

Guildhall Gainsborough
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AGENDA

This meeting will be streamed live (using the below link) and the video archive published on our website

Corporate Policy and Resources Committee
Thursday, 18th June, 2020 at 6.30 pm
Virtual Meeting - MS Teams

<https://west-lindsey.public-i.tv/core/portal/home>

Members:

- Councillor Giles McNeill (Chairman)
- Councillor Mrs Anne Welburn (Vice-Chairman)
- Councillor Owen Bierley
- Councillor Matthew Boles
- Councillor Stephen Bunney
- Councillor David Cotton
- Councillor Michael Devine
- Councillor Ian Fleetwood
- Councillor Paul Howitt-Cowan
- Councillor John McNeill
- Councillor Mrs Mandy Snee
- Councillor Robert Waller
- Councillor Trevor Young

1. **Register of Attendance**
2. **Public Participation Period**
Up to 15 minutes are allowed for public participation. Participants are restricted to 3 minutes each.
3. **Minutes of Previous Meeting** (PAGES 3 - 11)
To confirm as a correct record the minutes of the previous Corporate Policy and Resources meeting held on 13 February 2020.
4. **Declarations of Interest**
Members may make declarations of Interest at this point or may make them at any point in the meeting.

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

Large Clear Print: Braille: Audio: Native Language

5. **Matters Arising Schedule** (PAGES 12 - 13)
Setting out current position of previously agreed actions as at 10 June
6. **Public Reports for Approval:**
- i) Progress and Delivery Report - Period 4 2019/20 (PAGES 14 - 47)
 - ii) Budget and Treasury Monitoring Final Outturn 2019/20 (PAGES 48 - 67)
 - iii) Budget Consultation 2020 (PAGES 68 - 76)
 - iv) Review Parking Permit Options (PAGES 77 - 82)
7. **Committee Work Plan** (PAGES 83 - 85)
8. **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 item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1 and 3 of Part 1 of Schedule 12A of the Act.
- i) Surestaff update (PAGES 86 - 90)

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Wednesday, 10 June 2020

Corporate Policy and Resources Committee- 13 February 2020
Subject to Call-in. Call-in will expire at 5pm on 6 March 2020

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Corporate Policy and Resources Committee held in the Council Chamber - The Guildhall on 13 February 2020 commencing at 6.30 pm.

Present: Councillor Giles McNeill (Chairman)
Councillor Mrs Anne Welburn (Vice-Chairman)

Councillor Owen Bierley
Councillor Matthew Boles
Councillor Stephen Bunney
Councillor David Cotton
Councillor Michael Devine
Councillor Ian Fleetwood
Councillor Paul Howitt-Cowan
Councillor John McNeill
Councillor Mrs Jessie Milne
Councillor Mrs Judy Rainsforth
Councillor Trevor Young

In Attendance:
Ian Knowles Chief Executive
Alan Robinson Monitoring Officer
Ady Selby Assistant Director Operations
Steve Anderson Data Protection Officer
Ellen King Senior Performance Officer
James Welbourn Democratic and Civic Officer

Apologies: Councillor Mrs Mandy Snee
Councillor Robert Waller

Membership: Councillor Mrs Mandy Snee was substituted by Cllr Mrs Judy Rainsforth
Councillor Robert Waller was substituted by Councillor Jessie Milne

76 PUBLIC PARTICIPATION PERIOD

There was no public participation.

77 MINUTES FOR APPROVAL

The minutes of the Corporate Policy and Resources Committee meeting held on 9 January were approved as a correct record and signed by the Chairman.

78 MINUTES FOR NOTING

The minutes of the Joint Staff Consultative Committee held on 16 January were noted.

79 DECLARATIONS OF INTEREST

Councillor David Cotton declared an interest in item 86 as the crematorium was included and this would impact on Cllr Cotton's job with the Church; however this was a personal interest as he wasn't benefitting in his capacity as a Councillor.

80 MATTERS ARISING SCHEDULE

The matters arising schedule was noted.

81 COMPASSIONATE LEAVE POLICY

Members considered a report formalising the policy for Compassionate Leave.

This report had been considered previously by the Joint Staff Consultative Committee. The approach was to regularise this policy rather than entirely relying on managerial discretion; however retaining some discretion would be key as staff members had a range of different relationships with family that could qualify for compassionate leave.

Unanimously **RESOLVED** to approve the Compassionate Leave Policy to adopt it for all employees of the Council.

Delegated authority to be granted to the Chief Executive to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy and Resources Committee and the Chairman of the Joint Staff Consultative Committee.

82 REVIEW AND RATIONALISE INFORMATION SECURITY POLICIES

Members considered a report proposing to introduce a new Acceptable Use Policy that merged and rationalised policy content from five existing policy documents into a single document to provide guidance to users in easy to read plain English format.

West Lindsey District Council (WLDC) had a large policy set to comply with different legislation and codes of connection. These policies were due for review, so the opportunity was being taken to slim the portfolio down. This report had been taken to the Joint Staff Consultative Committee and had been recommended to this Committee.

One error had been identified in the printed reports pack at Appendix 2 – the third paragraph, if approved, would read:

“Where possible, private calls should be made outside standard hours of service provision, i.e. before 9am, after 5pm, or during an employee's lunch break”.

After a comment regarding Members paying close attention to the use and misuse of Council equipment, the report was moved and seconded.

Unanimously **RESOLVED** to:

- (1) Approve and formally adopt the Acceptable Use Policy;
- (2) Approve the withdrawal of the following policy documents:
 - Email Acceptable Use Policy;
 - Internet Acceptable Use Policy;
 - Computer, Telephone and Desk-use Policy;
 - Public Service Network Acceptable Use Policy;
 - Northgate Acceptable Use Policy.
- (3) Agree that any future housekeeping tasks can be delegated to the Chief Executive in consultation with the Chairmen of the Joint Staff Consultative Committee (JSCC) and Corporate Policy and Resources Committee (CPR).

83 SOCIAL MEDIA POLICY REVIEW

Members considered the Social Media Policy Review.

Like the previous two reports, this had been to the Joint Staff Consultative Committee and had been approved.

This policy was eight years old and had been due for review; many things in social media had changed greatly over this eight year period.

Members were pleased to see that relevant areas of the report had been highlighted, and also asked about the issue of misuse of social media within WLDC. There had been no incidences of this yet, however it remained a possibility and staff needed to recognise the differential between home and work life.

Unanimously **RESOLVED** to approve the Social Media Policy and adopt it for all employees of the Council.

Delegated authority be granted to the Chief Executive to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of Corporate Policy and Resources Committee and the Chairman of the Joint Staff Consultative Committee.

84 PROGRESS AND DELIVERY REPORT - PERIOD 3 2019/20

Members considered the Progress and Delivery report for Period 3 from October to December 2019/20.

87.6% of key performance indicators were meeting or exceeding their targets set, an improvement of 10.1% on the same period last year.

Members provided comment on the report and asked questions of officers; the information provided is highlighted below:

- The plan was to provide Members with an update on West Lindsey Leisure Centre at every quarter, and then bi-annually from the start of the 2020-21 municipal year until there was satisfaction that the problems there were under control;
- The cost of street cleansing per household was one of the lowest of all local authorities;
- Residents' groups were always encouraged to engage with the Street Cleansing team at WLDC and register their litter picks;
- Financial targets were always set to match the Medium Term Financial Plan (MTFP). When these targets were set for the next financial year there were discussions with managers about the national financial picture;
- When the targets had been set for building control and planning the future of the housing market had been uncertain. The reduced levels of income forecasted were reflective of a problem in the marketplace;
- It was good to see positive statistics from Trinity Arts Centre. It would be key that the proposed new cinema did not impact on the Trinity Arts Centre.

Unanimously **RESOLVED** to note the report.

85 NOMINATE DIRECTOR FOR MARKET STREET RENEWAL

Members considered a report on the nomination of a new officer to replace Eve Fawcett-Moralee as Director of the Joint Venture Company, Market Street Renewal Ltd.

One Member expressed concern that there was not enough information in the report on the reasons why the officer recommended for the role was suitable; however the Chief Executive assured Members that the nominee was more than qualified for the role, and would receive the relevant training.

Unanimously **RESOLVED** to nominate Sally Grindrod-Smith, Assistant Director of Planning and Regeneration as Director of Market Street Renewal Limited.

86 BUDGET AND TREASURY MONITORING PERIOD 3 2019/20

Members considered the Budget and Treasury Monitoring review for Period 3 of 2019/20, which set out the revenue, capital and treasury management activity from 1 April 2019 to 31 December 2019.

The Business Support Team leader read out the highlights from the report:

Note: Councillor David Cotton briefly left the Chamber.

- There was a forecast net contribution of revenue to reserves of £914,000. £469,000 of this was interest payable on borrowing which was moved to the Valuation Volatility Risk Reserve at the year end;

- The significant variances in the remaining £445,000 were:
 - £159,000 income from investment properties;
 - £102,000 income from green waste services;
 - £24,000 trade waste income;
 - £324,000 underspend on salaries.
- These variances had been offset by pressures on the budget, namely £73,000 pressure on rental income, and a £48,000 pressure on Planning services;

Note: Councillor David Cotton returned to the Chamber.

- Planning was a demand led service, so the Commercial Contingency Budget would be used to aid the £60,000 pressure on Planning fee income;
- There was an estimated £40,000 contribution towards bad debt provision;
- In terms of treasury management, an average return of 1.743% had been achieved for the quarter; total investments for the end of the period were £11.53 million;
- The forecast outturn for capital expenditure was £20.263 million. There was a proposed net budget reduction of £62,000, and new budget requests of £76,000 (which included £50,000 for flood recovery support and £26,000 to replace the civic car). The majority of the purchase price for the civic car would be offset by the sale of the existing vehicle, valued at £22,000, leaving a balance of £4,000;
- Members were being asked to forward fund the Corringham Road scheme to the sum of £500,000;
- The Heritage Action Zone bid within the Capital Monitoring table in the report had been unsuccessful.

Following this introduction, Members asked questions of officers and provided comment on the report. Further information was gathered and this included a small pressure on car parking income because of the timing of the closure of the Roseway car park. Also mentioned were items on the Crematorium and aged debt; these issues would be addressed through matters arising at the next committee.

Unanimously **RESOLVED** to:

- (1) Accept the forecast outturn position of a £914,000 net contribution to reserves as at 31 December 2019;
- (2) Accept the use of Earmarked Reserves during the quarter approved by the Chief Finance Officer using delegated powers;
- (3) Approve the amendment to the fees and charges schedule for the Crematorium;

- (4) Approve the Capital Budget amendments within the report and accept the current forecast outturn position;
- (5) Accept the Treasury Management and Prudential Indicators to 31 December 2019.

87 CORPORATE POLICY & RESOURCES COMMITTEE DRAFT BUDGET 2020/21 & ESTIMATES TO 2024/25

Members considered the Corporate Policy and Resources draft budget for 2020/21 and estimates to 2024/25. Also included were details of the recommendations from Prosperous Communities Committee.

The Business Support Team Leader gave Committee the highlights from the report:

- The net movement from 2019/20 base budget figures was a decrease of £770,000; however, this included approved use of the reserves for earmarked projects of £40,000, and the transfer of £541,400 of pension deficit to the Prosperous Communities Committee. This had previously been a line in the Corporate Policy and Resources Committee budget, but from 2020/21 it would be allocated across all services based on staffing levels.

The overall pension deficit had increased by £77,000 following the actuarial review, but there had been a reduction in the Corporate Policy and Resources Committee budget;

- Excluding the above figures, there had been a £345,400 decrease from the 2019/20 base budgets, made up of increased income and approved pressures. The significant movements were:
 - An increase of property investment income of £524,700 due to acquisition of £21.7 million of investment properties and higher than anticipated rental yields;
 - There had been a reduction in 'other' property rental income of £120,000;
 - An increase of £36,000 for the income management system and other software licences and renewals;
 - Ongoing software costs, as identified in the IT 15 year plan had resulted in an increased budget of £32,600;
 - Approved changes to the establishment at WLDC had resulted in a net decrease of £141,000.
- Prosperous Communities Committee budget had decreased £124,000 from the 2019/20 base figure. The significant movements here were:
 - An increased of £60,000 in green waste income based on the income from the first two years of charging;
 - Leisure contract management income had increased by £125,800;
 - The Crematorium was estimated to generate an income of £115,800 in the first full year of operation; however the costs related to the financing of the build fell outside the scope of this committee. The impact of the Crematorium on the budgets of both the Corporate Policy and Resources and Prosperous Communities Committees was expected to be £0;
 - Trade waste income had increased by £22,500 for 2020/21 to reflect a two

- year contract secured during 2019/20;
- The budget for grounds maintenance had been increased by £54,400 due to the current contract being extended by one year to January 2021. This extension would allow WLDC to carry out an options appraisal;
- A contract for town centre markets had been extended for 2 years at a cost of £38,000 per year;
- Approved changes to the establishment had led to a net increase in budgets of £90,000.

Following questions to officers from Members, further information was provided:

- The 35% increase for the cost of gas usage was recommended by WLDC's gas providers due to this rise being forecasted;
- Pensions contributions recommendations were based on the pensions actuary report, which was fully checked and audited against market conditions;
- Waste services costing £15 per head was cheaper than some peer Councils within Lincolnshire;
- This budget had within it the policies and principles previously agreed to fund future environmental plans to 'green' WLDC.

Unanimously **RESOLVED** to:

- (1) Accept the Corporate Policy and Resources Committee budget 2020/21 and recommend to Council for inclusion in the overall Council budget 2020/21 with any minor changes delegated to the Chief Finance Officer;
- (2) Accept the Prosperous Communities Committee Budget 2020/21 and recommend to Council for inclusion in the overall Council budget for 2020/21;
- (3) Recommend to Council the 2021/22 – 2024/25 estimates for both Corporate Policy and Resources and Prosperous Communities Committees for inclusion in the Medium Term Financial Plan 2020/21 – 2024/25.
- (4) Note the Progress and Delivery measures to be applied during 2020/21, as reported at Appendix H.

88 EXECUTIVE BUSINESS PLAN, MEDIUM TERM FINANCIAL STRATEGY AND PLAN 2020/21 - 2024-25

Members considered the Draft Executive Business Plan and Medium Term Financial Plan (MTFP) 2020/21 – 2024/25, which included actions to be undertaken to deliver the Corporate Plan over the next 3 years.

The MTFP aimed to set a robust overall framework for the Authority's spending plans over

the next 5 years in supporting the delivery of the Corporate Plan.

The Chief Executive gave an introduction to the report, and highlighted to Members some of the current assumptions of the financial strategy. The first of these assumptions was a 2% rise in Council Tax, with the government allowing a 3% headroom. The second assumption was a 2% pay increase for staff; however this offer had been rejected by the unions. Negotiations would be monitored.

Members then asked questions of officers. Further information was provided as detailed below:

- Neighbourhood Plans were not included in this paper as they were part of the Council's 'business as usual' work. Where there was support to revise Neighbourhood Plans in line with the local plan then parishes would be involved;
- The interest payable on net revenue expenditure was towards the higher end of the risk scale, without being substantially high;
- The Chief Executive and the Leader had had a meeting with Sir Edward Leigh MP; a letter would be written to him to request a visit from the Secretary of State for Housing, Communities and Local Government regarding funding.

