 7 projects**

Group/Organisation	Project Title	Total Grant Request/Approved
Snitterby Parish Council	New Bus Shelter	£2,783.33
Langworth Group Parish Council	New Bus Shelter	£3,050.00
North Notts & Lincs Community Rail Partnership	CRP Officer	£8,000.00
Burton by Lincoln Parish Council	Burton Waters Bus Shelter	£1,000.00
Cherry Willingham Parish Council	Cherry Willingham Bus Shelter	£1,974.00
West Lindsey District Council	Central Station, Gainsborough	£4,000.00
Saxilby with Ingleby Parish Council	Sustainable Saxilby- Connectivity Project	£8,000.00

# CallConnect North of Lincoln



- **New CallConnect service launched covering villages north of Lincoln**
- **Filled the last gap in CallConnect coverage for West Lindsey**
- **Service has established vital connections between communities**





# Agenda Item 6f



**Prosperous Communities  
Committee**

**Tuesday 17 March 2020**

**Subject: Progress and Delivery Report - Period 3 2019/20**

Report by:

Chief Executive

Contact Officer:

Ian Knowles  
Chief Executive

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Purpose / Summary:

To consider the Progress and Delivery report for period three (October – December) 2019-20.

**RECOMMENDATION(S):**

To assess the performance of the Council's services through agreed performance measures and indicate areas where improvements should be made, having regard to the remedial measures set out in the report.

**IMPLICATIONS**

**Legal:**  
There are no legal implications as a result of this report

**Financial : FIN/169/20**  
There are no financial implications as a result of this report

**Staffing :**  
There are no staffing implications as a result of 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:**  
N/A

**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)

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input checked="" type="checkbox"/>
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**Key Decision:**

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

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input checked="" type="checkbox"/>
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## 1.0 Introduction

Councillors have received Progress and Delivery (P&D) reports since 2012. These performance reports provide information on how the Council is performing using a balanced scorecard approach that measures performance of Council services based on the following perspectives:

- Customer
- Financial
- Process
- Quality

The purpose of the P&D reporting cycle is to provide Councillors on policy committees the opportunity to discuss service based performance with officers and for Councillors to be given assurance that proposed measures to remedy consistently below target performance are sufficient enough to allow for required improvements. Once the report has been received by each policy committee, the Council's Overview and Scrutiny Committee is given the opportunity to scrutinise any challenges made, thus feeding in to a cycle of continuous improvement of the Council's performance management processes.

As per the Council's Constitution, this report provides information on an exception basis, i.e. those performance measures that are performing above or below agreed targets for at least two consecutive periods. Where performance is below expected standards, Team Managers are required to provide explanatory commentary, including what remedial action is/will be taken to improve performance to the expected level. Performance measures that are performing within agreed tolerance levels are not included in this report, though all P&D performance measures continue to be monitored corporately, facilitated by the Performance and Programmes Team.

### How to use this report

Performance is assessed using the RAG traffic light system as follows:

	Performance is below agreed tolerance levels
	Performance is within agreed tolerance levels
	Performance is better than agreed tolerance levels.

The municipal year is divided into four periods in alignment with the Council's committee schedule. Period one covers April and May, period two runs from June – September, period three covers October – December and period four runs from January – March. As well as current performance, information for the preceding three periods is included in the report on a rolling basis to provide context and to allow for comparison. In addition, direction of travel is also included which compares performance for the current period to the same period the previous year, i.e. period three 2019/20 is compared to period three 2018/19.

	Performance has improved
	Performance has remained static
	Performance has declined



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# Executive Summary

## 1.0 Overall Summary of Performance

Table one shows a summary of service performance for period three 2019/20 (October-December) which also includes the preceding three periods for comparison. A total of 87.6% of the Council's key performance indicators are either meeting or exceeding target compared to 77.5% at the same point last year, representing an improvement of 10.1%. In addition, 12.4% of the Council's key performance measures are below target, compared to 21.5% at the same point last year. Further information relating to those areas that have performed above target can be found in the 'commentary' column of [Table 2](#) (measures where performance is outside agreed tolerance for two periods or more), and in the associated tables in [Appendix A](#).

57% of the Council's performance measures are outside agreed tolerance levels (red or green) for period three. Of these, 51% have been outside agreed tolerances for two periods or more and of these specific indicators:

- 76% have been above target for two periods or more (green), equating to 22 indicators.
- 17% have been below target for two periods or more (red), equating to 6 indicators.
- The remaining 7% (or 2 indicators) have been outside tolerance for at least two periods but the position is mixed, i.e. performance has moved from above to below target (green to red); or from below to above target (red to green).

RAG	2018/19	2019/20		
	Period Four	Period One	Period Two	Period Three
Exceeding target	36%	48%	35%	46.4%
Meeting target	48%	40.6%	56%	41.2%
Below target	16%	11.4%	7%	12.4%
Missing information	0%	0%	2%	0%

Table 1: Overall summary of performance

## 2.0 Identified Improvement Actions

[Table 2](#) identifies measures where performance is outside agreed tolerance (red or green) for two consecutive periods or more. Where remedial action has been identified to ensure underperformance is rectified, this has been included in the 'commentary' column.

Those measures where additional improvement action or information has been requested by the Council's Management Team or by Members are highlighted below, Members will be advised of progress against these actions on a rolling basis through Progress and Delivery reporting.

### Leisure Contract

Following the presentation of the period two P&D report to Prosperous Communities Committee (22<sup>nd</sup> October 2019) and Corporate Policy and Resources Committee (7<sup>th</sup> November 2019), Members requested further feedback from the client meeting between the Council and the Leisure Centre.

The Business Development Officer took over the management of the Leisure Contract in September 2019. Monthly meetings are now taking place with the Leisure Centre to manage and monitor the contract. These meetings focus on:

- Ongoing refurbishment works to the centre
- Health and Safety issues
- Maintenance programme
- Outreach progress
- Customer complaints/ comments

Further information is included in the table below and updates will continue to be provided to Members in future P&D reports until all issues have been resolved.