The Local Enterprise Partnership (LEP) had written to government on behalf of Greater Lincolnshire;

- The possibility of aggregating towns together to attract more government funding was discussed; however this would not be possible as the Ministry for Housing, Communities and Local Government would not accept this approach;
- The Corringham Road scheme was being forward funded by WLDC to allow development to start; Lincolnshire County Council were to input into this fund in due course;
- There was a challenge with the smaller towns in the District as it would be difficult for them to attract government funding, hence why Gainsborough would likely attract more money as it was the largest town by population in West Lindsey.

Unanimously **RESOLVED** to:

- (1) Recommend to Council the approval of the Draft Executive Business Plan and Medium Term Financial Plan 2020/21 to 2024/25;
- (2) Approve the use of and contributions to Reserves;
- (3) Accept the statement of the Chief Finance Officer on the Robustness of Estimates and Adequacy of Reserves;
- (4) Consider and recommend to Council the Revenue Budget 2020/21;
- (5) Consider and recommend to Council the Capital Investment

Programme 2020/21 to 2024/25;

- (6) Delegate any housekeeping changes to the Draft Executive Business Plan and the Draft Medium Term Financial Plan to the Chief Executive in consultation with the Chairman of the Corporate Policy and Resources Committee prior to the final consideration by Council on 2 March 2020.

89 COMMITTEE WORK PLAN

The Chairman informed Committee that there had been no update on RAF Scampton.

The workplan was noted.

90 EXCLUSION OF PUBLIC AND PRESS

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

91 EXECUTIVE BUSINESS PLAN - EXEMPT APPENDICES

The exempt appendix was noted.

The meeting concluded at 7.57 pm.

Chairman

Corporate Policy & Resources Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Corporate Policy & Resources Committee meetings.

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

Status	Title	Action Required	Comments	Due Date	Allocated To
Black	Getting below target items back on track	Cllr Young asked at CPR committee on 13 February whether it would be possible to add information to Progress and Delivery reports about how 'red' areas could be put back on track.	Response from EK: This had already been factored in for future reports, particularly from quarter 1 when the format of the reports was due to be revised. COVID-19 will mean that future reports focus on the impact of the pandemic on Council performance for the foreseeable future and for some areas, it will be outside the Council's control to improve performance while restrictions are in place (e.g. income from fees and charges, Trinity Arts Centre, markets, the leisure centre etc)	18/06/20	Ellen King
Black	Litter picks	The Chairman of CPR requested that we review the data collected for litter picking/spring cleaning.	Response from EK - I can confirm that this measure includes all litter picks where assistance or equipment has been provided by the Council. It should be noted that all litter picks are currently suspended, including the Great British Spring Clean, and it is not yet clear when these will be able to resume.	18/06/20	Ellen King

Black

Barbican memorial space

At CPR committee on 13 February Cllr David Cotton asked why the memorial space had been leased for 5 years, when he believed 10 years to be standard?

JW to put this question to the Crematorium Manager. 19/02/20 - dmb - lease periods vary, Scunthorpe have 5 years as does Grimsby, both have similar but different supplier. Lincoln do not offer anything similar to the Barbican, each crematorium offer slightly different memorials depending on supplier. After the initial period families have an option to renew the lease, usually at a cheaper rate as this memorial may only need re-gilding to keep it looking nice. It is definitely easier to locate families after five years to make contact to either renew or collect their plaque. The Sanctum vault holds cremated remains and is 10 years.

18/06/20 Deborah Balsdon

Agenda Item 6a



**Corporate Policy and
Resources Committee**

18th June 2020

Subject: Progress and Delivery Report - Period 4 2019/20

Report by:

Chief Executive

Contact Officer:

Ellen King
Senior Performance Officer

ellen.king@west-lindsey.gov.uk

Purpose / Summary:

To consider the Progress and Delivery report for period four (January-March) 2019-20.

RECOMMENDATION(S):

1. 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.
2. To note the updates provided for each of the Council's service areas which details how the COVID-19 pandemic is affecting Council operations; and the likely effect on performance over the next 12 months.

IMPLICATIONS

Legal:

There are no legal implications as a result of this report

Financial : FIN/12/21/B/SL

The financial performance indicators contained within this report are reflected through the budget monitoring reporting to Corporate Policy and Resources committee for the same period.

There are no financial implications arising from 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:

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.

Call in and Urgency:

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

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

Yes

No

X

Key Decision:

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

Yes

No

X

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Executive Summary

1.0 Overall Summary of Performance

Table one shows a summary of service performance for period four 2019/20 (Jan-Mar) which also includes the preceding three periods for comparison. [Table 2](#) (and the associated tables in [Appendix A](#)) 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.

In addition to the usual Progress and Delivery updates, this report contains a series of Service Updates for each of the Council's service areas in order to highlight the inevitable impact that the COVID-19 pandemic is likely to have on business as usual and performance over the coming months.

On 23rd March 2020, the UK government announced a series of social restrictions as part of a package of measures designed to tackle the global COVID-19 pandemic. At the time of writing, the government has set out a roadmap for lifting the current lockdown in stages and it is expected that varying forms of social distancing are likely to remain until a vaccine has been developed for mass immunisation. [Appendix B](#) includes update reports from each service area highlighting how business as usual and performance are likely to be affected over the coming year (2020/2021). Rolling updates will continue to be provided in each P&D report as the situation develops. Whilst it is not possible to provide exact figures for how the Council is likely to be affected at this stage, these Service Updates are designed to provide Members with as much analysis as possible to aid decision making at this time.

RAG	2019/20			
	Period One	Period Two	Period Three	Period Four
Exceeding target	48%	35%	46.4%	35.1%
Meeting target	40.6%	56%	41.2%	43.3%
Below target	11.4%	7%	12.4%	11.3%
Missing information	0%	2%	0%	10.3%

Table 1: Overall summary of performance

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

Service	Measure	Preceding three periods			Current period		
		P1 (2019/20)	P2 (2019/20)	P3 (2019/20)	Current Target	P4 (2019/20)	Commentary
Asset and Facilities Management	Rental income – car parks	£120,588	£180,984	£233,104	£190,700	£286,761	This represents the highest level of income since data began to be collected in 2013.
	Rental portfolio voids	7%	5%	3%	12%	10%	The acquisition of the Saxilby units has affected void rates whilst new tenants are sought, however, performance remains better than the national and regional average.
Benefits	End to end processing times	3.9 days	4.3 days	4.4 days	5 days	3.1 days	No performance issues noted.
	Number of claims older than 30 days	15.5	10	15	20	12	No performance issues noted.
Council Tax and NNDR	Cost of service delivery per property tax base	£10.15	£5.38	£10.08	£9.10	£9.90	Court costs and legal fees requiring virement have affected costs in this period. Costs will adjust in the next reporting period and performance is likely to be back on track.
Democratic Services	Member satisfaction with training & development events	100%	92%	100%	87%	100%	No issues noted. All member training and development events are on hold while social restriction measures are in place.
	% of Freedom of Information requests (Fols) turned around in the statutory time limit	100%	100%	100%	99%	100%	223 Fol requests were received during the period.
	Number of Fol challenges that are subsequently upheld	0	0	0	5	0	No issues noted.

Service	Measure	Preceding three periods			Current period		
		P1 (2019/20)	P2 (2019/20)	P3 (2019/20)	Current Target	P4 (2019/20)	Commentary
Development Management	% of major planning applications determined on time	100%	100%	100%	90%	100%	13 major applications were received during the period.
	% of non-major planning applications determined on time	99%	99%	99%	80%	100%	50 non-major applications were received during the period
	Planning appeals allowed as a % of all appeals	2%	1%	2%	9%	1%	Of the 11 appeals considered during the period, 9 of these were dismissed.
	Income received	£104,310	£388,172	£781,370	£1,019,200	£1,019,418	Whilst January saw the lowest planning app fee income of the year (£35.4k), March saw the 2 nd highest (£128.2k)
Enforcement and Community Safety	% of housing enforcement cases closed within 6 months	81%	78%	82%	75%	96%	No performance issues noted.
	Average number of days before a Community Safety case is closed	8	6.5	6	15	5	No performance issues noted.
Home Choices	Number of households in temporary accommodation	20	19	8	18	12	No issues noted.
	Number of cases prevented from becoming homeless within the statutory target	22	57	65	90	48	A significant increase in homeless relief cases in March has resulted in a decline in homeless prevention cases. Please see the Home Choices service update for a detailed explanation

Service	Measure	Preceding three periods			Current period		
		P1 (2019/20)	P2 (2019/20)	P3 (2019/20)	Current Target	P4 (2019/20)	Commentary
	Number of nights spent in B&B accommodation	59	58	52	0	28	Whilst performance remains below the statutory target, there has been a significant improvement of 81% compared to the same period last year. Partnership working with Market Rasen has been undertaken to provide cold weather provision for rough sleepers. This was funded by MHCLG and led to a significant reduction in B&B usage (0 nights in January and 4 nights in February).
Housing	Average cost of Disabled Facilities Grants (DFGs)	£3,859	£5,172	£5,179	£7,500	£5,273	It is likely that the effects of COVID-19 will have a number of impacts in this work area. Officers in this work area have been redeployed and all existing cases will need to be reviewed. See the Housing service update for a more detailed explanation.
	Customer satisfaction with DFGs	100%	100%	100%	92%	100%	No issues noted.
Leisure Centre Contract	Customer satisfaction with West Lindsey leisure facilities	94%	96%	95%	80%	96%	This figure does not include March due to the closure of the Centre.
	Volume of people using the West Lindsey leisure centre	57,131	107,324	69,976	78,750	78,272	Only partial figures for March have been included due to the closure of the centre. Had the centre not been impacted by COVID-19, it is likely that usage figures would have exceeded the target.
Licensing	% of licensing applications processed in the target time	99%	100%	100%	96%	100%	No performance issues noted.
	Number of licensing applications received	178	338	268	195	198	No issues noted during the period though it is likely that the number of applications for licensed premises will go down, potentially to zero, as a result of COVID-19.
Street Cleansing	Volunteer litter picks	30	24	19	18	27	No issues noted for the period though it is likely that future volunteer litter picks will be affected by social distancing measures.

P09021

Service	Measure	Preceding three periods			Current period		Commentary
		P1 (2019/20)	P2 (2019/20)	P3 (2019/20)	Current Target	P4 (2019/20)	
Town Centre Management	Average number of paid for market stalls - Saturday	9.5	7	7	14	7	There has been a decline in market stall take up, coupled with a cancelled market on 11 th February due to high wind and cancelled markets in March due to the effects of COVID-19.
	Income received	£4,785	£15,667	£22,318	£36,300	£28,247	The issues noted above have impacted on income received. This will continue to be the case while social restriction measures are in place.
Trinity Arts Centre	Audience figures	3,136	7,023	5,965	3,600	4,245	Audience figures were exceptionally high during the period but will be significantly affected throughout 2020/2021 by the COVID-19 pandemic. Please see Trinity Arts Centre service update for a detailed explanation.
Waste Collection	Missed black and blue bin collections	211	310	233	285	230	No issues noted.

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

Corporate Health

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Time taken to pay invoices	9.5 days	14 days	11 days		No issues noted.	Continue to monitor.
Average Customer satisfaction rating out of 5 stars	N/A	3.5 stars	4 stars	N/A	In percentage terms, satisfaction for the period stands at 82.4%. A total of 198 compliments were received, an increase on the same period last year, with a particular increase in March. The Council is now able to capture compliments received through sites such as Trip Advisor, social media and Google Review. Officers are also being more proactive in logging all types of customer feedback.	Continue to monitor and communicate with staff to ensure that all feedback continues to be recorded.

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Complaints received	40	NTS	42	↓	A total of 187 complaints were received for the year as a whole compared to 146 for the previous year. Promotion of the Customer First Programme has led to officers becoming more proactive in recording complaints with the Customer Experience Officer.	Customer Services, Waste Services and Planning received the highest number of complaints. Improvements to service delivery continue to be made through implementation of the Customer First Programme.
% of complaints where the Council is at fault	23%	45%	29%	↓	There has been a 9% decrease in upheld complaints for the year as a whole, down to 37% compared to 46% for the previous year. This is despite an increase in the overall number of complaints.	Learning and improvement actions have been implemented where necessary; including changes to policies and procedures, improving the customer's experience of the Council's website and improvements in the way that information is provided to the customer.
Average number of days to resolve a complaint	6.7 days	21 days	7 days	↓	Improved engagement with officers through the Customer First Programme has led to efficiencies in resolving complaints. Response times have improved by one whole day for the year as a whole compared to the previous year. Performance for period 4 is down compared to last year due to initial disruption caused by changes to working practice as a result of social distancing measures.	Continue to monitor. The target for 2020/21 has been amended to account for high performance levels.
Digital demand	40%	NTS	47%	↑	The ongoing programme of service re-designs is placing greater emphasis on digital services which has led to an increase in demand.	Customers will continue to be offered a choice in how they access Council services.
% of calls answered within 21 seconds	86%	80%	85%	↓	Performance remains comparable with last year. This is despite an increase of 15,000 phone calls received by the Council during 2019/20.	Telephone demand continues to be analysed to understand if and where this can be reduced. For example, by placing more information on the Council's website.
Average number of staff sickness absence days per FTE	0.77 days	0.6 days	0.57 days	↑	No issues noted	Continue to monitor, particularly the impact of COVID-19 on staff sickness absence.

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Server and system availability	100%	98%	100%	→	No issues noted.	Continue to monitor.
Number of data breaches resulting in action by the Information Commissioner's Office (ICO)	N/A	0	0	N/A	No issues noted.	Continue to monitor.

Table 3: Corporate Health performance

Appendix A: Service Performance Exceptions

Asset and Facilities Management

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Rental income – car parks	£231,340	£190,700	£286,761	↑	This represents the highest level of income since data began to be collected in 2013.	Continue to monitor.
Rental portfolio voids	8%	12%	10%	↓	The acquisition of the Saxilby units has affected void rates whilst new tenants are sought, however, performance remains better than the national and regional average.	Continue to seek new tenants for the vacant Saxilby units.
Planned and responsive maintenance	64%	70%	77%	↑	Proactive maintenance has resulted in a reduction in maintenance costs for Council property of £100k over the last three years. Responsive maintenance for the period stands at 23%	Continue to monitor.

Table 4: Asset and Facilities Management performance exceptions

Benefits

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
End to end processing times	3.7 days	5 days	3.1 days	↑	No issues noted.	Continue to monitor.
Number of claims older than 30 days	9	20	12	↓	No issues noted.	Continue to monitor.

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

Building Control

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	£220,253	£235,700	£241,877	↑	No issues noted	Continue to monitor

Table 6: Building Control performance exceptions

Contracts Management and Procurement

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of contracts awarded to local suppliers	20%	20%	56%	↑	Five out of a possible nine contracts were awarded to local suppliers. The lifetime value of these contracts is in excess of £100k.	Continue to monitor.

Table 7: Contracts Management and Procurement performance exceptions

Council Tax and NNDR

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 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	£5.58	£9.10	£9.90	↓	Court costs and legal fees requiring virement have affected costs in this period.	Court costs were finalised and legal fees vired at the end of March Costs will therefore adjust in the next reporting period.
NNDR in year collection rate	98.6%	98.6%	98.9%	↑	A total of £948,602 was collected during the period, an increase of £61,214 on the same period last year.	Continue to monitor.
Number of properties on the Council Tax base per FTE	5,737	5,000	5,493	↓	A staff retirement has affected performance in this area, though it remains above target.	Another member of staff is receiving training to assist in this area.