Issue Identified	Update	Next Steps
Closure of the Salt Bath and Sauna Cabins	<ul style="list-style-type: none"> <li>• Re-opened on 27<sup>th</sup> December 2019.</li> <li>• Requested insurance documentation was provided to the insurance company.</li> </ul>	<ul style="list-style-type: none"> <li>• Further information may be requested by the insurance company at a later stage but continued insurance cover remains in place.</li> <li>• Asset and Property Services are still producing the photovoltaic panel documentation with a deadline of February 2020.</li> </ul>
Complaints regarding cleanliness and hygiene	<ul style="list-style-type: none"> <li>• A total of 4 complaints were received by the Council between Sep-Oct 2019.</li> <li>• The Business Development Officer and Leisure Centre Manager met with complainants in November 2019. It was agreed that a four week period leading up to Christmas would be allowed to improve the cleanliness and hygiene of the building, with a particular focus on the wet side areas.</li> <li>• The Business Development Officer and Leisure Centre Manager met with Leisure Centre staff to highlight areas of concern. An additional plan was developed to bring the centre up to a satisfactory standard.</li> <li>• Ad-hoc twice weekly visits by the Business Development Officer have been taking place</li> </ul>	<ul style="list-style-type: none"> <li>• A further meeting took place with complainants on 9<sup>th</sup> January 2020. All stated that they had noticed significant improvements in the cleanliness and hygiene of the Leisure Centre.</li> <li>• Ongoing dialogue is planned so that feedback can be considered and acted upon.</li> <li>• Ad-hoc visits to the Leisure Centre continue to take place on a twice weekly basis</li> <li>• A review of the cleaning regime and staffing levels is currently underway.</li> <li>• Monthly client meetings continue to take place and a further meeting is planned with Council officers to review the action that has been taken to date.</li> <li>• Consideration is being given to bringing back Customer Forums which will feed into the future development of the Leisure Centre.</li> <li>• A complete refurbishment of the wetside area is planned for Spring 2020.</li> <li>• A mystery shopping exercise is planned and results will be fed back to the Council on a regular basis.</li> <li>• In addition, the Council is seeking to commission independent Customer Satisfaction surveys which will survey <i>all</i> customers of the Leisure Centre.</li> <li>• Copies of regular maintenance reports have been requested by the Council to provide assurance on progress with replacing and maintaining equipment.</li> </ul>

## Measures where performance is outside agreed tolerance levels for at least two consecutive periods

Service	Measure	Preceding three periods			Current period		
		P4 (2018/19)	P1 (2019/20)	P2 (2019/20)	Current Target	P3 (2019/20)	Commentary
<a href="#">Asset and Facilities Management</a>	Rental income – car parks	£45,620	£120,588	£180,984	£286,000	£233,104	The figure provided is for the year to date. Income was boosted by good sales of car park permits in April as well as additional income from the Roseway car park (Travelodge).
	Rental portfolio voids	8%	7%	5%	12%	3%	Occupancy levels continue to exceed target.
<a href="#">Benefits</a>	End to end processing times	3.7 days	3.9 days	4.3 days	5 days	4.4 days	Performance remains on a par with the same period last year. The introduction of UC has meant fewer Housing Benefit claims which has had a positive impact on processing times.
	Number of claims older than 30 days	9.0	15.5	10	20	15	There has been an increase in the number of complex claims over the past three months which take longer to process, however, performance remains better than target and better than the same period last year.
<a href="#">Budgeting Control</a>	Income received	£220,253	£55,025	£142,950	£235,700	£183,332	Income received for the year to date is £14,443 higher than at the same point last year. Income is expected to fall within the agreed target at year end.
<a href="#">Council Tax and NNDR</a>	Cost of service delivery per property tax base	£5.58	£10.15	£5.38	£9.10	£10.08	Costs for the period have been impacted by staff changes and the fact that December costs have not yet been posted. This increase in cost was expected. Costs will adjust in January 2020 and performance is expected to be within agreed parameters in period 4.
<a href="#">Democratic Services</a>	Member satisfaction with training & development events	100%	100%	92%	87%	100%	Training has covered topics such as Risk Management, Treasury Management and planning. Attendance rates are extremely encouraging, with an attendance rate of 100% at mandatory sessions and an overall attendance of 75%.
	% of Freedom of Information requests (Fols) turned around in the statutory time limit	100%	100%	100%	99%	100%	A total of 185 FoI requests were received during the period, an increase of 21 or 12.8% on the same period last year. The service continues to encourage the publication of information on the Council's website where possible.

		Preceding three periods			Current period		
Service	Measure	P4 (2018/19)	P1 (2019/20)	P2 (2019/20)	Current Target	P3 (2019/20)	Commentary
	Number of Fol challenges that are subsequently upheld	0	0	0	5	0	No challenges during the period.
<a href="#">Development Management</a>	% of major planning applications determined on time	100%	100%	100%	90%	100%	Seven major applications were received and all were determined on time.
	% of non-major planning applications determined on time	99%	99%	99%	80%	99%	Of the 155 non-major planning applications received, 153 of these were determined on time.
	Planning appeals allowed as a % of all appeals	1%	2%	1%	9%	2%	Of the 162 reportable planning decisions, three of these were allowed during the period.
	Income received	£313,261	£104,310	£388,172	£1,019,200	£781,370	Although income for the period is high (£393,198) as a result of seven major planning applications, overall income remains lower than expected and is not predicted to meet the year-end target. Although there have been a number of major applications submitted in period three, numbers for the rest of the year have been low. Nationally, there has been a notable decline in these types of planning applications.
<a href="#">Enforcement and Community Safety</a>	% of housing enforcement cases closed within 6 months	N/A	81%	78%	75%	82%	Improvements in performance demonstrate the work that has been undertaken to improve customer service in this area.
	Average number of days before a Community Safety case is closed	N/A	8	6.5	15	6 days	Turnaround times have improved consistently month on month, representing a 45% improvement in performance since the same period last year.

Service	Measure	Preceding three periods			Current period		
		P4 (2018/19)	P1 (2019/20)	P2 (2019/20)	Current Target	P3 (2019/20)	Commentary
<a href="#">Home Choices</a>	Number of households in temporary accommodation	34	20	19	18	8	There were no households placed in temporary accommodation during December and performance has improved consistently throughout the year.
	Number of cases prevented from becoming homeless within the statutory target	58	22	57	90	65	Homeless preventions have been affected by winter pressures, Housing Association staff availability over the Christmas period which means that properties haven't been updated as they would normally be. Performance is expected to improve in January 2020.
	Number of nights spent in B&B accommodation	148	59	58	0	52	B&B accommodation was used only for victims of domestic abuse until appropriate accommodation became available outside Gainsborough. Complex cases will always occur and the service continues to work to deal with these in the most appropriate way for the service user as and when they arise.
<a href="#">Housing</a>	Average cost of Disabled Facilities Grants (DFGs)	£6,214	£3,859	£5,172	£7,500	£5,179	While the average cost of a DFG is decreasing, overall spend on the scheme is increasing due to greater demand and the Council is on course to allocate and spend the majority of the grant available this year.
	Customer satisfaction with DFGs	100%	100%	100%	92%	100%	Satisfaction remains consistently high and no issues were noted during the period.
<a href="#">Leisure Centre Contract</a>	Customer satisfaction with West Lindsey leisure facilities	95%	94%	96%	80%	95%	Satisfaction as recorded through the Leisure Centre's customer satisfaction survey has remained consistent throughout the year. Going forward, the Council will carry out a mystery shopping exercise for a period of 12 months; as well as seeking to conduct independent customer satisfaction surveys of <i>all</i> customers of the Centre; with the results being fed back to the Council regularly.
	Volume of people using the West Lindsey leisure centre	92,303	57,131	107,324	78,750	69,976	Usage figures are typically lower during period three and performance is following the same trajectory as previous years, although usage was higher in period three by 4,344 compared to the same period last year. For the whole year to date, usage stands at 234,431 which is an increase of 20,885 (or 9.78%) compared to the same point last year.

Service	Measure	Preceding three periods			Current period		
		P4 (2018/19)	P1 (2019/20)	P2 (2019/20)	Current Target	P3 (2019/20)	Commentary
<a href="#">Licensing</a>	% of licensing applications processed in the target time	86%	99%	100%	96%	100%	Performance remains consistently high, despite changes to management and staffing within the Licensing Team.
	Number of licensing applications received	232	178	338	195	268	The number of applications is higher than expected though there have been 14 fewer applications compared to the same period last year.
<a href="#">Street Cleansing</a>	Income generated	N/A	£9,037	£45,483	£52,400	£63,390	Income is measured on a cumulative basis and is currently exceeding target by £10,990. This is a result of the weed spraying Service Level Agreement (SLA) with Lincolnshire County Council, as well as the collection of abandoned shopping trolleys scheme.
	Volunteer litter picks	0	30	24	18	19	Performance remains consistently above target with a total of 73 community litter picks being undertaken for the year to date. This is an increase of 7 compared to the same period last year.
<a href="#">Town Centre Management</a>	Average number of paid for market stalls - Saturday	13	9.5	7	14	7	Adverse weather, a decline in market stall take-up and traders giving notice have contributed to a decline in the number of stalls, representing a decrease of 16.6% on the same period last year. There was also a low turn-out for the Christmas Eve and New Year's Eve markets.
	Income received	£35,086	£4,785	£15,667	£36,300	£22,318	Income is measured on a cumulative basis. For period three alone, income stands at £6,651 which is a decline of 40% compared to the same period last year. For the year to date, income is down 21% compared to the same point last year.
<a href="#">Trinity Arts Centre</a>	Audience figures	4,548	3,136	7,023	3,600	5,965	Audience figures have increased by 3.79% compared to the same period last year.
<a href="#">Waste Collection</a>	Missed black and blue bin collections	198	211	310	285	233	Flooding had an impact on bin collections in November. Improvements to the staff rota system have been made to ensure crews consistently work on the same round schedule and are therefore more familiar with, for example, which households require assisted collections.

Table 2: Measures performing outside agreed tolerance levels for at least two consecutive periods