Table 8: Council Tax and NNDR performance exceptions

Democratic Services

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 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%	→	No issues noted.	All member training and development events are currently suspended until further notice.
% of Freedom of Information requests (Fol) turned around in the statutory time limit	100%	99%	100%	→	A total of 223 Fol requests were received during the period, down by 12 on the same period as last year.	Continue to monitor
Number of FOI challenges that are subsequently upheld	0	5	0	→	No issues noted.	Continue to monitor.

Table 9: Democratic Services performance exceptions

Development Management

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Received planning applications	372	345	410	↑	During the period, 410 new applications (a 10% increase on the same period last year). March alone saw 177 applications, the highest monthly total in more than two years.	The overall number of applications received for the year is 1,526, only 3 applications fewer than the previous year. This varies from the rest of England which has been reporting a 4% decline in the number of applications by the end of 2019, compared to the previous year.
% of major planning applications determined on time	100%	90%	100%	→	A total of 13 major planning applications were received during the period.	Continue to monitor.
% of non-major applications determined on time	99%	80%	100%	↑	A total of 50 non-major planning applications were received during the period.	Continue to monitor.
Appeals allowed as a % of all decisions	1%	9%	1%	→	Of the 11 appeals considered during the period, 9 of these were dismissed.	

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Received income	£955,102	£1,019,200	£1,019,418	↑	Income is reported on a cumulative basis. Whilst January saw the lowest planning app fee income of the year (£35.4k), March saw the 2 nd highest (£128.2k)	Continue to monitor.

Table 10: Development Management performance exceptions

Enforcement and Community Safety

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of planning enforcement cases given an initial response within 20 working days	N/A	90%	97%	N/A	No issues noted.	Continue to monitor.
Average time before a community safety case is closed	7.6 days	15 days	5 days	↑	No issues noted.	Continue to monitor.
% of housing enforcement cases closed within 6 months	N/A	75%	96%	↑	No issues noted.	Continue to monitor.
Number of private sector properties where conditions have been improved	N/A	21	58	N/A	No issues noted.	Continue to monitor.

Table 11: Enforcement performance exceptions

Garden Waste Collection

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Subscription take up	48.4%	56%	48.2%	↓	Subscription take-up is down by 0.2% compared to the same period last year. This equates to 30 fewer subscriptions. The usual third reminder and communication campaign were suspended as a result of the current COVID-19 pandemic.	Figures from April show that subscription take up is 1.4% higher than April last year and performance is therefore likely to be back on track during quarter two.

Table 12: Garden Waste performance exceptions

Home Choices

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 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)	58	90	48	↓	A significant increase in homeless relief cases in March has resulted in a decline in homeless prevention cases.	See Home Choices service update above for a more detailed explanation.
Number of nights spent in B&B accommodation	148	0	28	↑	24 of these nights occurred in March as a result of a complex case involving domestic abuse for which temporary accommodation was not deemed suitable. The target set is a statutory one.	There has been an improvement of 81% compared to the same period last year. Partnership working funded by MHCLG to provide cold weather provision for rough sleepers led to a significant reduction in B&B usage (0 nights in Jan and 4 nights in Feb).
The average number of days spent in temporary accommodation	20	56	49	↓	The increase in temporary accommodation usage compared to the same period last year is a result of two complex cases where it was difficult to move tenants from the accommodation; requiring police and hospital involvement.	Procedures have been amended to prevent a repeat of this in a similar situation.
Number of households using temporary accommodation	34	18	12	↑	As above	As above

Table 13: Home Choices performance exceptions

Housing

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average cost of DFGs	£6,214	£7,500	£5,273	↑	It is likely that the effects of COVID-19 will have a number of impacts in this work area. Officers in this work area have been redeployed and all existing cases will need to be reviewed.	The Council is liaising with Lincolnshire County Council. See 'Disabled Facilities Grants' above for more information.
The total number of long-term empty homes in the District	571	540	673	↓	This represents an increase of 102 empty homes compared to the same period last year.	Further work is being undertaken to understand why the numbers have risen in this way. However, performance for the year as a whole is within agreed parameters.

Table 14: Housing performance exceptions

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 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	361	N/A	Despite the numbers of Officers working from home, there hasn't been a noticeable increase in calls to the helpdesk.	Continue to monitor
Average time taken to action helpdesk requests	N/A	N/A	2 hrs, 26 mins	N/A	The nature of some of the helpdesk calls have been more complex which take longer to action.	Continue to monitor
Number of change management requests received during the period	N/A	N/A	335	N/A	There was a noticeable increase in the number of change requests due to the increase in staff working from home.	Continue to monitor
Number of change requests completed during the period	N/A	N/A	325	N/A	As above	Continue to monitor

Table 15: ICT performance exceptions

Leisure Contract

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 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%	96%	↑	This figure does not include March due to the closure of the Centre.	This will continue to be monitored once the centre re-opens.
Volume of people using the West Lindsey leisure centre	92,303	78,750	78,272	↓	Only partial figures for March have been included due to the closure of the centre. Had the centre not been impacted by COVID-19, it is likely that usage figures would have exceeded the target.	As above.

Table 16: Leisure Contract performance exceptions

Licensing

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	£10,426	N/A	£6,788	↓	Income is down by £3,638 (or 34.9%) compared to the same period last year.	It is likely that income will continue to be affected as a result of COVID-19 though the extent of this is unclear at this stage.
Number of applications received	232	195	198	↓	No issues noted during the period though it is likely that the number of applications for licensed premises will go down, potentially to zero, as a result of COVID-19.	Continue to monitor.
% of applications processed within the target time	86%	96%	100%	↑	No issues noted.	Continue to monitor.

Table 17: Licensing performance exceptions

Local Land Charges

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	£103,439	N/A	£92,973	↓	Awaiting commentary	Awaiting commentary

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Market Share	62%	65%	60%	↓	Awaiting commentary	Awaiting commentary
Average number of days to process a search	7.55 days	10 days	6.7 days	↑	Complex cases and staff absence led to an increased turnaround time in January	This issue was quickly resolved with February and March returning an average turnaround time of 5 days.

Table 18: Local Land Charges performance exceptions

Regulatory Services

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of food premises rated at 3* or above	97%	95%	97%	→	No issues noted	Continue to monitor
Number of Environmental Protection requests received	N/A	125	185	N/A	Requests of this nature have increased due to the social restriction measures in place. Typical requests relate to noise nuisance and burning of bonfires.	The approach during this period has been to educate rather than enforce and this will be kept under regular review.
% of Environmental Protection cases closed within 6 months	N/A	75%	100%	N/A	No issues noted.	Continue to monitor

Table 19: Regulatory Services performance exceptions

Street Cleansing

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
The number of volunteer litter picks	21	18	27	↑	It is likely that litter picks will reduce whilst social distancing measure remain in place.	Continue to monitor

Table 22: Street cleansing performance exceptions

Systems Development

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Website availability	100%	98%	100%	→	No issues noted.	Continue to monitor.
LLPG Standard	Gold	National Standard	Gold	→	West Lindsey is the only Council in Lincolnshire to be awarded 'gold' status for data accuracy	Continue to monitor.

Table 20: Systems Development performance exceptions

Town Centre Management

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 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	34	37	23	↓	There has been a decline in market stall take up, coupled with a cancelled market on 11 th February due to high wind and cancelled markets in March due to the effects of COVID-19. Overall, stall take-up is down 34.5% compared to the same period last year.	The ongoing effects of COVID-19 are likely to have a significant impact on the market's performance (including the Farmer's Market) whilst social restrictions remain in place.
Average number of paid for market stalls – Saturday	13	14	7	↓	There has been a decline in market stall take up as well as cancelled markets in March due to the effects of COVID-19.	As above
Income received	£35,086	£36,300	£28,247	↓	As above	As above

Table 21: Town Centre Management performance exceptions

Waste Collection

Measure	Baseline Perf (P4 2018/19)	Target	Current Perf (P4 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of household waste sent for recycling	30%	50%	30%	→	High contamination rates (45%) have led to a decline in recycling. This mirrors the regional and national trend. Collection rates are traditionally lower during this quarter as garden waste is not collected during winter months.	WLDC is working with the Lincs Waste Partnership and Lincolnshire County Council to reduce the amount of contamination in the recycling stream. All of the District Councils' have aligned their messaging to ensure consistency. Pilots of paper and food recycling are underway in some Lincolnshire local authorities and West Lindsey is closely monitoring the outcome of these pilots. A paper on this is due to be presented to Members in September 2020.
Number of missed black and blue bin collections	198	285	230	↓	Performance continues to exceed target.	Continue to monitor.
% of missed bins collected within the Service Level Agreement	100%	95%	100%	→	No issues noted.	Continue to monitor.

Table 22: Waste Collection performance exceptions

Appendix B: COVID-19 Service Updates

Asset and Facilities Management

Since social restriction measures came in to effect, the Property and Assets Team have maintained a skeleton staff presence in the Guildhall on a rota basis as there are still some staff and tenants occupying and working in the building. In addition, there is still a requirement to maintain compliance at our operational buildings (for example, fire alarm testing, legionella monitoring and checking critical plant) along with observing the security of Council properties. There was an initial increase in communications between our tenants and the service but as the lockdown has progressed and Government support has been provided, this has reduced. The requirement for the management of day to day maintenance has eased a little with some of our properties being closed and contractors furloughing staff. Servicing of premises was initially steady but has slowly increased as contractors determine means of working whilst observing social distancing. Some of the facilities management work, such as managing meeting rooms, has completely stopped however, the officer who manages this is instead involved in service plan project work such as implementation of the compliance and asset management policies; as well as assisting the team with other tasks. The following additional work streams have been disrupted by the COVID-19 pandemic:

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- **Car Parking** - The decision to temporarily suspend public car parking charges for three months has meant no income from day tickets as well as cancellations or parking permits. While income should recover once social restriction measures are eased, it is anticipated that the car parking income target will not be met for 2020/2021.
- **Rent** - Following the wavering of some low value rent, Management Team instructed that WLDC would only offer temporary reviewable deferred rent to tenants requesting assistance on the understanding that it would be fully repaid by financial year end. Providing there is no increase in property voids, the loss of income in this area should be minimal.
- **Capital Works Project** - The lockdown has coincided with what would be the busiest period of the Market Rasen Leisure Centre works. Although the main contractor has endeavoured there have been difficulties as a result of sub-contractors, utilities contractors and material suppliers being furloughed. This has resulted in unforeseeable delay which will ultimately result in additional costs to the Council. Other proposed works that have, or may be, delayed include Caenby Corner Operational Service Depot, 5-7 Market Place and the Guildhall Reception. At present, it is not known what impact the current situation will have on these projects but it is anticipated that managing social distancing may extend project delivery times and subsequently increase costs.
- **Revenue Budget Lines** – Some budget lines will experience pressure such as cleaning, cleaning materials and maintenance but this may be countered by three months of low activity that may create surplus in other budget lines such as utilities.

The team has been able to press on with implementing some policy action plans, mainly around compliance and asset management which has led to greater control and transparency on a number of compliance matters. Furthermore the service normally struggles around financial closedown with placing annual servicing and utility orders for our property assets. These along with preparing the Actual Service Charge report have been completed a little earlier this year.

Benefits

The last two weeks of March saw an erratic change in the number of live claims being handled. The impact of the COVID-19 pandemic led to an increase in applications for Universal Credit, followed by Council Tax Support and the effects of this will show in performance figures for the first quarter of the new financial year. The Team have also processed over 2,000 changes to Housing Benefit claims in order to grant additional Housing Benefit as a result of the pandemic. Prior to this the year-end procedure had been completed smoothly generating little contact from customers. Another Benefits Assessment Officer post became vacant on 31st December 2019 which has created resourcing issues within the Team with the loss of resource totalling 25% since April 2019.

Building Control

Application rates have dropped as expected during winter, however, income has remained above target. Of the applications received during the period, 108 were building notices, 47 were full plan applications, one was a partnership applications and 23 were partnership applications from other authorities. The Team is still carrying a vacancy for a Surveyor and the temporary staffing costs are impacting the Team's costs.

Contracts Management and Procurement

Procurement exercises continue to be run well and in accordance with all required protocols. Staff training scheduled for March has had to be postponed and will be rearranged once social restriction measures have been eased. In the last period five of nine contracts (56%) were awarded to local suppliers. The life-time value of these contracts is in excess of £100k. The procurement of the ERP software system has been paused due to the implications of COVID-19 and this decision is due to be reviewed within six months.

Council Tax and NNDR

Almost all of the Revenues team are new to home working. The Council wide systems issues experienced during the first week led to a number of the Team coming in to the Guildhall; demonstrating dedication to each other as the Council Tax annual bills had just been issued and the team were inundated with phone calls. The resolution of systems issues helped to ease the anxiety some of the Team felt about working from home.

The cessation of face to face enquiries has impacted on the volume of calls received by the Revenues Service, particularly during the first three weeks of restrictions which coincided with the issuing of annual Council Tax bills. The Team has attempted to provide a full service via telephone to all customers with 2,282 telephone enquiries being dealt with during the first three weeks of the restriction period alone. The majority of customer contact relates to concerns about payments during the current period of financial uncertainty. In response, the Council has allowed payments to be deferred until either 1st June or 1st July.

The recovery of Council Tax has been severely impacted by COVID-19 with Magistrates Liability Court Hearings scheduled in May and June having been cancelled. It is currently uncertain whether court hearings scheduled for July 2020 will proceed as planned. These cancellations may impact cash-flow as court costs incurred by the debtor usually exceed £70k for these dates alone. These impacts will be mitigated once business resumes as normal. Normal reminder notices and summonses have been suspended for April and May although a reminder will be issued on 24th April to encourage customers who owe arrears for the last financial year to contact the Council to discuss their personal circumstances and to come to an arrangement regarding resumption of payments.

Demand for the service continues to be received via the Council's website, email or via post. The current external mail house has been exemplary in providing the amended reminder notice and providing other bulk mail at very short notice. Some other letters issued by the team are now being considered for mailing by the mail house which will help officers attending the office twice per week to deal with incoming post; and to print and envelope external post that needs to be

mailed. The Council Tax collection rate is being closely monitored on a daily basis and, at the time of writing, looks set to be on target with a similar collection percentage to that of April 2019. The number of customers paying by direct debit has increased, as has the number of people requesting to pay over 12 monthly instalments. Efforts are being made to encourage more customers to switch to electronic billing rather than paper bills.

The government has introduced a hardship relief fund for working age Council Tax payers in receipt of Council Tax support which will pay up to £150 to each claimant and see a reduction in a claimant's Council Tax bill for 2020/21 by £150 or less to reduce their bill to nil. Software to enable this scheme is due to be tested imminently with a view to implementing as soon as it is deemed to be accurate. This will assist at least 3,700 claimants who currently match the criteria and will result in another bulk mailing of new Council Tax bills for those affected. Finally, despite initial challenges, the Team are now getting used to using Microsoft Teams which has now become part of business as usual. Everybody is working hard and working well as a team to ensure the continued delivery of the best service possible during this uncertain time.