## Corporate Health

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Time taken to pay invoices	<b>11 days</b>	14 days	<b>11 days</b>	→	No issues noted and performance remains consistently above target.	Continue to monitor
Average Customer satisfaction rating out of 5 stars	<b>N/A</b>	3.5 stars	<b>3.6 stars</b>	N/A	Customer satisfaction stands at 79.7% for the period	Continue to monitor
Complaints received	<b>40</b>	NTS	<b>57</b>	↓	There has been a significant increase in complaints during the period, the majority of which relate to Waste Services (accounting for 35% of all complaints), and Development Management. Waste Services complaints centre on quality of service or officer conduct. For Development Management, complaints relate to the quality of decision making where customers have been unhappy with planning permission being granted for an application near their property. Four complaints relate to the Leisure Centre though it should be noted that this figure only includes those complaints made directly to the Council and not complaints dealt with by the Leisure Centre directly.	The Customer Experience Officer continues to work with Waste Services Supervisors to ensure complaints are dealt with appropriately and in a timely manner. For those complaints related to Planning, it has been determined that the correct procedures were followed and no further action was needed. Leisure Centre complaints relate to the cleanliness of the Centre, in particular the toilets, changing areas and the wet side area of the pool. Other complaints relate to the temperature on the viewing balcony and the temperature of the pool itself. <a href="#">Paragraph 2.0</a> of this report provides further information about what is being done to address this.
% of complaints where the Council is at fault	<b>35%</b>	45%	<b>37%</b>	↓	A total of 23 of the 57 complaints received were found to be the fault of the Council. The majority of these relate to Waste Services (repeated missed bin collections and damage to property caused by refuse lorries).	Where complaints have been upheld, improvement actions have been identified including changes to processes and procedures, staff training and awareness sessions and improvements to the Council's website. Damage to property has now been rectified.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of days to resolve a complaint	<b>7.4 days</b>	21 days	<b>7.9 days</b>	↓	Performance remains largely consistent and the majority of complaints are resolved quickly, particularly relating to Waste Services.	There have been a small number of complex complaints which have required an extension to the expected 21 day response time.
Digital demand	<b>28%</b>	NTS	<b>42%</b>	↑	No target is allocated to this and performance is monitored based on direction of travel. Digital demand has continued to increase throughout the year, representing a 14% increase compared to the same period last year.	Work is still being carried out to understand changes in demand.
% of calls answered within 21 seconds	<b>82%</b>	80%	<b>81%</b>	↑	No issues noted	Continue to monitor
Average number of staff sickness absence days per FTE	<b>0.57 days</b>	0.6 days	<b>0.6 days</b>	↓	Sickness remains within agreed target	Continue to monitor
Number of recorded Health and Safety incidents	<b>21</b>	NTS	<b>22</b>	↓	No target is set against this indicator and performance is monitored against direction of travel. There were no Reports of Injuries, Disease or Dangerous Occurrences (RIDDOR) during the period.	The Health and Safety Officer continues to work with Managers to ensure correct procedures are followed. The Council has recently trained a cohort of Officers as the Council's Health and Safety Champions.
Server and system availability	<b>100%</b>	98%	<b>100%</b>	→	No issues were noted during the period.	Continue to monitor
Number of data breaches resulting in action by the Information Commissioner's Office (ICO)	<b>N/A</b>	0	<b>0</b>	→	No data breaches reported to the ICO during the period	Continue to monitor

Table 3: Corporate Health measures

## Appendix A: Service Exceptions

### Asset and Facilities Management

Rental income from received assets (£444,144 for the year to date) remains on a par with the same period last year as a result of high occupancy levels.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Rental income – car parks	<b>£186,079</b>	£286,000	<b>£233,104</b>	↑	The figure provided is for the year to date. Income was boosted by good sales of car park permits in April as well as additional income from the Roseway car park (Travelodge)	Continue to monitor.
Rental portfolio voids	<b>9%</b>	12%	<b>3%</b>	↑	Occupancy levels continue to exceed target.	Continue to monitor

Table 4: Asset and Facilities Management performance exceptions

### Benefits

Housing Benefit claims continue to be lost to Universal Credit (UC) with 135 fewer claims in period three compared to the same point last year. The number of Council Tax Support claims being assessed where UC is the primary income has increased. These claims are more complex than standard Council Tax Reduction claims and take longer to assess due to the wait involved in the UC process. This has had an impact on the number of older claims.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
End to end processing times	<b>4.5 days</b>	5 days	<b>4.4 days</b>	↑	Performance remains on a par with the same period last year. The introduction of UC has meant fewer Housing Benefit claims which has had a positive impact on processing times.	Continue to monitor.
Number of claims older than 30 days	<b>20</b>	20	<b>15</b>	↑	There has been an increase in the number of complex claims over the past three months which take longer to process, however, performance remains better than target and better than the same period last year.	Continue to monitor.

Table 5: Housing Benefit and Local Council Tax Support performance exceptions

## Building Control

At £33,856, the cost of delivering the service to the Council has increased by £18,715 (or 123%) compared to the same period last year. This is due to a continuing vacancy within the team that is being filled by temporary staff which has a cost implication for the service. Market share remains consistent at 80% for the period, as does the number of applications received which stands at 153 for the period or 802 for the year to date. Of the applications received during period three, 88 were building notices, 34 were full plan applications, four were partnership applications and 27 were partnership applications from other authorities.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	£168,889	£235,700	£183,332	↑	Income received for the year to date is £14,443 higher than at the same point last year.	Target is on track to be met by year end.

Table 6: Building Control performance exceptions

## Contracts Management and Procurement

Of the four contracts awarded during period three, two were awarded to local suppliers (classified as within West Lindsey and up to a 20 mile radius outside the District).

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of contracts awarded to local suppliers	N/A	20%	50%	N/A	This figure represents two contracts out of a total four.	Continue to monitor.

Table 7: Contracts Management and Procurement performance exceptions

## Council Tax and NNDR

During the period, the Council tax base has been submitted and work is currently being undertaken to procure a single person discount review provider for 2020/21. As of 31<sup>st</sup> December, 240 more Council Tax reminder notices have been issued compared to the same period last year. In addition, 79% of Council Taxpayers are now paying via direct debit, representing the highest ever figure for the Council.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Cost of service per property tax base	£5.09	£9.10	£10.08	↓	Costs for the period have been impacted by staff changes and the fact that December costs have not yet been posted.	The increase in cost was expected. Costs will adjust in January 2020 and performance is expected to be back within agreed parameters during period 4.
NNDR in year collection rate	82.8%	81.9%	82.2%	↓	A new debt of £30k has been raised from the Valuation Office Agency (VOA) schedule. There are also two large, unpaid accounts that are in dispute. The Council is prohibited from taking action due to High Court, and court action.	Performance remains on track to meet the year-end target. A total of £14,149,569 has been collected for the year to date.

Table 8: Council Tax and NNDR performance exceptions

## Democratic Services

There has been a busy period for the team who continue to work with the Member Development Group to build on the successful induction process. On-line training trials for Members have commenced and, if successful, it is hoped on-line training for softer skills will be rolled out to all Members at the start of the next fiscal year. The Civic Team hosted a very successful school visit to the Council as part of Local Democracy Week. The children engaged well with the session and feedback from the school was overwhelmingly positive; such that further visits are being planned during the spring. The Annual Carol Service was held in December and the team are now in full preparation for the Annual Community Awards in April 2020, with significant promotion being undertaken.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Member satisfaction with training and development events	100%	87%	100%	→	Training has covered topics such as Risk Management, Treasury Management and planning. Attendance rates are extremely encouraging, with an attendance rate of 100% at mandatory sessions and an overall attendance of 75%.	Continue to monitor.
% of Freedom of Information requests (Fol) turned around in the statutory time limit	100%	99%	100%	→	A total of 185 Fol requests were received during the period, an increase of 21 or 12.8% on the same period last year.	The service continues to encourage the publication of information on the Council's website where possible.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of FOI challenges that are subsequently upheld	2	5	0	↑	No issues noted	Continue to monitor

Table 9: Democratic Services performance exceptions

## Development Management

A total of seven major planning applications submitted during period three has boosted income for the period although this remains below target for the year to date; a position that is not expected to change by year end due to a reduction in the number of planning applications received overall. In relation to turnaround times, performance remains consistently high.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Received planning applications	405	345	321	↓	Whilst there has been a number of major planning applications submitted during the period, the number planning applications received overall has reduced	Performance in this area is largely outside the Council's control.
% of major planning applications determined on time	100%	90%	100%	→	Seven major applications were received and all were determined on time.	Continue to monitor
% of non-major applications determined on time	99%	80%	99%	→	Of the 155 non-major planning applications received, 153 of these were determined on time.	Continue to monitor
Appeals allowed as a % of all decisions	1%	9%	2%	↓	Of the 162 reportable planning decisions, three of these were allowed during the period.	Continue to monitor
Received income	£777,306	£1,019,200	£781,370	↑	Although income for the period is high (£393,198) as a result of seven major planning applications, overall income remains lower than expected and is not predicted to meet the year-end target.	Although there have been a number of major applications submitted in period three, numbers for the rest of the year have been low. Nationally, there has been a notable decline in these types of planning applications.

Table 10: Development Management performance exceptions

## Enforcement and Community Safety

There continues to be a consistent level of requests received within these work areas and the number of cases for the year as a whole will be consistent with, if not higher than previous years. The level of cases initially responded to within 20 working days shows the positive work that has been undertaken to improve customer service within planning enforcement and there has been a positive culture change within the team. There are currently some temporary staffing arrangements in place within the housing work area, which are impacting upon the service's ability to be proactive. These issues are expected to be resolved by the end of the financial year. During period three, there have been 69 housing enforcement requests and 45 planning enforcement requests received.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of planning enforcement requests received	<b>62</b>	60	<b>45</b>	↑	No issues noted	It is anticipated that the number of cases for the year as a whole will be consistent or higher than previous years.
% of planning enforcement cases given an initial response within 20 working days	N/A	90%	<b>93%</b>	N/A	Improvements in performance demonstrate the work that has been undertaken to improve customer service in this area.	Continue to monitor and embed improvement actions.
Average time before a community safety case is closed	<b>11 days</b>	15 days	<b>6 days</b>	↑	Turnaround times have improved consistently month on month, representing a 45% improvement in performance since the same period last year.	Continue to monitor and embed improvement actions.
% of housing enforcement cases closed within 6 months	<b>N/A</b>	75%	<b>82%</b>	N/A	Improvements in performance demonstrate the work that has been undertaken to improve customer service in this area.	Continue to monitor and embed improvement actions.

Table 11: Enforcement performance exceptions

## Enterprising Communities

The CCTV service continues to respond to high volumes of incidents although there was a decrease in shoplifting in December. CCTV footage has been used in a number of high profile incidents resulting in successful convictions. Hemswell Cliff Managed Estate work continues and there have been improvements in the housing sales market as a result of ongoing enhancement to the local community. The Council's Community Grant Scheme continues to support a wide range of projects and, with the matched funding received, the Scheme is expected to be in a strong position by year end. A funding bid as part of the Local Access Programme has been submitted with a potential value of £3million plus in grant and social investment. The outcome from this is expected in February 2020 and, if successful, funding will support growing the local social economy in Gainsborough. A number of rural communities have been supported to access broadband support schemes which will help to provide infrastructure improvements and bring faster internet speeds to residents and businesses.

## Garden Waste Collection

Please note that the garden waste collection service ended for the season in November 2019. The figures in the table below represent data for year two as a whole, with comparisons made against year one.

The focus during this period has been preparation for year three; ensuring the re-subscription service runs as smoothly as possible for the customer. Such preparation has involved meetings with the new contractor responsible for printing and dispatching customer welcome packs; working with IT to make improvements to the subscription process and working with the Communications team to produce a robust communications plan. Customers will be encouraged to subscribe to the service via the Council's website from January 2020, however, additional staff have been recruited to the Customer Services team to manage anticipated demand once telephone subscriptions open in February 2020. A total of 9,359.21 tonnes of garden waste was sent to composting sites for year two.