Customer Services

As the government social restriction measures came into effect, the Customer Services Team worked exceptionally hard to adapt to the new and constantly changing work environment that followed. This included meeting the demands of a large number of, often distressed, customers who were contacting the Council for assistance or information; undertaking regular and thorough cleaning of the reception area to limit the risk of infection and managing expectations of customers, staff and Guildhall tenants about the realities of working in a socially restricted environment. In March alone, the Customer Services Team dealt with 1,067 face to face customers and the reception area has been restructured to ensure that social distancing can be enforced once the Guildhall reception area is re-opened. This includes two metre distancing tape placed on the floor of the reception area; the installation of an intercom system to the main entrance of the Guildhall so that visitors can be screened and the main door remaining locked to ensure only a safe number of customers can enter the reception at any one time. For March and April, a total of 82 customers presented to the Guildhall, of which only 10 needed to physically enter the building for assistance. In the back office; alterations have been made to ensure post can be handled in a safe manner; and to accommodate changes made by Royal Mail themselves. Scanning and emailing of post for other services; as well as providing a printing service for teams that do not have staff located in the office has placed a strain on the Customer Service team's resources

Arrangements have been made for Customer Services staff to work from home, including issuing appropriate IT equipment and software applications and receiving training on how to use Microsoft Teams. There continues to be issues with IT and the telephones that impact on the quality of the service we are able to offer, however, these are managed as and when they arise. One of the biggest pieces of work undertaken during the lockdown so far is to contact all customers of Trinity Arts Centre to rearrange or cancel bookings.

Whilst none of the Customer Services staff have been redeployed, one member of the team has received training for the CCTV office to support in the case of staff absence. There will be pressure on team resources when annual leave is taken into account due to a long-term absence within the team and temporary recruitment may be needed in order to cover this.

While telephone demand has decreased; there has been an increase in email demand (an average of 40 additional emails per day) which typically take longer to resolve; turning a 1 FTE all day job into a 2 FTE all day job meaning more resource is required at the start of the week to deal with demand received over the weekend. Consideration has been given to allowing staff to work weekends to pick up demand but has been discounted at this stage. It is currently unclear whether telephone demand will increase as lockdown continues and this will continue to be monitored.

Once the current restriction measures are lifted or eased, this may impact on resources if the Council is required to operate a restricted, face to face operation. A comprehensive plan will be drawn up that considers the full implications of re-opening the reception area to the public whilst adhering to social distancing measures in a way that does not risk the health and safety of our staff or customers. This plan will include intelligence from other teams on what their requirements will be in terms of service delivery. Expected challenges are maintaining social distancing; implementing a cleaning regime after each customer leaves; and potentially turning customers away for non-essential services that can be accessed by phone or digitally. These challenges will all need to be met in a framework of a reduced number of staff in the reception area with the remainder of the team based at home. It will also require full consultation with our tenants such as Job Centre Plus.

In terms of handling payments, it is expected that there will be an increase in credit/debit card transactions and the Customer Services Manager has already paid an additional £3k to Civica to increase the Council's limit from 50k transactions per year to 75k transactions. Increased card payments will also incur additional bank charges which may lead to a budget overspend. This is being monitored regularly.

With regards to the impact on performance; the team is exceeding its target of answering phone calls, up to 98% on average compared to 92% in the previous year; although fewer calls were received in April which may account for this. The number of complaints decreased in March / April whilst the number of compliments increased significantly in comparison to last year. This is particularly true for Waste Services where compliments increased by 36.5% in April compared to the same month last year. Customer satisfaction surveys have currently been put on hold and will resume once services get back to normal.

The refurbishment of the Guildhall reception area has been put on hold and will be revisited once restriction measures have been lifted.

Democratic Services

Business as usual has been suspended as a result of the effects of COVID-19. During the initial period of lockdown (and in the absence of required regulations), many of the Council's decisions were taken under urgent delegation, a process that was previously rarely used. The team's focus was ensuring the organisation and members were clear on this process, and that decisions were been published in a transparent and timely manner. As of 4th April 2020, temporary regulation was introduced permitting virtual meetings, subject to certain criteria. Since then, the majority of the team's resources have been committed to investigating, testing and implementing an IT solution to meet the new regulations which included training Councillors' to use the new, virtual platform, developing meeting procedures and rewriting Standing Orders. The first virtual meeting (Planning Committee) was held on 29th April 2020 and was very successful. There is one virtual meeting planned for May with additional meetings scheduled throughout June and July with the exception of Annual Council and Overview and Scrutiny Committee. This is subject to government guidance on social restriction measures and will be kept under review. To ensure these meetings are a success, all Members of Council will need to undertake a training and practice programme in the coming weeks. All other Member training has been suspended.

The Civic Office has seen all events suspended; both those being hosted by the Council and those that the Council are invited to. Annual Council is currently delayed until September and this will impact on the timetable of the Civic Office for the remainder of 2020/2021. The 2019/2020 Community Awards are currently re-scheduled for October 2020. Work has been undertaken to review significant protocols of national impact in light of the pandemic. The Civic Officer has been re-deployed to assist at the Crematorium. The Team's dedicated Support Officer is also ready to be re-deployed if required. The remaining team members can perform their job functions from home. Hosting virtual meetings has proven resource intensive both in the run up to, and during a meeting. It may be feasible to streamline this as confidence grows.

Development Management

In accordance with the advice issued by the Government's Chief Planner in response to the COVID-19 pandemic, local authority planning services are expected to continue to determine and process planning applications using innovative approaches and seeking extensions of time where required.

Planning Applications and Fee Income

The department received its highest number of applications over a two year period in March 2020 and is working at full capacity with all Officers working with full caseloads and some members of Management Team taking a small caseload to ease the pressure on the service. This is being closely monitored with a view to bringing in additional resource if new planning applications continue to come in at the same rate (currently 20 per week on average). As of 1st May 2020, there are 267 live planning applications under consideration, however, as lockdown continues, it is anticipated that the number of new applications may reduce (along with the resultant planning fee income). Safeguarding measures are in place with case officers using virtual tools and only undertaking site visits if necessary.

Planning Applications Determined

It is expected that some delay in the time taken to determine planning applications will occur and all applicants are being warned of this in advance. At present, the service is still determining between 20-30 applications per week; a similar rate to pre-lockdown figures. The service appears to be moving to a more balanced position between issuing decisions and the number of new applications received.

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Week commencing	No. of planning decisions	No. of planning applications
20/04/2020	23	20
13/04/2020	26	23
06/04/2020	19	18
30/03/2020	23	26
23/03/2020	26	35
16/03/2020	23	45
09/03/2020	28	50
02/03/2020	24	39

Planning Applications Determined

The first virtual planning committee was successfully held on 29th April and now sets the template to be able to continue committees to the usual monthly timetable.

Planning Appeals

The Government's Planning Inspectorate (PINS) has currently suspended all planning inquiries, hearings and site visits. We are therefore likely to see a reduction in the number of appeal decision received with two Public Hearings currently postponed. PINS are piloting a digital hearing on 11th May with "a view to scaling up digital events further over June/July." The Council may therefore need to adapt to host a Public Hearing in a virtual environment.

Neighbourhood Planning

The Coronavirus Act has postponed all neighbourhood planning referenda until 6th May 2021. Planning Practice Guidance has been amended to now give 'significant weight' to draft Neighbourhood Plans in decision making, where a decision statement has been issued to send a Neighbourhood Plan to referendum. Further guidance on this can be found [here](#)

Enforcement and Community Safety

Across all enforcement and regulatory work areas the formal enforcement process is impacted by the court's ability to progress cases and the Council's ability to effectively investigate (carrying out face to face interviews under caution, for example). This will reduce legal costs, however negatively impacts upon our ability to ensure regulations are adhered to.

Selective Licensing Scheme - The Selective Licensing scheme remains consistent in terms of performance and the main focus within this work area is on unlicensed properties.

Housing and Planning Enforcement - Both Housing and Planning Enforcement have been impacted in a similar manner during the COVID-19 pandemic. The number of reports received have been minimal, which has enabled officers to progress existing cases as far as possible. Officers from both work areas have been redeployed to assist with Business Grants. It is expected that most of the planning enforcement powers are able to be exercised with social distancing applied, however, for Housing Enforcement the situation will be more difficult. The focus is solely on emergency cases to date and guidance has been issued advising Council's as to how this function should operate during this period. The ability to enforce effectively has been impacted, which in turn will impact on the Council's ability to issue notices, carry out prosecutions and issue civil penalties.

Community Safety - Community Safety Officers have been mainly redeployed to focus on assisting with business restrictions and associated patrols, alongside liaison with the Police in relation to anti-social behaviour. There has not been an increase in general ASB, however additional cases of fly-tipping and environmental type issues have been noted.

Enterprising Communities

During period four, the service has continued to deliver grant funding activity supporting a wide range of projects across all areas of the district. The grants awarded have directly contributed to securing match funding into the district and enabling funds from local groups to achieve positive results. Hemswell Cliff Managed Estate work continues and we continue to see further improvements in the housing market as a result of direct intervention and support. The Local Access bid was successful with over £2m being allocated to Gainsborough as mixed grant/loan finance. Work is now progressing on further social economy engagement to develop delivery and spending plans for this funding. Made in Gainsborough continues to support education, training and employment outcomes with a grant of £60k awarded to Lincoln College to upgrade and expand facilities at the Gainsborough College campus. Rural Community broadband work continues and more villages have been supported to access funding schemes to create better internet connections and speeds.

Finance and Business Support

Throughout the quarter, the team have been working on finalising the Medium Term Financial Plan and the 2020/21 Budget and Council Tax; all of which were approved at the March meeting of Full Council. The team has also been preparing for the closure of accounts and the interim audit of these in February went well with no issues raised. The procurement of a Finance and Performance ERP system has unfortunately been put on hold due to the implications of COVID-19, the heightened risk of resourcing the contract and the unknown financial impact on the Council. This system is, however, key to achieving efficiencies and improvements for both the Finance team and other services and so the situation will be reviewed within six months.

Garden Waste Collection

Garden waste subscriptions were opened to online customers on 6th January 2020, supported by a communications campaign in local media and on social media sites. Whilst the first two reminders were issued either on time or early, the effects of the COVID-19 pandemic have meant that the third reminder has not been issued and there has been no further promotion of the scheme on social media. Despite this, subscription requests are still being received on a daily basis and, at the time of writing, there are 30 fewer subscriptions than at the same time last year. Anecdotal feedback suggests that some residents do not consider garden waste subscriptions to be a priority at this time; whilst others are waiting to see how the current situation develops before committing to a subscription.

Home Choices

The effects of the ongoing COVID-19 pandemic are expected to bring significant challenges to the Home Choices service, as follows:

Temporary Accommodation and B&B use

It is anticipated that there will be a rise in the number of domestic abuse cases. In turn, this may result in increased usage of Bed and Breakfast or other temporary accommodation over the next two quarters (up to September 2020). One week before the current social restriction measures came into force, one of the Council's available temporary accommodation units was severely damaged by a tenant, however, the repairs team for the provider has been unable to attend due to restrictions with supplies of goods and the availability of the workforce. The consequence of this is a reduced unit availability of 20% until the unit can be repaired.

Rehousing from the Housing Register

Since social restriction measures have been in place, there has been a decline in move-on accommodation as a result of housing providers no longer repairing empty properties and prioritising repairs for those who are already in accommodation. There has also been a reduction in people moving out which means that properties aren't becoming available as much as they previously did. As a result, the Housing Register has been suspended until 6th May (subject to review) which means that people cannot currently bid for properties. The Council has asked housing providers to focus on properties for those in most urgent need.

Prevention and Relief Cases

It is anticipated that there will be an increase in homeless relief cases (those classed as having no secure accommodation) rather than prevention cases (those who are threatened with homelessness) as landlords who served a notice to evict prior to the current pandemic begin to take action as soon as they are able to. At present, landlords are unable to serve notice to evict, however, in several months' time, landlords may instead serve a Section 8 Notice which gives a tenant two weeks' notice of eviction as opposed to two months. These are enforceable by the Court and shortens the time the Council has available to prevent homelessness in these cases. It is expected that there will be a simultaneous influx of cases for those people served notice of eviction prior to the current social restriction measures which will lead to much greater demand on the Home Choices service than previously and contribute to the expected rise in homeless relief cases.

Other

Some letting agents have increased their demands for renting their properties and asking in excess of three months of rent in advance where previously they have only asked for one month's rent in advance. This is a national issue and, whilst the Council is trying not to use these agents at present, this has considerably restricted the amount of move-on accommodation that is available. This will have an impact on the Council's re-housing figures for quarter one of 2020/2021.

Whilst the Council has access to funding it has been a struggle to access the basic essentials that enable people to move in to a house securely. Following enquiries, the Home Choices Team have received offers of basic furniture which are being housed in a rented storage unit. This should allow for quicker move-on times going forward.

Growth and Regeneration

The effects of the COVID-19 pandemic are likely to affect the activities of the Growth Team in the following ways:

Gainsborough Townscape Heritage Scheme - The take up of building grants will almost certainly be affected by Covid-19, though the long-term impact is unknown at this time. The 'activity' element of this scheme will commence once social restriction measures have been eased and recruitment for the Activity Co-ordinator post is currently on hold.

Mayflower 400 - The event planned for May has been postponed and the Team is awaiting guidance from the Arts Council regarding alterations to the planned events programme. Planned events will be rescheduled and held in compliance with government guidance.

Shopfront Grants / Living over the Shop – Applications to this grant scheme have stopped until further notice. The long-term impact is unknown at this time and depends on how long social restriction measures remain in place.

5-7 Market Place – This is currently in the pre- construction phase and it is likely that completion of this phase will be delayed by approximately two months as a result of the current restrictions in place.

Cinema Development - Lincolnshire Co-op has agreed an amount to lift the restrictive covenant, however, further progress is currently on hold while the impact of COVID-19 on the leisure industry is analysed. The timescales for this project will be delayed but it is not possible to say by how long at this stage.

Bowling Green Road - The original timeline to start on site in April has been delayed until late May 2020 at the earliest. There will potentially be an impact on the build programme as social distancing is put into practice on site. The Council will be using this opportunity to progress the Riverside Walk section between former Lidl and Riverside Approach

Corringham Road – Lincolnshire County Council have advised that this is currently still in their programme and is likely to remain on track as County is committed to assisting with economic recovery through their own projects.

Southern SUE – While Keepmoat have closed all their sites nationally, they are still keen to ensure they have a pipeline of sites. Progress has been slow due to the furloughing of Keepmoat staff who are integral to this project.

Housing

Affordable Housing

Affordable Housing has seen a high level of completions during 2019/20. This element of our strategic housing function is to increase the supply of affordable housing to meet the diverse housing needs of those who cannot access the housing market. As much of the delivery is driven by the private housing sector and the business plans of our registered provider partners, we work in an enabling capacity with developers and registered providers. Developers are required to make a percentage of their larger developments available for affordable housing so our role is through negotiation at an early stage on housing type and tenure through to liaison with development management and registered providers all the way through to occupation. The aim is to maximise delivery and to ensure those in housing need have access to appropriate housing to meet that need. This year's completions are the culmination of work over a period of four or five years. A large number of dwellings specifically for over 55's have been completed to meet the needs of our ageing population along with general needs accommodation to meet the needs of single people and families.

Disabled Facilities Grants

The Countywide Framework for contractors is now embedded and over the course of the year the average timescales for delivering the grants have reduced to an average of 137 days in period four. This timescale includes elements of the process that are out of the Council's control and includes all aspects of work undertaken. A total of 125 grants were approved in year, compared to 71 in 2018/19. The Council continues to spend and commit all of its funding allocation in relation to DFGs. COVID-19 has resulted in these referrals ceasing, with the exception of works required to discharge someone from hospital. Officers in this work area have been redeployed to work on business grants initially and when available, will progress any relevant casework. The pandemic will have a number of impacts in this work area. There will be a backlog of existing cases, along with some new referrals. All existing cases will need to be reviewed (for example, many customers may be shielding or in a vulnerable group and will not want the work to be undertaken, nor will it be able to). Availability of contractors will impact upon timescales for delivery and financial profiling will need to be considered to ensure that the budget can meet the backlogged demand (some of which may be unknown). Liaison with Lincolnshire County Council is underway in relation to this.

Empty Homes

During period four, the number of long-term empty properties has increased significantly, up by 17.9% compared to the same period last year. Historically, they have increased at the end of period three, then reduced down, however it is unclear this year as to why there is a significant increase. Further work will be undertaken to understand this. As a result of the pandemic, there has been limited proactive general work undertaken, other than promoting the Empty Properties

grant available, which may have had some impact. The number itself is not at a level which is of concern, however understanding the increase may help to inform a future approach to providing assistance.

COVID-19 will result in only the priority cases being dealt with from this work area, however, subject to enforcement action being necessary, there should not be any barriers to undertaking this work when needed as the properties are unoccupied and in some cases access will not be required.

ICT

There were a number of requests in late March for Jabber Softphone set up and equipment for working from home due to COVID-19. There wasn't a noticeable change in the number of calls to the helpdesk, despite the majority of Council officers working from home.

Leisure Contract

As a result of government guidance on social restriction measures, the Leisure Centre closed its doors on 19th March 2020. Therefore, only partial performance information for period 4 is available. At the time of writing, it is unclear when the Leisure Centre will be allowed to re-open and all staff have been furloughed with the exception of the Centre Manager and one Duty Manager who are currently being paid out of the SLM reserves, although the Council have agreed to provide initial financial support if needed on an Open Book Accounting basis, subject to agreement with Legal Services Lincolnshire. This will also apply to the Management Fee due to the Council. The March, April and May quarterly invoice has been put on hold at this time. Regular communication is being kept up with SLM to ensure processes are in place to enable users to return to the facility and still maintain social distancing once restrictions have been lifted. The Market Rasen Leisure Centre is also nearing completion, with an estimated handover of 9th June 2020, after which SLM will complete the internal fit out, ready for opening.

Licensing

The Licensing work area continues to meet its targets in relation to income and has continued to perform well during a period of staffing changes. The number of applications remains consistent, as does the level of income associated with these. The level of impact COVID-19 is likely to have on this work area is unclear at present. There is expected to be further guidance issued in relation to licensed premises, however it is unlikely that any new licensed premises will come forward, which will impact upon the level of income received. There has been a consistent demand from Licence Holders (of all forms) with queries about their related fees and this is expected to continue. It is expected that other Licensed Premises (such as Zoos) will have their inspections rescheduled accordingly. It is likely that the volume and income measures will be impacted negatively during 2020/2021, though the full extent of this is not yet clear.

People and Organisational Development

COVID-19 has not adversely affected this service area and we continue to complete work as planned during this time. However, there has been increased pressure for the Communications team to provide regular and updated information to support the council and wider network as part of the Warn and Inform Cell of the Lincolnshire Resilience Forum. The Health and Safety service continues to run and provide advice and guidance to staff and managers, although staff in this area have supported other services such as CCTV to provide much needed cover.

Human Resources is continuing with all business as usual work and has adapted to the virtual technology really well to support managers and staff during this time. The team are affected personally by the pandemic with the majority of staff now having to accommodate home schooling of their children into their working week but everyone has shown a real commitment to continue providing an excellent service.

Performance and Programmes

The Team have been redeployed to set up and run the West Lindsey Community Hub as part of the support being provided to West Lindsey residents who are shielding, or in self-isolation. At the time of writing, 118 referrals for support have been completed, with requests ranging from food shopping, prescription collections, dog walking, telephone befriending and help with general household tasks. In addition, the Team have been undertaking scaled back business as usual activities. Arrangements have been made to ensure ongoing monitoring and management of the Council's performance and work has been undertaken to identify which of the Council's projects can continue and which need to be paused. Some areas of the Team's work, such as the implementation of a Performance Management element of the ERP software system, may be delayed or paused as a result of COVID-19 though this is being kept under regular review. The Senior Project Support Officer has been seconded to the Growth Team to support their project work whilst a member of that team is on maternity leave. A recent audit of Programme and Project Management returned a verdict of 'substantial assurance' in the quality of the Council's delivery in this area of work with all areas showing improvement since the previous audit was conducted.

Regulatory Services

Over 90% of scheduled Food Standards Agency (FSA) inspections of food premises have been completed during the year with 426 visits undertaken compared to 315 in 2018/19. This is an excellent achievement and justifies the additional resources allocated to the team from July 2019. Full details of the performance will be included within the Food, Health and Safety Work Plan due at Regulatory Committee in June 2020. There continues to be a high percentage of premises that are broadly compliant at 3* or above, which has remained consistent during the increased inspection regime.

Food Safety

The implications of Covid-19 on food hygiene inspections will be significant. In line with guidance, no inspections have been undertaken during the lockdown period and this is likely to remain the case until social restriction measures have been lifted. As a result, the FSA scheduled target is unlikely to be met for 2020/2021 and the local performance measures will also demonstrate this. It is expected that the FSA will provide advice as to how local authorities should resume these inspections and at what level, with the assumption being that the programme will be rolled back for a period of months. This will in turn impact upon income targets. Officers working in this area have been redeployed to deal with the business restriction regulations and as part of this they are providing advice and guidance to businesses that are continuing to trade as well as addressing concerns relating to social distancing in businesses. It is expected that there will be a requirement for this to continue for some time. These officers will also provide support to the developing COVID-19 Tracing programme of work, however the capacity in which they will do this has not yet been agreed.

Environmental Protection

Environmental Protection requests continue to be dealt with in line with the targets and there has been an increased demand for this area of work during lockdown as a result of issues such as bonfires and noise nuisance. The approach during this period has been to educate and engage rather than enforce. It is

unclear whether there will be an increase in reports when normal activity resumes, however there is likely to be a return to the usual reporting levels when businesses reopen fully.

Street Cleansing

Whilst Street Cleansing has been operating as usual, it is likely that resource issues may arise if operatives are required to self-isolate. This would be resolved with the use of agency staff which would result in increased costs. The depot is being managed on a rota basis to minimise the risk of infection whilst office based staff are working from home. Fly-tipping is a concern as local Household Waste Recycling Centres are closed. Whilst current figures at the time of writing do not suggest any significant rise in fly-tipping, this will continue to be monitored. It is likely that there will be a decrease in volunteer litter picks; with a complete cessation for the time-being. The Great British Spring-Clean has been postponed and there are no volunteer or community groups litter picking at this time.

Systems Development

The Team has been able to continue with business as usual and arrangements have been made for meetings to continue in the normal way on a virtual basis. Work to support the Council with arrangements to respond to COVID-19 has amounted to 462 hours over the last six weeks, including hours that officers worked whilst on annual leave. Arrangements are being put in place to manage these extra hours whilst still undertaking business as usual. Performance is not expected to be affected by the COVID-19 pandemic. Recently, West Lindsey was the only Council in Lincolnshire, and one of only 61 local authorities in England to be awarded 'gold' status for the data accuracy in the Local Land and Property Gazetteer. This is the fifth year that West Lindsey has been awarded 'gold' status.

Town Centre Management

Following the government's announcement regarding social restriction measures; all markets were closed down on 23rd March 2020. In line with subsequent government guidelines, only essential stalls selling food and pet food have been allowed to operate (whilst adhering to social distancing). To minimise the risk of infection, stall holders are required to erect and dismantle their own stalls; no Council staff are carrying out this task at this time. No market rent payments have been taken since 23rd March 2020 and it is unclear when payments will resume. It is likely that market operations and income will be severely impacted by the current situation and the severity of this will depend on how long the market remains closed and whether traders are in a position to return to the markets once they are re-opened.

Trinity Arts Centre

BBC Radio Lincolnshire presenter, Carla Greene recently announced on her programme that the changes at Trinity Arts Centre (TAC) had not gone unnoticed, both as a resident of Gainsborough and as a broadcaster who has been interviewing the artists appearing on TAC's stage. Audience figures for the year as a whole stand at 20,369 against a target of 14,400 with more sold-out performances during the period than has ever been achieved before. TAC studios have been busy with workshops, classes, mental health support groups and birthday parties on a weekly basis. The stage has been occupied by some of the world's most prestigious artists, such as Seth Lakeman who performed his new album as part of the Mayflower 400 anniversary year.

The impact of COVID-19 on TAC has been severe. The government's announcement about social restrictions meant that the Centre had to close with immediate effect on 17th March 2020. All activity at TAC has ceased and it is unlikely that the Centre will be able to open until autumn at the earliest. This will have a significant impact on income and audience figures which will remain at zero during the period of closure. Industry research suggests that post-lockdown audience figures may be as much as 30% lower than previously until public confidence has been restored and mass vaccination has been implemented. New measures will need to be implemented once TAC is allowed to re-open which will likely mean additional resources for less return. The Team are using the period of closure to put together a comprehensive re-opening plan that considers efficient and economical ways of working whilst maintaining the high standards customers are used to experiencing when they visit TAC.

The Team have also been busy contacting customers to rearrange bookings and process refunds where requested. This has exposed significant problems with the ProVenue box office system to the extent that the ICT Programme Board have approved the procurement of a new system to resolve these issues. One member of the Team has been redeployed to assist with the Council's ongoing business support scheme.

Waste Collection

Trials of both food waste and separate paper/card have begun in several districts as a fact-finding mission (the paper and card trials have been a success in the areas that they have been trialled in). The Lincolnshire Waste Partnership Working Group are in talks with the Department for the Environment, Food and Rural Affairs regarding food waste roll out before the 2023 deadline.

Agenda Item 6b



Corporate Policy and
Resources

Thursday, 18 June 2020

Subject: Budget Monitoring Final Outturn 2019/20

Report by:

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Purpose / Summary:

This report sets out the final budget outturn position for revenue and capital 2019/20, and requests approval for transfer to General Fund working balances.

In addition, to approve entering into a grant agreement, and a capital budget amendment for 2020/21.

RECOMMENDATION(S):

- a) That Members accept the out-turn position of £1,385k.
- b) To note the contribution to Valuation Volatility Reserve of £568k, as approved under urgent delegated authority by the Head of Paid Service in consultation with the Leader, Deputy Leader and Leader of the Opposition on 23 April 2020.
- c) To approve the remaining £817k be transferred to the General Fund working balance.
- d) That Members approve entering into a grant agreement with the office of the Police and Crime Commissioner for Lincolnshire for the delivery of CCTV upgrades funded by the Safer Streets Fund (Section 3.1).

- e) Members approve a maximum capital budget of £428k as grant funding towards Riverside Walk/Bowling Green Lane scheme funded from S106 (section 3.2).
- f) That Members note the items contained at Section 4;
 - a. Section 137 expenditure statement for 2019/20, showing contributions made to certain charitable funds and not for profit bodies providing a public service in the UK.
 - b. Building Control Account for 2019/20, showing the deficit for the chargeable and non-chargeable work for the year.
- g) Members accept the use of Earmarked Reserves approved by the Chief Finance Officer using Delegated powers (Section 5).
- h) That Members' accept the final capital outturn position of £18,029k (Section 6).
- i) The Revenue Outturn Subjective Analysis is included at Appendix 1 for information.
- j) That Members note the content of the Regulation 62 of the CIL Regulations 2010 report for 2019/20 (Appendix 2).
- k) That due to Covid-19 financial impacts a Revised Budget 2019/20 and a Mid-Year Review of the Medium Term Financial Plan is presented to the October meeting of this Committee (Section 7 and Appendix 3)

IMPLICATIONS

Legal: Works at the Riverside Walk are part of the overall Grant Funding Agreement

Financial : FIN/2/20/TJB

The forecast outturn position for 2019/20 was presented on 23 April 2020 as part of the Budget and Treasury Management Monitoring report for period 4 2019/20, which was considered by the Head of Paid Service in consultation with the Leader, Deputy Leader and Leader of the Opposition (FIN/1/21).

The forecast outturn position at that time was a net contribution to reserves of £812k.

The purpose of this report is to present to Members the final outturn position for the year, following the closure of accounts.

The final outturn position is a net contribution to reserves of £817k, an increase of £5k from the previous forecast as detailed at 2.2.

This is after taking account of approved carry forwards of £815k, which in the main relates to one off budget provision for ongoing project related costs.

£419k of the forecast contribution to reserves relates to the saving on borrowing interest costs as a consequence of effective Treasury Management, utilising our cash balances (internal borrowing). To ensure sustainability, capital investments funded from borrowing are assumed to require PWLB borrowing and therefore the base budget includes the cost of interest at 100% of prudential borrowing. This committee have previously approved that any net surplus, generated through Treasury activity be set aside at the year-end to the Valuation Risk Reserve.

£149k of the forecast contribution to reserves relates to the Commercial Contingency budget. £200k was built into the 2019/20 base budget to mitigate a number of commercial risks, including investment properties, and demand led service generated income. £51k has been utilised to offset the forecast pressure on crematorium income and the balance set aside to the Valuation Risk reserve.

The remaining balance of £817k is to be transferred to General Fund balances, subject to Member approval.

Summary of Out-turn Position 2019/20		
	£ 000	
OUTTURN AS AT 31.03.20	(2,200)	BEFORE CARRY FORWARDS
CARRY FORWARDS:		
BASE BUDGET-APPROVED IN YEAR	223	ALREADY APPROVED
USE OF EARMARKED RESERVES	289	ALREADY APPROVED
SUB-TOTAL:	(1,688)	
SERVICE CARRY FORWARD REQUESTS	303	APPROVED BY MANAGEMENT TEAM 30.03.20
NET CONTRIBUTION TO RESERVES:	(1,385)	
TO VALUATION VOLATILITY RESERVE - COMMERCIAL CONTINGENCY	149	
TO VALUATION VOLATILITY RESERVE - TREASURY MANAGEMENT	419	
NET CONTRIBUTION TO GENERAL FUND BALANCES:	(817)	

The capital out-turn position for 2019/20 remains unchanged at £18,029k, carry forwards of £4,654k were approved 23 April 2020.

An additional £428k capital budget for the purpose of a grant contribution to the Riverside Walk/Bowling Green Lane scheme will be funded by S106 receipts.

The Council has received £1.001m of grant funding support for additional costs incurred due to the Covid-19 pandemic. The Council's estimate of the overall impact, which includes for loss of income totals £3.048m. Whilst we continue to lobby Government for additional funding, any shortfall would need to be met from the General Fund Working Balance.

Staffing: None arising as a result of this report.

Equality and Diversity including Human Rights: None arising as a result of this report.

Risk Assessment: This is a monitoring report only.

Data Protection Implications: None arising as a result of this report.

Climate Related Risks and Opportunities: This is a monitoring report only.

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

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Call in and Urgency:

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

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

Yes

No

X

Key Decision:

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

Yes

No

X

1. EXECUTIVE SUMMARY

This report provides the oversight of financial performance for;

- Revenue Actual Out-Turn - Surplus £1,385k (9.36% of Net Revenue Expenditure)
- Capital Forecast Out-Turn – Final outturn £18,029k (Budget £22,719k)

2. FINAL REVENUE BUDGET OUTTURN 2019/20

The final Revenue Budget outturn for 2019/20 is a net contribution to reserves of £1,385k as detailed in the table below, this is after taking account of £815k of budget carry forwards.