Measure	Baseline Perf (year 1 2018/19)	Target	Current Perf (year 2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Subscription take up	58.3%	58%	64.2%	↑	Subscription take-up is 5.9% higher than at the end of year one	Continue to monitor
Income generated by the Garden Waste service	£897,067	£821,700	£915,145	↑	Income ended year two above target, with an increase of £18,078 on year one.	Performance has exceed target by 11.3%
% garden waste collections that were missed	N/A	0.2%	0.14%	N/A	There have been no missed collections since May.	Continue to monitor

Table 13: Garden Waste performance exceptions

## Home Choices

The number of people who have been housed from the Housing Register (nine) is low due to a combination of winter pressure on the service and reduced staff availability within the housing organisations because of Christmas leave. This meant that properties weren't updated as efficiently as they would normally be though it is expected that performance will improve from January onwards. During the period, bed and breakfast accommodation was used only for victims of domestic abuse until appropriate temporary accommodation outside Gainsborough became available. Whilst usage of temporary accommodation has been lower in period three, it has been more difficult to source alternative accommodation because of complex issues.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of households using temporary accommodation	23	18	8	↑	There were no households using temporary accommodation during December.	Performance has continued to improve throughout the year. Continue to monitor.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
The number of cases prevented from becoming homeless within the statutory target (56 days)	57	90	65	↑	Homeless preventions have been affected by winter pressures, Housing Association staff availability over the Christmas period which means that properties haven't been updated as they would normally be.	Performance is expected to improve in January 2020.
Number of nights spent in B&B accommodation	77	0	52	↑	B&B accommodation was used only for victims of domestic abuse until appropriate accommodation became available outside Gainsborough.	Complex cases will always occur and the service continues to work to deal with these in the most appropriate way for the service user as and when they arise.
The average number of days spent in temporary accommodation	31	56	38	↓	The target was changed this year to reflect the statutory target set by central government. Overall, usage of temporary accommodation has been lower this year, however, complex issues have made it more difficult to source alternative accommodation.	As above

Table 15: Home Choices performance exceptions

The total spend for Disabled Facilities Grants (DFGs) is increasing and the Council is on course to allocate and spend the majority of the grant that is available for this year. The level of demand has impacted on some of the delivery timescales, however delivery times are within agreed parameters; applicants are receiving their adaptation within a reasonable timescale and customer satisfaction remains at 100%. The overall number of long-term empty homes continues to decrease and joint efforts across a variety of work areas are helping to ensure that this continues. Formal action is being taken to enforce sale of empty properties and, alongside this, the Council's empty property grant scheme remains popular with 26 applications currently in progress and a further 14 that have been completed.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Customer satisfaction with Disabled Facilities Grants (DFGs)	100%	92%	100%	→	No issues noted	Continue to monitor

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average cost of DFGs	<b>£7,094</b>	£7,500	<b>£5,179</b>	↑	While the average cost of a DFG is decreasing, overall spend on the scheme is increasing due to greater demand and the Council is on course to allocate and spend the majority of the grant available.	Continue to monitor
The total number of long-term empty homes in the District	<b>571</b>	540	<b>531</b>	↑	Numbers continue to decrease and joint efforts across a variety of work areas mean that this trend is expected to continue.	Formal action is being taken to enforce sales of empty properties. Alongside this, the Council's Empty Property Grant Scheme remains popular with 26 applications in progress and 14 that have already been completed.

Table 16: Housing performance exceptions

The desktop refresh commenced during period three and this has led to a spike in the number of helpdesk requests received. The measures included in the table below were agreed at an ICT performance workshop at the beginning of the civic year. Targets will be allocated once a full year of baseline data have been collected.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of helpdesk requests received	N/A	N/A	<b>720</b>	N/A	The desktop refresh has led to a spike in the number of requests received.	Continue to monitor
Average time taken to action helpdesk requests	N/A	N/A	<b>11.2 days</b>	N/A	The roll out of the desktop refresh has impacted on turnaround times this period which are 7.4 days longer compared to period two.	It is expected that turnaround times will improve now that the desktop refresh has been completed
Number of change management requests received during the period	N/A	N/A	<b>0</b>	N/A	No issues noted	Continue to monitor
Number of change requests completed during the period	N/A	N/A	<b>7</b>	N/A	Whilst there were no requests received during the period; this figure relates to completion of older requests.	Continue to monitor

Table 17: ICT performance exceptions

## Leisure Contract

Following concerns around the cleanliness of the Leisure Centre; a number of actions have been taken to improve the experience for the customer. During period three, four complaints have been received by the Council regarding cleanliness of the Centre; particularly the wet side area. As requested by Members, a detailed update of the work being undertaken with the provider of the leisure contract to improve the cleanliness and hygiene of the Leisure Centre is provided in [paragraph two](#) of this report. A meeting is scheduled between the Chief Executive, Senior Performance Officer, Business Development Officer and Customer Experience Officer on 16<sup>th</sup> January 2020 to review the current position and identify and action any further improvements that are needed. The total number of outreach users during period three stands at 368, with a dip in December when the service only ran for one week due to the Christmas period. A total of 60 Leisure Centre users were referred through participation in the Healthy Lifestyle Scheme during period three.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Customer satisfaction with West Lindsey leisure facilities	95%	75%	95%	→	Satisfaction as recorded through the Leisure Centre's customer satisfaction survey has remained consistent throughout the year.	Going forward, the Council will carry out a mystery shopping exercise for a period of 12 months; as well as conducting independent customer satisfaction surveys of <i>all</i> customers of the Centre; with the results being fed back to the Council regularly.
Volume of people using the West Lindsey leisure centre	65,632	78,750	69,976	↑	Usage figures are typically lower during period three and performance is following the same trajectory as previous years, although usage is higher by 4,344 compared to the same period last year.	For the year to date, usage stands at 234,431 which is an increase of 20,885 (or 9.78%) compared to the same point last year.