SERVICE CLUSTER	2019/20		
	Budget £	Actual Outturn £	Outturn Variance £
Our People	5,201,200	4,790,247	(410,953)
Our Place	1,308,700	1,053,027	(255,673)
Our Council	5,513,100	4,719,114	(793,986)
Controllable Total	12,023,000	10,562,388	(1,460,612)
Corporate Accounting:			
Interest Receivable	(242,100)	(308,786)	(66,686)
Interest Payable	773,900	369,119	(404,781)
Investment Income	(1,103,500)	(1,267,647)	(164,147)
Precepts and Levies	2,379,200	2,382,257	3,057
Statutory Accounting:			
Capital Expenditure Charged to General Fund	3,463,800	2,638,555	(825,245)
Movement in Reserves:			
To / (From) General Fund	(1,026,200)	(1,247,671)	(221,471)
Use of Specific Reserves	(4,996,400)	(5,061,582)	(65,182)
Contribution to Specific Reserves	3,517,100	3,088,196	(428,904)
Repayment of Borrowing	10,000	1,109,353	1,099,353
Net Revenue Expenditure	14,798,800	12,264,181	(2,534,619)
Funding Total	(14,798,800)	(14,464,275)	334,525
NET SUBSIDY FROM / (CONTRIBUTION) TO RESERVES FOR THE YEAR	0	(2,200,094)	(2,200,094)
Carry Forwards - approved in year			222,700
Carry Forwards - approved at year end			302,800
Carry Forwards - use of Earmarked Reserves			289,600
Net Contribution (To) / From Reserves			(1,384,994)
Surplus-to Valuation Volatility Reserve			568,000
(Surplus)/Deficit-to General Fund			(816,994)

2.1 The significant movements being;

Headline: £1,385k Forecast Net Contribution to Reserves

Cluster	EXPENDITURE	Total £000	Direction of Travel
BUDGET UNDERSPENDS			
	Salary savings.	(£342)	↓
Funding	Government Grant income received.	(£44)	↓
Funding	NNDR Retention.	(£112)	New
Investment Income	Net impact of investment property acquisitions.	(£159)	↔
Interest Payable & Receivable	Treasury management activities - transferred to Valuation Volatility Reserve.	(£419)	↔
Interest Payable & Receivable	Interest Receivable.	(£67)	↓
Our Council	Insurance Premium savings.	(£17)	↔
Our Council	Commercial Contingency budget surplus - transferred to Valuation Volatility Reserve.	(£149)	↔
Our Council	Systems Development - Renegotiated contracts (£5k), budget not required (£12k), income from street naming & numbering (£17k), plus additional income achieved (£18k). Balance of (£26k) relates to aligning subscriptions to financial year.	(£78)	↔
Our Council	Audit plan savings.	(£18)	↔
Our Council	Business Improvements - project budget not required 2019/20.	(£36)	New
Our People	Park Spring Community Centre - reduced contributions towards maintenance of centre. Contingency fund of £20k held in reserves.	(£15)	↔
PRESSURES			
Interest Payable & Receivable	Increase in bad debt provision.	£7	↔
Our People	Customer Services - increased software licences costs.	£22	↔
	Various forecast outturn variances <£10k.	£64	↓
		(£1,363)	

Cluster	INCOME	Total £000	Direction of Travel
BUDGETED INCOME EXCEEDED			
Our People	Green Waste service income target exceeded (£96k) plus operational savings of (£6k).	(£102)	↔
Our People	Shopping Trolley reclaim income.	(£29)	↔
Our Place	Planning fee income £12k below target, offset by increased pre-application income (£15k), refunds and reimbursements in (£9k), (£7k) viability assessment work charged for, and reduced hearing costs (£10k). Savings across operational expenditure (£15k).	(£44)	↓
BUDGETED INCOME NOT ACHIEVED			
Our People	Land Charges income target not met - £33k, offset by reduced search fees (£20k)	£13	↔
Our People	Housing Benefits - net subsidy position.	£38	↓
Our People	Crematorium income target not achieved.	£51	↔
Our Council	Commercial Contingency - to offset crematorium fee income pressure.	-£51	↔
Our People	Local Tax Collection - due to court costs reducing which impacts on amount recoverable.	£22	New
Our Council	Capital grants unapplied correction - accounting adjustment.	£44	New
Our Place	Impact of property not leased out until 15 July 19 at reduced rate - total pressure £70k (loss of rental income-£53k, plus NNDR-£17k). Loss of rental income at other properties £31k. Repairs and maintenance underspend (£6k). (£9k) savings across supplies and services. (£60k) was allocated for preparation works at the Depot site which was carried forward from 18/19. This is to be returned to General Fund balances pending future review of requirements.	£26	↑
Our Place	Car park income - pay & display income target not achieved.	£10	↔
		(£22)	
TOTAL VARIANCE		(£1,385)	

2.2 The movement of (£5k) from the Net Contribution to General Fund Balances of (£812k) (reported on 23 April 2020 to the Head of Paid Service in consultation with the Leader, Deputy Leader and Leader of the Opposition) (FIN/1/21) is due to;

(£812k) Net Contribution to General Fund Balances reported to CP&R 23 April 2020

(£112k) Final Collection Fund adjustment for NNDR retention

(£36k) Business Improvements project-carry forward not approved

£44k Capital grants unapplied – accounting adjustment

£22k Local Tax Collection – court costs recoverable reduced

£20k Loan interest adjustment

£5k Salary savings.

£52k various forecast outturn variances <£10k

(£817k) Final Net Contribution to General Fund Balances

3. CAPITAL UPDATE 2020/21

3.1 Safer Streets Fund

In partnership with the Council, the PCC have submitted a funding bid to the Safer Streets Fund for £172k for the purpose of upgrading CCTV within a designated area in Gainsborough, the Council would be required to match fund £20k in addition to meeting the costs of staff time and procurement costs.

The upgrade of CCTV system will require a capital budget approval of £192k +/-10% for procurement cost variations. Funded by WLDC £20k (Vulnerable Communities Earmarked Reserve) and PCC grant funding of £172k.

Any additional cost above £192k would be a risk for the Council and would need financing from the General Fund Balance.

In addition, ongoing maintenance costs could increase the MTFP by £1k ongoing.

Members are asked to approve entering into a grant funding agreement with the Office of Police & Crime Commissioner for the upgrade of public space CCTV.

A full report will be submitted to Committee for budget approval once grant funds have been secured.

3.2 Riverside Walk

The Committee at its meeting of 11 June 2019, approved the Bowling Green Road housing scheme of £19.4m delivered by ACIS and partly funded with £2.2m from GLEPP as part of the wider Gainsborough Growth Programme.

As part of the scheme and to provide access along the riverside, the Council will acquire land. A capital budget of £65.5k has already been approved, funded by the GLEPP.

Members are asked to approve a maximum £428k of grant funding to enable the remediation works to be undertaken. This will be funded from S106 funds with the overall scheme delivering Affordable Housing. The Council will retain ownership of the land.

4. STATUTORY REQUIREMENTS TO PUBLISH;

SECTION 137 EXPENDITURE AND BUILDING CONTROL ACCOUNT

We are required to publish the following data on our website as part of Statutory Requirements, annually each year. They are included in this report for information.

- 4.1 Section 137 of the 1972 Local Government Act (as amended) empowers local authorities to make contributions to certain charitable funds AND not for profit bodies providing a public service in the United Kingdom. For 2019/20, the maximum amount allowable is £8.12 per head of population (94,869) which equates to £770,336.

The Council's expenditure in 2019/20 under this power was £389,416 (£440,240 in 2018/19).

The data published on the website includes details of contributions paid during 2019/20.

- 4.2 The Building Control Regulations 2010 requires authorities to publish a financial statement relating to the building regulations chargeable and non-chargeable account. The following statement shows the deficit for the chargeable and non-chargeable work for the year 2019/20.

	Chargeable 2019/20 £'000's	Non Chargeable 2019/20 £'000's	Total 2019/20 £'000's
Expenditure for year	237	179	416
Income for year	(243)	0	(243)
(Surplus)/Deficit for year	(6)	179	173

5. Use of Reserves – Delegated Decision

The Chief Finance Officer has used delegated powers to approve the use of earmarked reserves up to £50k,

- £25.5k from Property Asset Fund. Revenue spend related to Public Sector Hub project during 2019/20.

6. FINAL CAPITAL BUDGET OUTTURN 2019/20

Capital investment Programme 2019/20

Corporate Priority / Scheme	Actuals to 31/03/2020	Original Budget	Revised Budget 2019/20	Final Outturn 2019/20	Over / (Underspend)	Carry Forward Requests/ Drawbacks
	£	£	£	£	£	£
Open for Business						
Telephony	0	18,000	0	0	0	0
Trinity Arts Address System	34,724	0	35,000	34,724	(277)	0
People First						
Disabled Facilities Grants	709,017	591,600	631,100	709,017	0	77,917
CCTV Expansion	0	0	27,265	0	0	(27,265)
Flood Relief Scheme	0	0	50,000	0	0	(50,000)
Asset Management						
Capital Enhancements to Council Owned Assets	19,295	90,000	92,100	19,295	(57,000)	(15,805)
Carbon Efficiency Project	0	210,000	210,000	0	0	(210,000)
Commercial Investment - Crematorium	3,722,988	3,612,600	3,687,600	3,722,988	35,388	0
Car Park Strategy Investment	0	0	0	0	0	0
Leisure Facilities - Market Rasen	5,462,277	6,040,300	6,486,459	5,462,277	0	(1,024,182)
Commercial Investment - Property Portfolio	5,681,438	0	7,015,289	5,681,438	0	(1,333,851)
Depot Review	180,473	3,700,000	400,000	180,473	0	(219,527)
Trinity Arts	0	500,000	250,000	0	0	(250,000)
Roses Sports Ground: 3 G Community Pitch	150,000	150,000	150,000	150,000	0	0
Central Lincolnshire Local Plan						
Saxilby Industrial Units	600,800	0	607,000	600,800	(6,200)	0
Unlocking Housing living over the shop	25,000	135,000	100,000	25,000	0	(75,000)
Gainsborough Regeneration		1,150,000	0	0	0	0
Gainsborough Shop Front Improvement Scheme	0	65,000	45,000	0	0	(45,000)
Viability Funding - Capital Grant	220,341	0	220,341	220,341	0	0
Rural Transport	0	0	0	0	0	0
Food Enterprise Zone	0	1,483,513	0	0	0	0
Private Sector Renewal	148,360	475,000	190,000	148,360	0	(41,640)
Gainsborough Heritage Regeneration - THI	0	346,245	147,900	0	0	(147,900)
North Marsh Affordable Housing Scheme	360,000	360,000	360,000	360,000	0	0
Excellent, VFM Services						
Vehicle Replacement Programme	375,718	435,000	428,218	375,718	0	(52,500)
Civic Enhancements	20,213	0	26,000	20,213	(5,788)	0
Replacement Planning/Building Control/Land Charges System	0	123,700	0	0	0	0
Desktop Refresh and experience	203,855	0	205,823	203,855	(1,968)	0
Commercial Loans	66,666	0	66,668	66,666	(2)	0
IT Infrastructure Refresh and Software	0	0	0	0	0	0
Public Sector Hub	6,613	365,000	180,000	6,613	0	(173,387)
Income Management System Development	33,350	0	82,000	33,350	0	(48,650)
Total Capital Programme Gross Expenditure - Stage 3 and BAU	18,021,127	19,850,958	21,693,763	18,021,127	(35,846)	(3,636,790)
Stage 2	8,000	947,300	865,000	8,000	0	(857,000)
Stage 1	0	898,860	160,500	0	0	(160,500)
Pre-Stage 1	0	0	0	0	0	0
Total Capital Programme Gross Expenditure	18,029,127	21,697,118	22,719,263	18,029,127	(35,846)	(4,654,290)

7. Covid-19 Implications

The outbreak of the Novel Coronavirus (Covid-19), declared by the World Health Organisation as a Global Pandemic on 11 March 2020 and subsequent measures put in place by the UK Central Government to stay at home, protect the NHS and save lives has had a significant impact on our communities, businesses, residents and our staff. In response, the Government, Local Council's and other public services have worked collectively in response and have introduced a number of measures to support the vulnerable, businesses and employees.

At WLDC our response plan has included the following actions;

- Working from home where possible
- Safety measures introduced in buildings and vehicles
- Redeployment of staff to areas of need
- Closure to the public of customer hub
- New Initiatives to support the vulnerable in the community ie Community Hub
- Administering and distributing Government Business Support Grants
- Supporting businesses
- Suspending car park charges
- Closing public conveniences, theatre, leisure centre
- Supporting tenants
- Partnership working with other Public Services, Local Authorities and volunteers
- Assessed our supply chain and key supplier risks, no gaps identified

Our achievements over the past few weeks are illustrated below;



Financial Impacts

The Government have recognised the financial impact the response to Covid-19 is having on local government and have issued £3.2bn of funding thus far to support the sector. West Lindsey District Council have received £1.001m, however, our estimated overall impact is £3.048m. This reflects the additional costs of supporting the vulnerable in our communities, support to staff to enable working from home, protection measures in the workplace, and implementing Government support initiatives etc. It also includes for the significant loss of income from such areas as Car Parking, Trade Waste, Trinity Arts Centre etc. summarised below and provided in more detail at Appendix 3.

INCOME RISK	2,426,386
EXPENDITURE	
Additional Costs Expected for year	622,442
TOTAL Est. IMPACT 12 MONTHS	3,048,829
Covid Grant Funding Received	1,000,731
Variance	2,048,098
% variance	32.82%

The Council has been lobbying for financial support from government through various channels - Lincolnshire Districts and wider networks ie the Society of District Councils, East Midlands Council's, Local Government Association, District Council Network and our MP.

Whilst we continue to lobby for more funding, any shortfall would have to be met from our own reserves. Our policy of maintaining a minimum General Fund Working Balance of

£2.5m will be significantly impacted. Earmarked Reserves which are set aside to support volatility or contingencies will also be considered if required.

There are likely to be longer term financial impacts from the Covid-19 pandemic as businesses and residents struggle to pay their Business Rates and Council Tax. We are also seeing increases in the costs of the Local Council Tax Support Scheme.

We are therefore expecting reductions in Business Rate and Council Tax income which will have an impact in future years. In addition there are likely to be additional costs of capital and subsequent borrowing costs as construction and supply chain costs increase, due to changes in practice and supply chain issues.

Business Rates income projections

Projections and sensitivity analysis on the longer term impact on Business Rates has been undertaken by LG Futures on behalf of the Lincolnshire Pool authorities. Appendix 2 provides details of assumptions and methodology to provide a financial ongoing risk of between £0.2m and £0.8m per annum.

In 2020/21 we will see a £2.4m deficit created on our Collection Fund in relation to the Business Support reliefs awarded by the government to retail and nursery premises (12 month payment holidays etc). However this will be funded by Government Grant which will be credited to the General Fund and which will be subsequently transferred to the Business Rates Volatility Reserve, to be used in 2021/22 to offset the Collection Fund deficit in accordance with accounting practice.

Individual authority projection – West Lindsey – slide 1

- The table shows a reduction of up to £0.8m compared to the original NNDR1 projection.

West Lindsey	NNDR1+ Reliefs £m	Scenario 1 £m	Scenario 2 £m	Scenario 3 £m
Original NNDR1 Forecast	7.3	7.3	7.3	7.3
Updated NNDR forecast (change only)	(2.4)	(2.6)	(2.8)	(3.4)
S31 Grant (for levy purposes)	3.3	3.3	3.3	3.3
Equals	8.2	8.0	7.8	7.3
Plus Top Up / (Tariff)	(3.6)	(3.6)	(3.6)	(3.6)
Equals pre-levy / Safety net Income	4.6	4.4	4.2	3.7
Less Levy on growth above RPI	(0.8)	(0.7)	(0.6)	(0.3)
Plus Safety Net payment	-	-	-	-
Equals post levy / Safety Net BRR incorr	3.8	3.7	3.6	3.3
Plus Multiplier Cap adj x NNDR Income	0.2	0.2	0.2	0.2
Plus Multiplier Cap adj x S31 Grant	0.1	0.1	0.1	0.1
Plus Multiplier Cap adj x Top Up / Tariff	(0.1)	(0.1)	(0.1)	(0.1)
Plus Pooling	0.5	0.4	0.4	0.2
Plus Pilot Changes	-	-	-	-
Plus Renewable Energy income	0.1	0.1	0.1	0.1
Equals Forecast Resources	4.5	4.3	4.2	3.7
		(0.2)	(0.4)	(0.8)

The Council is seeing some element of savings being generated;

- Mileage £11k per month (saving circa 20kg of CO2 during April and May)
- Utility costs as property utilisation is reduced due to working from home

Government support initiatives

The Council received £18.664m to support small businesses in the district who were eligible for the Governments Business Support Grant Scheme. As at 9.6.2020 we have issued 1422 grants totalling £15.960m

An additional £927,500 has been awarded for the Expanded Business Support Grant Scheme which supports those small businesses who were ineligible for the original scheme, and was launched on 1 June 2020.

We received £793,388 for the Council Tax Hardship Fund. Awards of £150 have been made to 1,815 households, with the remainder to be distributed on a case by case basis.

A High Street Recovery Grant of £84,598 will support us to bring the public back safely to the high street, providing guidance and advice to both the public and businesses

Cash Flow Management

Cash flow management is a key area of focus and is regularly being updated to capture Covid-19 impacts. We have been working with other Lincolnshire Authorities collaboratively to share approaches and good practice to ensure a consistent methodology is adopted.

The main area of concern is the longer term impact that the current situation is having on cash income levels as this affects the council's ability to meet its contractual obligations in terms of staffing, precept payments and suppliers.

During April and May there has been a surplus of cash as the Government issued £22m of grants to us in advance of us paying out to businesses, and to support our own financial impacts. The Government have also supported authorities by deferring Business Rates pool payments for a 3 month period (April – June). In addition the Government has begun to make section 31 grant payments to offset the income losses resulting from the extended Business Rate relief package announced in the Spring Budget. These inflows have helped us manage the cash flow reductions relating to income from taxation, loss of income from fees and charges and additional costs relating to Covid-19.

In overall terms the cash flow has performed well during April and May with average investments being £19m. As a consequence it is unlikely that we will need to undertake long term borrowing in June as previously estimated, and this is now forecast to be required by the end of August.

Current cash balances have been invested in Money Market Funds to ensure we have liquidity and easy access to our funds during this time of uncertainty.

Based on the current profiling the cash flow does not anticipate any difficulties in the short term (based on the actual activity to date) and the modelling assumptions for the next 3 month period. However, income activity with respect to Council Tax and Business Rates will remain a key focus

Plans for financial recovery

The Finance team are currently working with Managers to forecast the expected impact on expenditure and income, this will be a monthly process, as the Ministry of Communities, Housing and Local Government requires a monthly submission of actual and forecast additional costs and income losses

In addition we will be reviewing business cases, capital and revenue projects. Our cash flow forecasts will be revised and the Finance Risk Register will be updated.

The Financial Strategy and Medium Term Financial plan will require review and it is proposed that a Revised Budget 2020/21 be presented to the Corporate Policy and Resources Committee, along with the Mid-Year Review of the Medium Term Financial Plan, at its October meeting.

REVENUE OUTTURN - SUBJECTIVE ANALYSIS 2019/20

	2019/20 Budget £	2019/20 Actual £	2019/20 Variance £
Expenditure	38,521,800	36,892,553	(1,629,247)
Employees	11,443,100	10,848,156	(594,944)
Premises	992,100	948,678	(43,422)
Transport	899,300	886,801	(12,499)
Supplies and Services	2,861,800	2,763,322	(98,478)
Third Party Payments	2,072,300	1,388,195	(684,105)
Transfer Payments	17,100,100	17,316,800	216,700
Interest Payable	773,900	358,343	(415,557)
Other Operating Expenditure-Parish Precepts	2,019,000	2,019,774	774
Other Operating Expenditure-Drainage Board Levies	360,200	362,483	2,283
Income	(24,691,300)	(25,161,531)	(470,231)
Customer and Client Receipts	(6,633,000)	(6,531,489)	101,511
Government Grants	(17,400,100)	(17,907,396)	(507,296)
Other Grants and Contributions	(416,100)	(414,200)	1,900
Interest Receivable	(242,100)	(308,446)	(66,346)
Transfers To / (From) Reserves	968,300	533,159	(435,141)
Transfers To / (From) Reserves	968,300	533,159	(435,141)
Grand Total	14,798,800	12,264,181	(2,534,619)
FUNDED BY:			
Business Rate Retention Scheme	(4,659,000)	(4,292,073)	366,927
Collection Fund Surplus - Council Tax	(220,000)	(207,875)	12,125
Parish Council Tax Requirement	(2,019,000)	(2,019,774)	(774)
New Homes Bonus	(923,800)	(923,818)	(18)
Other Government Grants	(672,600)	(716,360)	(43,760)
Council Tax Requirement	(6,304,400)	(6,304,374)	26
Grand Total	(14,798,800)	(14,464,275)	334,525
(SURPLUS)/DEFICIT TO GENERAL FUND	0	(2,200,094)	(2,200,094)
Approved Carry Forwards			815,100
Approved (Surplus) to Valuation Volatility Reserve			568,000
(SURPLUS)/DEFICIT TO GENERAL FUND			(816,994)

Community Infrastructure Levy (CIL)

In Line with Regulation 62 of the CIL Regulations 2010 (as amended), a charging authority must prepare and publish a report detailing the amount of CIL collected for the reported year. This report must be published on the Charging Authorities website on or before 31st December following the end of the reported year.

The Government have introduced a new reporting requirement called Infrastructure Funding Statement (IFS), which will include Section 106 monitoring, however they haven't fully developed the pro-forma, and the CIL statement is provided below in the current format for transparency.

Community Infrastructure Levy (CIL): Annual report for the reported year 2019/20

Section 1 - Receipts and expenditure

Total receipts (£)	£	128,363.06
Total expenditure on infrastructure (£) (see section 2 for more information)	£	-

Receipts from reported year retained at year end	£	41,448.06
Receipts from previous reported years retained at year end	£	86,915.00

Section 2 - Items of Infrastructure funded with CIL

Infrastructure item	Recipient	Total CIL amount (a)	Amount allocated to repay money borrowed (b)	Amount of (b) that comprises interest on money borrowed (c)
None paid in 2019/20				

Section 3 - Administrative expenses

Percentage of CIL allocated to cover administrative costs	Total amount of CIL allocated to administration
5%	£ 2,072.40

Section 4 - CIL passed to local councils

Name of local council	CIL amount	Percentage (25% with neighbourhood plan; 15% without neighbourhood plan)
Osgodby	£ 3,283.17	25%
Sturton By Stow	£ 779.30	15%
Sudbrooke	£ 526.75	15%
Waddingham	£ 1,105.09	15%
Owersby	£ 134.21	15%
Caistor	£ 414.91	25%
Middle Rasen	£ 86.22	15%

Section 5 - Payments in kind passed to local councils

(No data)

Section 6 - CIL passed to other recipients

Name of recipient	CIL amount
N/A	N/A

Section 7 - CIL (including payments in kind) repaid due to being unspent within 5 years

(No data)

Section 8 - Infrastructure payments

(No data)

APPENDIX 3

Projected Income Losses

High Value Risk Area's	2020/21 Budget	Month 1-4	Months 4 - 12	Full year Impact
Planning Income	1,011,800	15%	20%	£185,497
Building Control Income	223,100	90%	50%	£141,297
Land Charges Income	135,700	50%	15%	£36,187
Licences	115,300	25%	10%	£17,295
HB Subsidy/overpayment recovery		0%		£126,000
Markets	36,300	100%	75%	£30,250
Commercial Waste Services (excl GW)	518,000	50%	10%	£120,867
Green Waste 3 month refund	889,000	100%	0%	£296,333
Health and Wellbeing - TAC	186,100	100%	75%	£167,158
Wellbeing	460,700	25%	25%	£115,175
Car Parks	294,900	100%	50%	£209,657
Crematorium	467,900	25%	10%	£70,185
Tenants Rents	440,400	75%	20%	£168,820
Commercial Property Portfolio	1,662,800	50%	25%	£554,267
Treasury Management	270,000	50%	40%	£117,000
Enforcement	68,400	100%	50%	£70,400
FEES AND CHARGES/RENTS				2,426,386

Projected additional costs

Expenditure Risk 3 months	20-21	Realistic	Total
Waste additional resources	21,000	100%	21,000
Leisure Contract staffing	78,000	100%	60,000
Additional Cost of Homelessness	5,000	50%	£25,000
Additional Costs of ICT wfh	25,000	100%	£25,000
Contracts paid but reduced/no provision	5,000	60%	£3,000
Overtime	0		£50,000
Extension of resources due to project delay			£27,000
Capital Salaries for deferred projects	80,000	60%	£48,000
Direct Cost of Admin Business Grants (excl officer time)	25,000	100%	£25,000
Increased cost of capital on borrowing £7m	130,000		£130,000
Capital Delay re ERP	80,000		£80,000
Delay on Leisure Centre			
Covid - capital impact	60,000		£60,000
Faster Payments			£5,100
Letters to Vulnerable Actuals			£9,874
PPE estimate + sanitisers			£52,300
Letters to Businesses			£1,168
TOTAL ADDITIONAL EXPENDITURE	509,000		£622,442

BUSINESS RATES RISK

LGF

Taxbase composition

- The table to the right shows the rateable value taxbase split, by risk category for the individual authorities and the area overall (which is also the county percentages).
- Lincoln has the highest % of higher risk RV, at 35%, with West Lindsey the lowest.
- North Kesteven has the highest % of lowest risk RV at 56%.
- It is important to remember that these assessments are only based on the categories shown in the rating list and not individual assessments of sites / businesses.

	Percentage of taxbase in each risk category		
	Higher	Medium	Lower
Boston	23%	28%	48%
East Lindsey	21%	46%	33%
Lincoln	35%	28%	37%
North Kesteven	19%	25%	56%
South Holland	25%	30%	45%
South Kesteven	22%	28%	50%
West Lindsey	18%	34%	48%
Lincolnshire	24%	31%	44%
Area Wide	24%	31%	44%

Authority Level: Tax base Profile & Individual authority projection

LGFUTURES

- The report looks at each authority in turn, examining its business rates base (by category) and what impact reductions to income would have on resources. Each of the 362 VOA categories that the business rates base is broken down into by the VOA by have been risk classified by LGFutures (low, medium & high risk).
- Three scenarios have then been applied to the risk categories in order to determine the potential reduction in business rates income.
- The table below shows how the three scenarios applied to the respective risk categories.
- It is felt unlikely that scenario 3 (worst of those considered) would occur at this stage; given that some of the higher risk sites are in receipt of full relief in 2020/21. However, circumstances that included closed retail businesses no longer being eligible for relief could potentially arise under a prolonged lockdown period and significant economic downturn post lockdown.

Scenario	Higher Risk	Medium Risk	Lower Risk
1	-10%	-3%	0%
2	-15%	-6%	-1%
3	-25%	-15%	-4%

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Agenda Item 6c



**Corporate Policy and
Resources Committee**

Thursday, 18 June 2020

Subject: Budget Consultation 2020

Report by:	Strategic Finance and Business Support Manager
Contact Officer:	Tracey Bircumshaw Strategic Finance and Business Support Manager tracey.bircumshaw@west-lindsey.gov.uk
Purpose / Summary:	To present members with the 2020 Budget Consultation process

RECOMMENDATION(S):

1. That members accept the Budget Consultation process.
2. That a copy of the consultation video is sent to all members of the Committee

IMPLICATIONS

Legal: None From this report

Financial : FIN/22/21/TJB

The cost of the budget consultation will be met from within existing budgets.

Staffing : None from this report

Equality and Diversity including Human Rights : An Equality questionnaire will be available to complete at the end of the survey

Data Protection Implications : None from this report

Climate Related Risks and Opportunities:

There will be a saving of CO2 car emissions as face to face events will not be held.

Section 17 Crime and Disorder Considerations: None from this report

Health Implications: None from this report

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

Risk Assessment :

We have assessed the risk of holding face to face events and consider that in line with the Government's guidance on not holding group events, the Covid-19 risk outweighs the benefit of holding such an event.

Call in and Urgency:

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

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

Yes

No

Key Decision:

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

Yes

No

1. Background

1.1 Each year a consultation is undertaken on the following year's budget prior to it being set. Although there is no legal requirement to undertake this the Authority has a legal requirement under the Local Government Act 1992 section 65 to consult ratepayers who are persons or bodies appearing to be representative of persons subject to non-domestic rates within the district, and it must be about the Authority's proposals for expenditure.

1.2 West Lindsey District Council (WLDC) are members of the Consultation Institute and in accordance with best practice we ensure that all consultations are legal and appropriate processes are in place to lower the risk of a judicial review. 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.

1.3 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:

- **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.
- **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.

- **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?
- **Must be conscientiously taken into account**
Think about how to prove decision-makers have taken consultation responses into account.

The risk of not following these principles could result in a Judicial Review.

2. Proposal

- 2.1. To undertake this work it is proposed that multiple routes are taken to consult with our stakeholders.

Due to the current guidelines from the Government in relation to avoiding public gatherings, it is felt inappropriate to host face to face events this year. We will however, be producing an online video, online and paper surveys and written submissions. The responsible officer for this work is Tracey Bircumshaw, Strategic Finance and Business Support Manager with the accountable officer being Katy Allen, Corporate Governance Officer.

- 2.2. The objectives of the engagement are to:
- Raise awareness of the financial challenges
 - Raise awareness of the diversity of services the Council provides
 - Identify what areas of the Corporate Plan and the Business Plan should be prioritised.

3. Who and how we will engage

- 3.1. The stakeholders which we would hope to consult with on this subject would be:
- Business Rate payers
 - Residents
 - Citizen Panel members

Data from this consultation will go on to inform Councillors of WLDC who will take this information into consideration when setting the 2021/22 budget.

- 3.2. To ensure we are as inclusive as possible and allow as many residents as possible to participate;
- Online and paper survey – to ensure there are as many views on the consultation as possible there would be an online and a matching paper survey which would be available to those on the citizen panel and any other resident that wishes to take part

through requesting a survey, completing a survey on our website or through an invite to the Citizen Panel.