Table 18: Leisure Contract performance exceptions

## Licensing

During period three, there has been a change in management and staffing within the Licensing team. The interim focus has been effective service continuity whilst options for future delivery are considered. Applications continue to be processed consistently within agreed timescales and this is expected to continue for the remainder of the year. The level of income is on a par with expectations although the year end position is expected to be lower than last year.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	<b>£100,223</b>	N/A	<b>£102,416</b>	N/A	No target is set for this indicator and performance is monitored against direction of travel. Whilst income is higher than the same period last year and within expected levels this year; the year end position is expected to be lower than last year.	Continue to monitor
Number of applications received	<b>282</b>	195	<b>268</b>	↓	The number of applications is higher than expected though there have been 14 fewer applications compared to the same period last year.	Continue to monitor
% of applications processed within the target time	<b>86%</b>	96%	<b>100%</b>	↑	Performance remains consistently high, despite changes to management and staffing within the Licensing Team.	Continue to monitor

Table 19: Licensing performance exceptions

## Local Land Charges

Expected staff sickness absence combined with planned staff leave led to a drop in turnaround times during October and November. This was rectified in December and performance is still expected to be on target at year end. An improved approach to handling searches has led to a better standard of service for the customer.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	<b>£83,481</b>	N/A	<b>£73,058.99</b>	↓	No target is set for this indicator and performance is monitored against direction of travel. The figure represents income for the year to date. Income is £10,422.01 lower than at the same point last year. This is a decrease of 12.4%	Income continues to be monitored and managed by the manager of the service and the Finance Business Partner.
Time taken to process a search	<b>11 days</b>	10 days	<b>12 days</b>	↓	A combination of staff sickness and annual leave has impacted performance although turnaround times have improved consistently, down from 19 days at the start of the year.	The period two P&D report stated that performance would be on target by year end and this is still expected to be the case.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Market Share	59%	65%	59%	→	Performance remains consistent with the same period last year.	Text needed

Table 20: Local Land Charges performance exceptions

## Regulatory Services

The number of scheduled inspections continues to increase in line with the target and demonstrates the positive impact that the additional resource placed within the work area is having. Of the inspections completed within the period, The Food Standards Agency have also asked for additional information in relation to performance in 2018/19 and the Council have used improved performance data for 2019/20 to date to demonstrate that the Council is on course to addressing some of the historical issues identified. For example, the number of inspections completed this year has already exceeded the previous year's total with three months still remaining.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of food premises rated at 4 or above	97%	95%	97%	→	Performance remains on a par with the same period last year	Continue to monitor
Number of Environmental Protection requests received	N/A	125	164	N/A	Demand for the service remains high.	Continue to monitor
% of Environmental Protection cases closed within 6 months	N/A	75%	100%	N/A	Performance remains consistently high and no issues have been noted during the period.	Continue to monitor

Table 21: Regulatory Services performance exceptions

## Street Cleansing

Performance remains within agreed parameters across the service. The cost of the street cleansing service per household remains one of the lowest of all local authorities. The service continues to have strong links with local communities with the number of volunteer litter picks continuing to perform above target. The Council has once again registered for the Great British Spring Clean; due to run between 20<sup>th</sup> March and 13<sup>th</sup> April 2020. There were 278 instances of fly-tipping reported during the period, of which 276 (99.2%) were collected and disposed of within the service level agreement. Fly-tipping has increased by 12.09% compared to period two of this year.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income generated	N/A	£39,300	£63,390	N/A	Income is measured on a cumulative basis and is currently exceeding target by £24,090. This is a result of the weed spraying Service Level Agreement (SLA) with Lincolnshire County Council, as well as the collection of abandoned shopping trolleys scheme.	The Weed Spraying SLA for 2020/2021 is still to be confirmed.
The number of volunteer litter picks	18	18	19	↑	Performance remains consistently above target with a total of 73 community litter picks being undertaken for the year to date. This is an increase of 7 compared to the same period last year.	Continue to monitor

Table 22: Street cleansing performance exceptions

## Systems Development

Proactive monitoring and management of the Council's services have ensured that high standards continue to be maintained.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Website availability	98%	98%	100%	↑	No issues noted during the period	Continue to monitor
% of Systems Development requests dealt with in the target time	87%	80%	96%	↑	No issues noted during the period	Continue to monitor

Table 23: Systems Development performance exceptions

## Town Centre Management

Gainsborough market continues to underperform against target. Stall take up for both the Tuesday and Saturday markets continues to decline and income remains below target. In-house led operational changes have been implemented earlier in the year which have led to efficiency savings being made. An interim arrangement with Marshall's Yard was approved by Members in December 2019 which will allow time for long-term options for delivery to be identified. The Gainsborough Farmers' Market has now been relocated onto Market Street which has forged a link between Marshall's Yard and the Gainsborough Market Place in order to increase footfall into the Market Place. Stall take up for the Farmers' Market remains at 100% and any additional traders making enquiries are

encouraged to take a stall on the Gainsborough market. The three day Christmas Light Switch on event and Festive Feast was well received and helped to support the local community, shops, charities and the Gainsborough Market which sees a small uptake in stalls when a Farmers' Market is running. In addition to this, the Gainsborough Charity Christmas Market was held alongside the Saturday market which was well attended and supported a number of local charities.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of paid for market stalls – Tuesday	36	37	30	↓	Adverse weather, a decline in market stall take-up and traders giving notice have contributed to a decline in the number of stalls. There was a take-up of 414 stalls in period three compared to 477 in the same period last year which is a 13.20% decrease. There was also a low turn-out for the Christmas Eve and New Year's Eve markets.	An interim arrangement with Marshall's Yard was agreed by Prosperous Communities Committee in December 2019 while long-term options for delivery methods are identified.
Average number of paid for market stalls – Saturday	13	14	7	↓	As above. There was a take-up of 94 stalls in total for period three, compared to 164 for the same period last year, representing a 42.7% decrease.	As above
Income received	£28,744	£36,300	£22,318	↓	Income is measured on a cumulative basis. For period three alone, income stands at £6,651 which is a decline of 40% compared to the same period last year. For the year to date, income is down 21% compared to the same point last year.	As above

Table 24: Town Centre Management performance exceptions

### Trinity Arts Centre

Pantomime was the feature of the season during this period as Trinity Arts Centre re-introduced pro-panto after an absence of over a decade. The majority of productions that visit the Trinity Arts Centre have traditionally only sustained one performance, however, with strong marketing, the pantomime demonstrated that the venue can sustain a multi-performance run during a peak period. The variety of events brought a diverse audience with many customers visiting for the very first time. The focus will be now be on retaining and sustaining audience levels to ensure future sustainability.

Measure	Baseline Perf (P3 2018/19)	Target	Current Perf (P3 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Audience figures	5,747	3,600	5,965	↑	Audience figures have increased by 3.79% compared to the same period last year.	Continue to monitor

Table 25: Trinity Arts Centre performance exceptions

## Waste Collection

Performance throughout the waste collection service remains within the parameters set at the beginning of the year. The recycling rate has declined during period three due to the garden waste collection service ending in November, however performance remains above target. West Lindsey is working closely with the Lincolnshire Waste Partnership to offer a more comprehensive recycling collection service and to reduce the amount of contamination within the recycling stream. To coincide with this, a new County wide mixed dry recycling mix has been agreed and all of the district council websites have been aligned to publish the same message. Trials of food waste and separate card/paper waste collections have begun in several districts and the Lincolnshire Waste Partnership Strategic Officer Working Group are in talks with the Department for the Environment, Food and Rural Affairs (DEFRA) regarding a full food waste roll out before the 2023 deadline. The amount of residual waste collected remains consistent and the number of missed collections remains better than target. In light of recent customer complaints relating to missed collections; improvements to the staff rota have been made to rectify this. For example, all team members have now been allocated a fixed rota day off which means crews will consistently be working the same round schedule. Following complaints relating to property damage caused by refuse vehicles, any damage has been repaired and those customers affected have received an apology. Commercial waste continues to outperform predictions in the Business Case and now serves over 350 customers.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of missed black and blue bin collections	255	285	233	↑	Flooding had an impact on bin collections in November.	Improvements to the staff rota system have been made to ensure crews consistently work on the same round schedule and are therefore more familiar with, for example, which households require assisted collections.
% of missed bins collected within the Service Level Agreement	100%	95%	99%	↓	No issues noted.	As above.

Table 26: Waste Collection performance exceptions

## Prosperous Communities Committee Workplan (as at 9 March 2020)

### Purpose:

This report provides a summary of the work plan items due for consideration of the coming year.

### Recommendation:

1. That members note the schedule.

Date	Title	Lead Officer	Purpose of the report	Date First Published
<b>17 MARCH 2020</b>				
2 Mar 2020	Consultation & Engagement Strategy	Grant White, Enterprising Communities Manager	To introduce a new corporate Consultation & Engagement Strategy	11 March 2019
19 Feb 2020	Progress and Delivery Report - Period 3 2019/20	Ian Knowles, Chief Executive	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.	11 March 2019
11 May 2020	Climate Strategy	James O'Shaughnessy, Corporate Policy Manager & Deputy Monitoring Officer	To set out the Council's approach to becoming net zero carbon by 2050	25 November 2019
17 Mar 2020	Community Transport Programme	Grant White, Enterprising Communities Manager	To provide a presentation update on the Council's transport programme and approve continued funding for CallConnect services in West Lindsey.	
17 Mar 2020	Viable Housing Solution	Diane Krochmal, Housing Strategy & Supply Manager	Report detailing the preferred option for a Viable Housing Solution within the South West Ward of Gainsborough	25 November 2019

17 Mar 2020	Review of West Lindsey Home Choice Lettings Policy	Rachel Parkin, Home Choices Team Manager	A review of the Lettings Policy used to nominate to registered providers within West Lindsey	
<b>5 MAY 2020</b>				
5 May 2020	Progress of health related work	Diane Krochmal, Housing Strategy & Supply Manager	To provide an annual update report on progress of health related work	02 September 2019
5 May 2020	Vulnerable Communities Strategy (formally Place Based Strategy)	Grant White, Enterprising Communities Manager	Update on place based strategy including work in South West Ward and Hemswell Cliff.	11 March 2019
5 May 2020	Strategic Visitor Economy Strategy	Wendy Osgodby, Senior Growth Strategy & Projects Officer	Support for the Visitor Economy is embedded within West Lindsey District Council's Corporate Plan, under the theme 'A prosperous and enterprising district' as follows: Vision: 'Creating local wealth through the visitor economy' Objectives: -Increasing number of visitors / length of stay -Increasing expenditure by visitors -Developing leisure, culture and recreational offer -Increasing the quality and number of businesses / jobs in the sector Therefore, it is clear that support for developing our Visitor Economy sits at the centre of our strategy for the future of the district.	15 October 2019
11 Jun 2020	Progress and Delivery Report - Period 4 2019/20	Mark Sturgess, Executive Director of Operations	To present performance for the Council's key services against agreed	08 July 2019

performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.

5 May 2020	Housing Assistance Policy Update	Andy Gray, Housing and Enforcement Manager	To provide elected Members with an update on the performance related to the HAP.	25 November 2019
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**2 JUNE 2020**

2 Jun 2020	Separate Paper & Card Collection	Robert Gilliot, Waste and Recycling Team Manager	To introduce a separate paper and card collection to improve the quality and quantity of materials collected. Residents receive an additional bin for paper which is collected on a monthly basis.	
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Jun 2020	Community Wi-Fi Hotspot Programme	Grant White, Enterprising Communities Manager	To re-launch the Council's village hall Wi-Fi scheme as a new programme to meet current and future needs.	
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2 Jun 2020	West Lindsey Parish Charter	Grant White, Enterprising Communities Manager	To agree draft West Lindsey Parish Charter and begin consultation on the new version with parish/town councils and parish meetings.	15 October 2019
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**14 JULY 2020**

**8 SEPTEMBER 2020**

**20 OCTOBER 2020**

5 Nov 2020	Progress and Delivery Report; April - September 2020/21	Ellen King, Senior Performance Officer	This report presents progress against the delivery of the Council's key performance measures for the period April - September 2020/2021.	
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# Agenda Item 8a

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