- Events – Not due to be held due to Covid-19 risks.
- Written Submissions – Although written submissions are not advertised as being accepted we would accept them. They are not advertised due to the amount of time analysis of these submissions take compared to other routes.

3.3 The communications strategy will include;

- Video – a short video presentation, the aim of which is to promote the council and what it does for our customers (residents/businesses). We have updated the 2019 video to save costs and due to the Covid-19 lockdown have been unable to include any new interviews, but the long term objectives of the Council. The video also includes the corporate plan objectives, successes, challenges and finances. It will be published on social media and the Council's website.

Key challenges will include:

- Impact of funding reductions
 - Areas of the district are among the most deprived in UK and how we are supporting these vulnerable areas
 - Importance of economic growth and housing regeneration
 - Recovery from Covid-19
 - Continuing to provide excellent services and meeting the expectations from residents.
- Social Media – we would advertise the consultation on both Twitter and Facebook to try to spread the chance for residents to take part as wide as possible.
 - Citizens' Panel – all panel members will be contacted and asked to participate
 - Website – prominent notice on our front page with link to access to video and survey.

4. Timescales

- 4.1. The timetable for the consultation and future reporting is included at Appendix A.

5. Survey contents

- 5.1. A copy of the survey can be found at Appendix B.

Appendix A – Proposed Timescale

Action	Start date	Finish Date	Responsible Officer
Details of consultation to Corporate Policy and Resources Committee		11 June 2020	Tracey Bircumshaw
Video to Corporate Policy and Resources Committee members		7 July 2020	Tracey Bircumshaw
Open consultation	15 July 2020		Katy Allen
Close consultation		27 July 2020	Katy Allen
Inputting of data	28 July 2020	7 August 2020	Katy Allen
Analysis	10 August 2020	14 August 2020	Katy Allen
Draft report		19 August 2020	Katy Allen
Chairs Brief CP&R		2 September 2020	Tracey Bircumshaw
Report to Corporate Policy and Resources Committee		17 September 2020	Tracey Bircumshaw

Appendix B

CONSULTATION QUESTIONS

1. Last year you told us that the top 5 key corporate objectives were;
 - Economy – to ensure that economic regeneration in West Lindsey is sustainable and benefits all of our communities.
 - Finances – to remain financially sustainable
 - Public Safety and Environment – to create a safer, cleaner district in which to live, work and socialise
 - Customer – to put the customer at the centre of everything we do
 - Vulnerable Groups and Communities – to create strong and self-reliant communities and promote positive life choices for disadvantaged residents

Taking into account the recent Covid-19 pandemic do you agree that these should continue to be our key priorities?

2. In ensuring we align resources to the delivery of our Corporate Plan objectives (document link: <https://www.west-lindsey.gov.uk/my-council/how-the-council-works/key-plans-policies-and-strategies/corporate-plan/>) our Executive Business Plan details the actions we will take to deliver these initiatives;

We are committed to supporting our communities, spending a net £3.7m annually on our Place initiatives.

How important are these factors to you?

- A Neighbourhood plans
 - B Community Safety measures
 - C Enforcement activity
 - D Economic Growth
 - E Affordable Housing
- Comment:

3. As a rural district we have a number of challenges around supporting rural communities

What are your key challenges in living in a rural location?

A Broadband (we are investing in a Rural Broadband Officer to help improve connectivity in rural locations)

B Transportation (In conjunction with transport providers we grant fund or work in partnership to deliver better connectivity)

C Job opportunities (We are working with schools and businesses to create apprenticeships, we continue to support schemes which attract inward investment and create jobs)

D Housing (We enable housing through working with landowners, developers and registered providers to attract funding to deliver key housing sites and with others to deliver a better housing choice)

E Isolation (We assist and encourage communities to support vulnerable residents and ensure their wellbeing)

F Other

4. The impact of climate change has now been deemed by the UK Government to be a major national and international issue. A target of 100% reduction in emissions by 2050 has been set.

How do you consider this might best be achieved in West Lindsey?

- A. Reduce waste through recycling and reuse initiatives
- B. Better use of land to mitigate climate change impact and nature loss
- C. Reduce emissions from transport and support more sustainable transport solutions
- D. Support the growth and use of renewable energy
- E. Ensure the most vulnerable to the effects of climate change e.g. flooding, are protected
- F. Encourage energy efficiency in privately-owned homes and new developments

5. The running of the Council and its commercial activities costs £5.9m per annum. We need to invest in initiatives that will provide future efficiencies, generate income look at reducing service provision to save money to enable us to be sustainable. What do you think would be our best approach?

- A. Invest in new technology to achieve efficiencies and cost savings
- B. Identify commercial projects which will generate additional income
- C. Reduce provision and performance of services to reduce costs
- D. Stop delivering some services

6. Council Tax Income funds around 50% of our overall budget. With annual increases in costs of around 3%. What level of Council Tax would you support for 2021/22?

0%, 1%, 2% 3%

7. How do you consider the Council, as leader of our communities, has performed during the Covid-19 pandemic?

Communications

Those individuals needing support through this crisis

Support for Businesses

Supporting communities

Don't Know

5 being Excellent, 1 being Poor

If rated as poor what could the Council have done better

8. We are hoping to host an online question and answer event during the consultation period. If you have a question which you would like to be addressed please detail below:

QUESTION:



**Corporate Policy and
Resources Committee**

Thursday, 18 June 2020

Subject: Reintroduction of Parking Charges

Report by:

Ian Knowles

Contact Officer:

Tracey Bircumshaw
Strategic Finance and Business Support Manager

tracey.bircumshaw@west-lindsey.gov.uk

Purpose / Summary:

To consider the reintroduction of car parking and permit charges.

RECOMMENDATION(S):

1. To approve the re-introduction of Car Park Charges from 1 July 2020.
2. To approve the reintroduction of Permit Charges from 1 July 2020 whilst allowing officers to investigate further more flexible options to support workers in our community.

IMPLICATIONS

Legal: Changes to the fees for parking would require the preparation of a new Parking Order with associated lead times and costs for drafting and publishing. Simple suspension of fees for a period does not require any change to the Order

Financial : FIN/29/21/TJB

As detailed in the report at section 3.

Option 1 results in a budget deficit of £73,725

Option 2 results in a budget deficit of £147,450

Option 3 results in a budget deficit of £294,900

Any deficit would need to be funded from the General Fund Balance (subject to any further funding from government to support the loss of income from Covid-19 impacts)

Staffing : Any work needing to be carried out to administer any changes should they be opted for, would be carried out within existing staff resources (other than legal work)

Equality and Diversity including Human Rights: Parking for blue badge holders is free regardless of the current temporary suspension of charges.

Data Protection Implications: Data is held to administer the permits but the system has been checked and approved by the GDPR officer and the relevant statement is in place.

Climate Related Risks and Opportunities: None arising directly from this report.

Section 17 Crime and Disorder Considerations: None arising directly from this report.

Health Implications: None arising directly from this report.

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

None.

Risk Assessment :

1. There is no guarantee that people will have the same shopping habits as last year, therefore, if car parking fees were reinstated the income for 2020/21 may be lower, this also applies to parking fines.
2. There is a risk that permits will be cancelled.

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

x

No

1 Introduction

- 1.1 Following the outbreak of the Coronavirus, it was decided, under delegation, that from 16 March 2020 to mitigate the risks to car park users associated with using the pay and display machines by suspending parking charges. In the interests of equity for permit holders, permit charges were suspended from 1 April 2020 for a period of 3 months.
- 1.2 As we near the end of June, it is appropriate to review the timing of the reintroduction of parking and permit charges.
- 1.3 The Covid-19 lockdown has now been partially lifted and it is expected that many of our retail properties who are able to operate safely will have opened by 15th June. There is a view that by introducing car parking charges too soon, economic recovery locally may be hampered, albeit there are 1 hour and 2 hour free policies for Gainsborough and Market Rasen respectively.
- 1.4 Any decision will have financial consequences for the Council. The Council's annual car parking income, including penalty notices is budgeted at £294,400.
- 1.5 Consequently there 3 options have been evaluated for reinstating parking charges for Gainsborough and Market Rasen car parks. In the meantime, charges have not been reintroduced.

2 Options for consideration

- Reintroduce parking charges with effect from 1 July 2020
- Reintroduce parking charges with effect from 1 October 2020
- Reintroduce parking charges with effect from 1 April 2021

3 Financial considerations

- 3.1 The table below details the financial impact of each option in respect of income foregone. The figures are based on last year's actuals as a comparator against 2020/21 budget amounts.

Type	BUDGET	Option 1	Option 2	Option 3
	2020/21	INCOME FOREGONE		
		April - June	July - Sept	July - March
Car parking Fees	168,400	42,100	42,100	126,300
Permits	99,500	24,875	24,875	74,625
Parking Fines	27,000	6,750	6,750	20,250
Total	294,900	73,725	73,725	221,175
Cumulative Deficit		73,725	147,450	294,900

3.2 Whilst currently no enforcement is being undertaken there is an annual contractual cost of £42,000 for this service.

3.3 Whilst the government have provided funding of £1,001k to the Council to support the additional cost of Covid-19, as yet there has been no support for lost income. We have also received £84k to support the safe recovery of the High Streets. The Authority continues to lobby government for additional funding, however, currently, any overall deficit at the year-end will need to be met from the General Fund Balance.

4 Parking Permits

4.1 It is expected that one of the effects of the pandemic is that there will be more home working within the council and probably on a wider basis, in the medium to long term. Parking permits are currently offered at a discounted basis for regular car park users who wish to take advantage of the discounted rates and also have the convenience of pre-payment in that they can park without making a payment action every time they park.

4.2 There is a range of charges between £420 and £612 for 5/6 day permits in Gainsborough, (£210 - £306 in Market Rasen) and inclusive of VAT. Most of the Parking Permits are for a 5 day permit payable by direct debit of £420 per annum (£35 per month). Permits are generally based on a 50% reduction on the equivalent day rate.

4.3 The numbers of current permit holders are listed below:

- 5 Day Gainsborough – 164 (of which 42 are staff)
- 6 Day Gainsborough - 29
- 5 Day Market Rasen - 32
- 6 Day Market Rasen – 38

4.4 In the event of increased home-working it is likely that permit holders will find that the permit is not economically viable for their own circumstances and may cancel their permits. Whilst this would reduce permit income, it is inevitable that parking income overall will reduce if users work from home more frequently, and they will probably make their choice of payment method based upon their cheapest solution.

4.5 Some users have asked for permits for a reduced number of days but specific to their own working patterns. Current fees and charges do not cover this option but in any case the paper permit system would make this very difficult to administer and enforce, There are alternatives which are or could, be made available to users, and these are tabulated below;

Payment method	Benefits	
Daily charges (currently available)	Flexible – no restriction on days of usage	Requires use of ticket machine on every visit

Pay by phone (currently available)	Flexible – no restriction on days of usage Quick and simple once app is installed. Can be bought from within the car, ie no ticket machine visit needed. Reduces cash collection and machine maintenance	Admin charge in addition to daily parking charge
Scratch cards (not currently available)	Flexible, users select how many cards they want and which days they use them. Reduces cash collection and machine maintenance. Scratch card is displayed in vehicle, no visit to machine required	Likely to require more user time to administer than a permit, ie number of occasions they buy the cards
Virtual permit system (not currently available)	Flexible, user can buy different permutations of days of the week.	User cannot change usage days on a weekly basis. High costs to the council to operate Would require increase in parking staff admin time

4.6 Consideration has also been given to offering a reduced permit charge, however officers believe that if subsequently permits are cancelled, we would recover more income through daily fees to compensate. For example, based on a 5 day permit for Gainsborough for 164 users at a reduced rate of say £288 (£24pm). After excluding vat would generate £37,785. Alternatively assuming 3 days of parking would be required per week for 164 users this would generate £83,148 being a benefit of £45,362 (for 2 days there would be a £17,646 benefit)

CPR Workplan 10 June

Purpose:

This report provides an overview of reports coming to Corporate Policy and Resources committee over the next municipal year.

Recommendation:

1. That members note the plan.

Date	Title	Lead Officer	Purpose of the report	Date First Published
23 JULY 2020				
23 Jul 2020	Stress Management Policy	Emma Redwood, People and Organisational Development Manager	To review the council's stress management policy and update as required	17 July 2019
23 Jul 2020	Safer Streets Fund	Grant White, Enterprising Communities Manager	To approve a future CCTV upgrade should a Safer Street Fund application by the PCC for Lincolnshire Police be approved.	
23 Jul 2020	Budget and Treasury Monitoring Period 1 2020/21	Sue Leversedge, Business Support Team Leader	This report sets out the revenue, capital and treasury management activity from 1 April 2020 to 31 May 2020.	
23 Jul 2020	Officer Code of Conduct	Emma Redwood, People and Organisational Development Manager	To review the officer code of conduct and update as required	17 July 2019
23 Jul 2020	Capability Policy	Emma Redwood, People and Organisational Development Manager	To review the council's capability policy and update	19 November 2019
23 Jul 2020	Caistor Southdale Development	Eve Fawcett-Moralee, Executive Director of Economic and Commercial Growth	To approve plans for GP and residential development	03 April 2019

17 SEPTEMBER 2020

5 NOVEMBER 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.	05 February 2020
5 Nov 2020	Proposed Fees and Charges 2021/22 - Corporate Policy and Resources	Sue Leversedge, Business Support Team Leader	Propose fees and charges to take effect from 1 April 2021.	
5 Nov 2020	Budget and Treasury Monitoring Period 2 2020/21	Sue Leversedge, Business Support Team Leader	this report sets out the revenue, capital and treasury management activity from 1 April 2020 to 30 September 2020	

10 DECEMBER 2020

10 Dec 2020	National Non Domestic Rates, Sundry Debtors, Council Tax and Housing Benefit Overpayment Write Offs	Alison McCulloch, Revenues Manager	Write off report for NNDR, Sundry Debtors, Council Tax and Housing Benefit Overpayments	
10 Dec 2020	Local Council Tax Support Scheme 2021/22	Alison McCulloch, Revenues Manager	The local council tax support scheme to be introduced on 1 April 2021 for the following year. This replaces the council tax benefit scheme.	
10 Dec 2020	Mid Year Treasury Report 2020/21	Caroline Capon, Corporate Finance Team Leader	Review of Prudential indicators as a result of revising the capital programme for 2020/21	

14 JANUARY 2021**11 FEBRUARY 2021**

11 Feb 2021	Corporate Policy and Resources Committee Draft Budget 2021/22 and estimates to 2025/26	Sue Leversedge, Business Support Team Leader	The report sets out details of the overall Draft Revenue Budget 2021/22 including that of this Committee and those recommended by the Prosperous Communities Committee for the period 2021/22 and estimates to 2025/26 to be	
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included in the Medium Term Financial Plan

11 Feb 2021	Budget and Treasury Monitoring Period 3 202/21	Sue Leversedge, Business Support Team Leader	this report sets out the revenue, capital and treasury management activity from 1 April 2020 to 31 December 2020
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15 APRIL 2021

15 Apr 2021	Budget and Treasury Monitoring Period 4 2020/21	Sue Leversedge, Business Support Team Leader	This report sets out the revenue, capital and treasury management activity from 1 April 2020 to 31st March 2021. (Final out-turn will be reported to the next meeting)
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Agenda Item 8a

By virtue of paragraph(s) 1, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted