

AGENDA

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

**Overview and Scrutiny Committee
Tuesday, 7th January, 2020 at 6.30 pm
Council Chamber - The Guildhall**

Members:

- Councillor Mrs Lesley Rollings (Chairman)
- Councillor Mrs Diana Rodgers (Vice-Chairman)
- Councillor Mrs Angela White (Vice-Chairman)
- Councillor Liz Clews
- Councillor David Dobbie
- Councillor Jane Ellis
- Councillor Mrs Caralyne Grimble
- Councillor Cherie Hill
- Councillor Mrs Angela Lawrence
- Councillor Keith Panter
- Councillor Roger Patterson
- Councillor Lewis Strange

1. Apologies for Absence

2. Minutes of the previous meeting

3 - 9

Meeting of the Overview and Scrutiny Committee held on 12 November 2019.

3. Members' Declarations of Interest

Members may make any declarations of interest at this point and may also make them at any point during the meeting.

4. Matters Arising Schedule

There are no outstanding matters arising. As of 23 December 2019, all previously agreed actions have been completed.

5. Public Reports

- i) Progress and Delivery Report - Period 2 2019/20 10 - 39

6. General Work Items

- i) Forward Plan 40 - 47
- ii) Committee Workplan 48 - 49

7. Exclusion of Public and Press

To resolve that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 2 of Part 1 of Schedule 12A of the Act.

8. Preparation for Environment Agency 50

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Monday, 23 December 2019

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Overview and Scrutiny Committee held in the Council Chamber - The Guildhall on 12 November 2019 commencing at 6.30 pm.

Present: Councillor Mrs Lesley Rollings (Chairman)
Councillor Mrs Diana Rodgers (Vice-Chairman) and
Councillor Mrs Angela White (Vice-Chairman)

Councillor Liz Clews
Councillor David Dobbie
Councillor Jane Ellis
Councillor Mrs Caralyne Grimble
Councillor Cherie Hill
Councillor Mrs Angela Lawrence
Councillor Keith Panter
Councillor Roger Patterson
Councillor Lewis Strange
Councillor Lewis Strange

In Attendance: Councillor Michael Devine
Councillor Trevor Young

Also In Attendance:

DI Jenny Waddington	Lincolnshire Police
Alan Robinson	Monitoring Officer
Ady Selby	Assistant Director Operations
Andy Gray	Housing and Enforcement Manager
Wendy Osgodby	Senior Growth Strategy & Projects Officer
Ele Snow	Democratic and Civic Officer

18 MINUTES OF THE PREVIOUS MEETING

RESOLVED that the Minutes of the meeting of the Overview and Scrutiny Committee held on 3 September 2019 be confirmed and signed as a correct record.

19 MEMBERS' DECLARATIONS OF INTEREST

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

20 MATTERS ARISING SCHEDULE

The Committee gave consideration to the Matters Arising Schedule, setting out the current position of previously agreed actions, as at 4 November 2019.

A Member of Committee enquired about the timings of the invitation to the Environment Agency. The Chairman explained that there had been several conversations and discussions regarding flooding issues in the District and the visit by the Environment Agency to the Overview and Scrutiny Committee was one element of those discussions.

RESOLVED that the Matters Arising Schedule as at 4 November 2019 be received and noted.

21 PRESENTATION ITEM - LINCOLNSHIRE POLICE

The Chairman introduced Detective Inspector Jenny Waddington who explained her background in CID and that her area covered Lincoln and Gainsborough. DI Waddington had received questions from the Committee in advance of the meeting and explained she had prepared answers as far as possible but was happy to discuss other areas as the Committee wished.

Q1. At the last visit, we heard that there were funding changes in the pipeline – have these changes come into effect and have there been any tangible improvements across the district / county?

DI Waddington explained that unfortunately, circumstances had not changed. There had been no changes to the funding available and although there were new recruits coming into the area, these merely kept the number of officers at status quo, rather than there being an increase. The Government had put caveats on the money available for new recruits, meaning the funds had to be spent on Officer numbers rather than PCSOs, in fact, the number of PCSOs across the county was due to reduce as further savings had to be made.

Q2. There were concerns that Officer numbers would be reduced if funding arrangements weren't improved – have these concerns now been alleviated? Are there any plans for more recruitment?

DI Waddington expanded on her previous answer to explain that there was ongoing recruitment and Lincolnshire Police had continued with their recruitment drive ahead of receiving any of the Government funding. She also explained that the recruits were being brought in under the previous schemes meaning there was no requirement for them to be university graduates. The new scheme of recruits having to be graduates was currently being appealed against and so Lincolnshire Police were continuing under the terms of the previous recruitment criteria.

Q3. What are the responsibilities and powers of PCSOs across the district?

The Committee were offered a written summary of the roles and responsibilities of PCSOs across the district and this was distributed to all Members.

Q4. What are the priorities for the Force across the district / county?

The Committee heard that the West Division was running an initiative against knife crime and offensive weapons. This was in partnership with other agencies and local schools with

the aim of educating young people about the dangers. DI Waddington added that protecting people from fraud and scams, protecting the vulnerable in the community and dealing with drug related issues were also Force priorities. Given the nature of the area covered by the Force, rural crime was also a focus, with crime prevention teams working with communities to highlight prevention methods and to disrupt any criminal behaviours. Committee Members discussed the benefits, or drawbacks, of communities using social media as a way of reporting or discussing crimes and DI Waddington emphasised the need for all crime to be reported as it was not possible for the Police to monitor social media for incidents of unreported crime. She highlighted that often, rural crimes were more likely to be solved if there was a pattern to the crimes, or a spate of them, giving the Police more information to work on. If such crimes were not reported, it was more difficult to trace the perpetrators. A Member of Committee also commented on the success of Lincs Alert and encouraged fellow Councillors to support the widespread use of this app.

Q5. What increase have you seen in drug related activity, for example the County Lines problems, and how do you work with other agencies? Is there anything the Council could do to promote inter-agency working? What percentage of crimes across the county and the district are related to drug use?

The Committee heard that there have been several initiatives to tackle drug issues across the area but it was not possible to quantify how many crimes were directly related to drug use. DI Waddington explained that current figures, accurate as of the day prior to the meeting, showed a reduction in drug possession and drug trafficking in West Lindsey. She explained that there was significant multiagency working to not only identify those who were vulnerable to exploitation for drug trafficking but also regarding child and sexual exploitation, such as what had been seen with County Lines.

Note: Councillor Liz Clews arrived at 7.10pm

Q6. What information is distributed regarding scams across the district (such as scam telephone calls), how are they dealt with, and, again, is there anything the Council can do to assist?

DI Waddington showed Committee Members an information leaflet that was ready for distribution in the coming days. She explained that the crime prevention team worked with Trading Standards and frauds and scams were usually dealt with centrally as it was not always clear where in the country they had originated. She stated those who were identified as vulnerable in the community, local Police Officers would visit them to support and assist.

Q7. Is there any focus being given to road safety across the district, in light of recent accidents that have resulted in fatalities?

It was emphasised that speed limits on the road network were controlled by the Highways Agency but DI Waddington explained that the Police worked in partnership with the agency to monitor and maintain road safety. The Police were responsible for dealing with speeding offences and in this regard, they had recently taken charge of two laser speed guns which were more efficient for the road side speed checks. She also highlighted that the annual drink drive campaign would be launching at the beginning of December and linked with this there would be a text number where people could anonymously report those who were deciding to drink and drive.

Q8. Are there any issues of which Members should be aware, but maybe aren't, and are there any suggestions for how the Council can support the police?

Committee Members were encouraged to promote the reporting of all crime as crime statistics had an impact on the numbers of Police Officers and funding across the area. Examples of putting problems on social media but then not reporting them were common but then did not give the Police the opportunity to work with those affected.

The Chairman thanked DI Waddington for her time and commended her team and the Force for the work they do across the district. This was loudly supported by all Committee Members with applause for DI Waddington and the Force.

Note: The meeting adjourned at 7.44pm and reconvened at 7.46pm.

22 PRE-SCRUTINY OF 5-7 MARKET PLACE REFURBISHMENT

The Senior Growth Strategy and Projects Officer introduced the report on the refurbishment options for 5 – 7 Market Place, Gainsborough. She explained that the premises had been purchased by the Council in the past and the report would be seen at the Corporate Policy and Resources Committee in order to make a decision as to how to proceed with the premises. She summarised the options that had been explored, namely to sell it at auction as it is, to sell it with conditions attached, to enter into a joint venture with a development partner or, as the option that was being recommended, for the Council to refurbish the premises for business and rental purposes. The Committee heard there was grant funding available in order to complete this work and the proposals worked together with the regeneration of Gainsborough Market Place.

The Monitoring Officer highlighted to Committee Members that the item was on the agenda for pre-decision scrutiny and the recommendation for Members was to support the progression of the report to the Corporate Policy and Resources Committee and offer any comments or suggestions to aid that Committee making their final decision.

The Chairman thanked the Senior Growth Strategy and Projects Officer and invited comments from Committee Members. There was discussion regarding the funding structures and grants which were available, all of which was clarified by the Senior Growth Strategy and Projects Officer. It was stated that the cash flow information provided as supporting information was overly complicated to read in the current format and Members suggested that it could be simplified prior to going to the Corporate Policy and Resources Committee. The Chairman also suggested that the report could be made easier to follow if the options for the property were in a quick reference table summarising the salient points of each option.

There was significant discussion as to how the Council had come to be in charge of the property in the first instance and it was highlighted that the purpose of the report at this point was to agree future actions, and for the Overview and Scrutiny Committee to make suggestions for improvements to the report in order to make those decisions. A Member of Committee suggested that, considering the costs involved, a second valuation should be sought and local tradespeople should be consulted to ensure best value for money. It was

agreed these suggestions could be included in the recommendations from the Committee.

The Senior Growth Strategy and Projects Officer explained that the building was in need of refurbishment as it would otherwise become a danger to the public. This meant that doing nothing with the property was not an option. A Member of Committee suggested that the Members of the policy committee may wish to undertake a site visit in order to understand the challenges of the project.

The Chairman reiterated the purpose of pre-decision scrutiny and summarised the suggestions that had been made by Committee Members. With no further discussion it was

RESOLVED that Members support the progression of the report to the Corporate Policy and Resources Committee with the following suggestions:

- a) The report should be succinct with all three options clearly identified for ease of reference, for example in a table;
- b) The cash flow should be simplified;
- c) Opinions should be sought from local tradespeople and businesses to ensure best value for money;
- d) Consideration should be given to an independent valuation; and
- e) Members of the Overview and Scrutiny Committee recommend that a site visit be undertaken prior to any decision.

23 SELECTIVE LICENSING ANNUAL UPDATE O & S

The Committee heard from the Housing and Enforcement Manager regarding the annual update for the Selective Licensing Scheme. He explained that this was an update for the Prosperous Communities Committee and there was no decision to be made. The key requirement from the Overview and Scrutiny Committee was to identify whether any additional information could be included for the next Committee. The Housing and Enforcement Manager highlighted that the scheme had started in 2016, it covered a small area of the South West Ward in Gainsborough and was initiated under the Housing Act, requiring all private rental properties to be licensed. He explained that it was the smallest of such schemes in the country, with around 50 schemes operational nationwide. He stated that around 90% of private rental properties in the area were now licensed, with the initial numbers having been underestimated, both as a result of lack of local knowledge to begin with but also an increase in rental markets in recent years. The Committee heard that information about antisocial behaviour had been included as this was one of the areas taken into consideration when making the decision to designate an area for selective licensing. It was also explained that this was a five year designation, due to end in 2021.

The Chairman invited comments from the Committee and highlighted that there was no decision to be made but the Committee could make suggestions for further information to be included in the final report for the Prosperous Communities Committee.

It was suggested that areas of the report could be condensed, for example the initial background information, as this had been detailed in previous years. There was discussion regarding the successes of the scheme, for example the increased rate of successful prosecutions and the Housing and Enforcement Manager agreed these details could be included in the final report. There was significant discussion regarding other difficulties faced within the area, however it was noted that the information discussed was not relevant to the purpose of the report for the Prosperous Communities Committee.

As discussions drew to a close, the Chairman summarised the points raised, such as including the case study information regarding successful prosecutions and it was

RESOLVED that the contents of the report be noted.

24 FORWARD PLAN

The Monitoring Officer explained the purpose of receiving the Forward Plan for those Members of Committee who had not previously been involved with the Overview and Scrutiny Committee. He explained that, in accordance with the Operating Methodology, the Committee could choose up to four items per year from the forward plan to receive for pre-decision scrutiny. He highlighted that three items had been chosen already which left one remaining choice. He highlighted that this did not have to be decided on at this meeting.

RESOLVED that the forward plan be noted.

25 COMMITTEE WORKPLAN

The Monitoring Officer commented that there would be an additional item for the Committee Workplan in relation to preparation for the Environment Agency.

RESOLVED that the workplan be noted.

26 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 item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

Note: Councillor David Dobbie left the room at 9:04pm

27 PRE-SCRUTINY OF GAINSBOROUGH MARKET REPORT

The Committee gave consideration to a report from the Interim Assistant Director of Operations regarding the proposals for Market Street, Gainsborough. As this was a pre-decision scrutiny item, the Committee were invited to make comments and suggestions for the final report going to the Prosperous Communities Committee.

Note: Councillor David Dobbie returned to the meeting at 9:06pm.

There was significant discussion regarding the success of the farmers' markets and options for other areas across the District. Members praised the work to date and discussed the costs involved with events that had taken place in recent months. It was explained that it was not possible to separate costs as events were generally 'packaged' as one price for the whole event, with contributions from the Council as well as partner agencies.

With no further discussion it was

RESOLVED that the contents of the report be noted and supported to be presented to the Prosperous Communities Committee.

The meeting concluded at 9.17 pm.

Chairman

Agenda Item 5a



**Overview and Scrutiny
Committee**

7 January 2020

Subject: Progress and Delivery Report - Period 2 2019/20

Report by:

Executive Director of Resources and Head of
Paid Service

Contact Officer:

Ellen King
Senior Performance Officer

ellen.king@west-lindsey.gov.uk

Purpose / Summary:

To consider the Progress and Delivery report for
period two (June-September) 2019-20.

RECOMMENDATION(S):

That the Committee examine the responses given to the report by the Corporate Policy and Resources Committee and the Prosperous Communities Committee and assure themselves that the appropriate level of challenge is being made by those committees to the information contained in the report.

IMPLICATIONS

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

Financial : FIN/103/20/SL
There are no financial implications as a result of this report.

Staffing :
There are no staffing implications as a result of this report

Equality and Diversity including Human Rights :

N/A

Risk Assessment :

N/A

Climate Related Risks and Opportunities :

N/A

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

N/A

Call in and Urgency:

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

Yes No

Key Decision:

Yes No

1.0 Introduction

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

- Customer
- Financial
- Process
- Quality




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

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




Performance measures for 2019/20 were agreed by a member steering group in February 2019. A member steering group is currently working with Officers to agree the P&D performance measures and targets for 2020/21, with these due to be signed off by Corporate Policy and Resources Committee in January 2020.

How to use this report

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

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

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

	Performance has improved
	Performance has remained static
	Performance has declined

Contents

Executive Summary	2
Measures where performance is outside agreed tolerance levels for at least two consecutive periods	4
Corporate Health.....	8
Appendix A: Service Exceptions	10
Asset and Facilities Management	10
Benefits	10
Building Control.....	11
Contracts Management and Procurement	11
Council Tax and NNDR.....	12
Democratic Services	12
Development Management.....	13
Enforcement and Community Safety	14
Enterprising Communities	15
Garden Waste Collection	16
Healthy District.....	16
Home Choices	17
Housing.....	18
ICT	18
Licensing.....	19
Local Land Charges	20
Regulatory Services	21
Street Cleansing	21
Systems Development	22
Town Centre Management.....	22
Trinity Arts Centre	23
Waste Collection	23

Executive Summary

1.0 Overall Summary of Performance

Table one shows a summary of service performance for period two 2019/20 (June-September) which also includes the preceding three periods for comparison. A total of 91% of the Council's key performance indicators are either meeting or exceeding target compared to 7% that are below target. Further information relating to those areas that have performed above target can be found in the 'commentary' column of [Table 2](#) (measures where performance is outside agreed tolerance for two periods or more), and in the associated tables in [Appendix A](#).

42% of all performance measures are outside agreed tolerance levels (red or green) for period two. Of these, 36% have been outside agreed tolerances for two periods or more and of these specific indicators:

- 71% have been above target for two periods or more (green), equating to 22 indicators.
- 19% have been below target for two periods or more (red), equating to 6 indicators.
- The remaining 10% (or 3 indicators) have been outside tolerance for at least two periods but the position is mixed, i.e. performance has moved from above to below target (green to red); or from below to above target (red to green).

RAG	2018/19		2019/20	
	Period Three	Period Four	Period One	Period Two
Exceeding target	32%	36%	48%	35%
Meeting target	45.4%	48%	40.6%	56%
Below target	21.5%	16%	11.4%	7%
Missing information	1%	0%	0%	2%

Table 1: Overall summary of performance

2.0 Identified Improvement Actions

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

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

[Home Choices](#)

An update on the improvement actions identified at the Home Choices performance workshop held on 10th April 2019 is included below. At a recent meeting with the Ministry for Housing, Communities and Local Government (MHCLG), West Lindsey was identified as being in the top 10% of all local authorities for the number of people housed in the private sector, as well as for comparatively low usage of temporary and bed and breakfast accommodation when benchmarked against other local authorities.

Action(s)	Who	When	Updates
Temporary accommodation usage			
Understand funding opportunities from the burden budget for additional referrals	Home Choices Team Manager	Period 2 (2019/20)	
Bed and breakfast nights			
Identify escalation process to raise complex cases as soon as possible	Home Choices Team Manager / Executive Director of Resources	Period 2 (2019/20)	Complex cases are now being flagged through the service's reporting tools and procedures are in place to escalate these. This action is now complete.
Need to ensure potential long-term customers and reference in performance reports	Home Choices Team Manager	Ongoing	Potential long-term customers are flagged through the service's reporting tools. This action is now complete.
Average length of stay in temporary accommodation			
Need to understand maximum and minimum time in performance levels	Home Choices Team Manager / Senior Performance Officer	Period 2 (2019/20)	Officers have use of a performance reporting tool which includes a wealth of data including end to end times.
Make linkages with Enforcement Manager in regards to customers being made homeless due to arranged closure of housing as a result of sub-standard conditions	Home Choices Team Manager	Period 2 (2019/20)	The Housing Strategy Manager, Enforcement Manager and Home Choices Manager work in close partnership to identify and support customers who are risk of homelessness in this situation.
Homelessness Prevention			
Need to explore Discretionary Housing Payment (DHP) usage at WLDC; how are the payments used? What is the process and identify improvements	Home Choices Team Manager / Benefits Team Manager	Period 2	Ongoing.
Safeguarding			
Need to ensure measure sets are reflective of compliance measures	Home Choices Manager / Senior Performance Officer	Period 2	The Performance and Programmes Team are undertaking meetings with all Team Managers during period three to review performance measures across all service areas, including safeguarding.
Monitor performance at service level with annual report to Prosperous Communities Committee	Home Choices Team Manager	Ongoing	The service has the capability to monitor performance at granular level through a reporting tool and this is being used regularly to manage service performance.
Wellbeing			
Monitor performance at a service level with six monthly report to Prosperous Communities Committee	Home Choices Team Manager	Ongoing	As above
All Performance Measures			
Implementation of team training and development plan	Home Choices Team Manager	Ongoing	The Home Choices Manager has worked with Human Resources to identify training needs within the team.
Instigate benchmarking of measures	Home Choices Team Manager / Senior Performance Officer	Period 2 (2019/20)	The Senior Performance Officer is working with other local authorities to enable regular benchmarking to take place.
Team Specific			
Development of operational risk register	Performance & Programmes Team Manager	Period 2 (2019/20)	Ongoing

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

Service	Measure	Preceding three periods			Current period		
		P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
Asset and Facilities Management	Rental income – car parks	£44,840	£45,620	£120,588	£190,700	£180,984	Income is measured on a cumulative basis. Income is £39,745 higher than at the same point last year as a result of high car park permit sales and additional income from Roseway car park.
	Rental income – received assets	£130,033	£112,274	£125,405	£671,700	£315,635	Cumulative income is £157,953 higher than last year. For period two alone, income remains on a par with the same period last year. This is a result of high occupancy levels.
	Rental portfolio voids	9%	8%	7%	12%	5%	Performance remains above target
Benefits	End to end processing times	5.2 days	3.7 days	3.9 days	5 days	4.3 days	The reduction in the number of new claims allows for faster processing of other claims as new claims generally take longer to process.
	Number of claims older than 30 days	14.3	9.0	15.5	20	39	Fewer new claims means performance for this indicator is easier to control.
Building Control	Income received	£168,889	£220,253	£55,025	£235,700	£142,950	Income is measured on a cumulative basis. Income has increased by £23,865 compared to the same point last year. This is a result of an unusually buoyant market and targeted marketing by the service which is reflected in a higher number of applications.
Council Tax and NNDR	Cost of service delivery per property tax base	£5.09	£5.58	£10.15	£9.10	£5.52	An invoice was received for NNDR during the period which resulted in a lower cost of service. Costs are expected to increase in the next period due to the recruitment of an additional member of staff to cover an imminent staff retirement.
Democratic Services	Member satisfaction with training & development events	100%	100%	100%	87%	92%	Satisfaction levels have dropped though they remain above target. A new way of recording feedback has been introduced during period two in order to gather more detailed feedback that will be used to inform improvements to future training and development events.
	% of Freedom of Information requests (Fols)	100%	100%	100%	99%	100%	Performance remains consistently above target and there has been a reduction in the turnaround time of two working days during the period. A

Service	Measure	Preceding three periods			Current period		
		P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	turned around in the statutory time limit						total of 266 Fol requests were received which is an increase of 28 compared to the same period last year.
	Number of Fol challenges that are subsequently upheld	0	0	0	5	0	Performance remains consistently above target.
Development Management	% of major planning applications determined on time	100%	100%	100%	90%	100%	There have been 16 major applications received during period two, all of which were determined on time.
Page 17	% of non-major planning applications determined on time	99%	99%	99%	80%	99%	There have been 279 non-major applications received during the period, of these, 277 were determined on time.
	Planning appeals allowed as a % of all appeals	2%	1%	2%	9%	1%	There were 295 reportable decisions during the period of which 10 progressed to appeal stage. Of the 10 appeals, 2 were allowed and 8 were dismissed.
	Income received	£349,166	£313,261	£104,310	£1,019,200	£349,327	Income is down by £114,719 compared to the same period last year. This is a result of a reduction in the number of major fee-paying applications which is in line with the national trend. This measure is largely outside the Council's control as it is dependent on income from major planning applications. Nationally, there has been a notable decline in these types of planning applications.
Enforcement and Community Safety	% of housing enforcement cases closed within 6 months	N/A	N/A	81%	75%	78%	This is a new measure for 2019/20. No performance issues noted.
	Average number of days before a Community Safety case is closed	N/A	N/A	8	15	6.5	This is a new measure for 2019/20. Performance has improved consistently on a month by month basis for the last 16 months. The target will be reviewed for 2020/21 to ensure it is reflective of current performance levels as well as being stretch based.

		Preceding three periods			Current period		
Service	Measure	P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	Number of community safety cases closed following compliance with Fixed Penalty Notices (FPN)	N/A	N/A	25	20	25	This is a new measure for 2019/20. No performance issues noted.
Healthy District	Customer satisfaction with West Lindsey leisure facilities	95%	95%	94%	80%	95%	Comments received during the period relate to cleanliness of the Leisure Centre. Issues relating to cleanliness will be addressed at the next client meeting in October.
	Volume of people using the West Lindsey leisure centre	65,632	92,303	57,131	105,000	107,324	There were 10,650 additional people using the Leisure Centre during period two compared to the same period last year.
Home Choices	Number of households in temporary accommodation	23	34	20	24	19	Improved working practices and better liaison with landlords should ensure continued improvements in performance during period three.
	Number of cases prevented from becoming homeless within the statutory target	57	58	22	60	57	Improved working practices have led to long-term cases being significantly reduced during the period.
	Number of nights spent in B&B accommodation	77	148	59	0	58	Performance has been impacted due to an incident between 2 flats which necessitated the use of B&B accommodation. Significant improvements have been made but complex cases will impact figures where they arise.
Housing	Average cost of Disabled Facilities Grants (DFGs)	£7,094	£6,214	£3,859	£7,500	£5,630	No issues noted
	Average number of days from DFG	132	133	199	120	172	A new contractor framework has commenced across the county and, in turn, new processes for staff and contractors. The majority of simple works are still completed within a much smaller timescale. The overall figure is expected to

		Preceding three periods			Current period		
Service	Measure	P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	referral to completion						steadily reduce as the framework becomes embedded. The target will be subject to review at the end of the year to ensure it is aligned with the framework timescales.
	Customer satisfaction with DFGs	100%	100%	100%	92%	100%	Satisfaction remains consistently high.
Licensing	% of licensing applications processed in the target time	86%	86%	99%	96%	100%	Turnaround time has remained consistently high since staffing issues within the team have been addressed.
Page 9	Number of licensing applications received	282	232	178	130	338	There has been a 13% increase in applications compared to the same period last year, equating to 39 additional applications. A breakdown of application types is included in the summary above.
	Local Land Charges	Number of searches received	924	633	158	386	865
Town Centre Management	Average number of paid for market stalls - Saturday	13	13	9.5	14	7	Members agreed to undertake a one year trial arrangement between Marshall's Yard and the Council in an effort to improve market performance. The findings of this arrangement are due to be reported back to Members in period three for decision on a way forward. A three day event is scheduled for November as outlined above.
	Income received	£28,744	£35,086	£4,785	£17,542	£15,992	Income is measured on a cumulative basis. Traders are entitled to take a total of four weeks annual leave. A number of traders are still to use this entitlement and this will have a further negative impact on income for the remainder of the year.
Trinity Arts Centre	Audience figures	5,747	4,548	3,136	4,800	7,023	Audience figures were at full capacity in July and audiences for family films surpassed all predictions in August.
Waste Collection	Missed black and blue bin collections	255	198	211	380	310	The number of missed collections remains low and this is expected to continue as a result of improvements to the staff rotas which have resulted in a better service for the customer.

Service	Measure	Preceding three periods			Current period		
		P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	Surplus generated by the trade waste scheme	N/A	N/A	£33,220	£79,500	£108,959	This is a new measure for 2019/20. There are now over 350 customers using the scheme.

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

Corporate Health

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Time taken to pay invoices	N/A	14 days	-	-	Information not provided	The Performance and Programmes Team continues to work with managers to ensure information is provided in a timely manner
% of debtors that are late by 30 days or more	N/A	NTS	-	-	Information not provided	As above
Average Customer satisfaction rating out of 5*	N/A	3.5*	3.5*	N/A	There has been an increase in the number of compliments received during period two.	Continue to monitor.
Complaints received	34	NTS	44	↓	Some of the complaints received during the period could have been avoided through better management of customer expectations and more timely communication with customers.	The Customer Experience Officer continues to work with managers and officers to make improvements to the quality, accuracy and timeliness of the information provided to customers.
% of complaints where the Council is at fault	35%	45%	38%	↓	Whilst performance is above target, there has been an increase in complaints where the Council was found to be at fault.	Improvement actions have been identified relating to changes in processes and procedures; staff training and awareness sessions and improvements to the quality of information published on the Council's website. Additional monitoring has been put in place to ensure these improvements are being followed through by officers.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of days to resolve a complaint	6.6 days	21 days	5.9 days	↑	Performance remains significantly better than target, despite the increase in the number of complaints received and the complexity of some of the cases which take longer to investigate and resolve.	Continue to monitor.
Digital demand	38%	NTS	33%	↓	Demand for online services is reducing. Telephone demand has also declined.	A detailed analysis of year to date performance data is planned during October to understand patterns in demand.
% of calls answered within 21 seconds	81%	80%	80%	↓	Where calls aren't answered within target time, no patterns are emerging as to why.	Continue to monitor and review
Staff absenteeism	0.55 days	0.6 days	0.53 days	↑	Performance remains better than target	Continue to monitor
Number of recorded Health and Safety incidents	31	NTS	19	→	No target is allocated for this measure. No RIDDORs reported during the period	Continue to monitor
Server and system availability	98%	98%	100%	↑	There was no server or system downtime identified during the period.	Continue to monitor.
Number of data breaches resulting in action by the Information Commissioner's Office (ICO)	0	0	0	→	There have been no incidents reported to the ICO during the period.	Continue to monitor

Table 3: Corporate Health measures

Appendix A: Service Exceptions

Asset and Facilities Management

Rental income from received assets remains on a par with the same period last year as a result of high occupancy levels. There are currently two offers out which will result in the Council achieving 100% lettable unit occupancy during period three.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Planned Maintenance	63%	70%	71%	↑	No issues noted	Continue to monitor
Rental income – car parks	£141,239	£190,700	£180,984	↓	Income is measured on a cumulative basis. Income is £39,745 higher than at the same point last year as a result of high car park permit sales and additional income from Roseway car park.	Continue to monitor
Rental income – received assets	£157,682	£671,700	£315,635	↑	Cumulative income is £157,953 higher than last year. For period two alone, income remains on a par with the same period last year. This is a result of high occupancy levels.	There are currently two offers out which will result in 100% lettable unit occupancy during period three.
Rental portfolio voids	8%	12%	5%	↑	Performance remains above target.	Continue to monitor.

Table 4: Asset and Facilities Management performance exceptions

Benefits

There has been a further loss of Housing Benefit claims due to claimants transferring to Universal Credit. This equates to a reduction of 200 claims or 7.6% during period two. The number of Council Tax Support claims where Universal Credit is cited as income has increased which has resulted in increased administration for the team. There is currently a staff vacancy in the team, however, this has not been recruited to as the reducing number of claims means that officers are able to cope with demand on the service. At £5.70, the cost per live claim remains within agreed parameters.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
End to end processing times	5.2 days	5 days	4.3 days	↑	The reduction in the number of new claims allows for faster processing of other claims as new claims generally take longer to process.	Continue to monitor

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of claims older than 30 days	80	20	10	↑	Fewer new claims means performance for this indicator is easier to control.	Continue to monitor

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

Building Control

The service has seen a higher than expected number of applications during the period with 528 applications received. This is an increase of 317 compared to the same period last year. This is also reflected in increased income levels. A bulk application from ACIS for replacement windows and doors accounts for nearly 300 of these applications. Other applications during this period include 108 building notices, 54 full plan applications, one partnership application and 15 partnership applications from other local authorities and these numbers are consistent with the same period last year. At 78%, market share has increased consistently and performance remains within agreed parameters. Overall, work and income levels remain buoyant in what can only be described as challenging market conditions and complexities surrounding the construction industry and general economic uncertainty.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	£119,085	£235,700	£142,950	↑	Income is measured on a cumulative basis. Income has increased by £23,865 compared to the same point last year. This is a result of an unusually buoyant market and targeted marketing by the service which is reflected in a higher number of applications.	Continue to target our core business
Cost of delivering the service to the Council	£8,479	N/A	£21,730	↓	Performance is measured against direction of travel. The cost of delivering the service has risen by £13,251 compared to the same period last year. This is a result of staff vacancies which have led to an increase in the usage of agency staff.	A recruitment process is underway to fill vacant posts within the team which will lower costs in the short-term.

Table 6: Building Control performance exceptions

Contracts Management and Procurement

The service continues to support the Council with a number of procurement exercises. Of the four contracts awarded during the period, one was awarded to a local supplier.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of contracts awarded to local suppliers	22%	20%	25%	↑	No issues noted.	Continue to monitor.

Table 7: Contracts Management and Procurement performance exceptions

Council Tax and NNDR

Rates of collection and the amount collected for both Council Tax and NNDR are performing within agreed parameters. Recovery action resumed in May with 6,448 reminder notices issued to date. This represents an increase of 50 reminders for the same period last year when 6,398 reminder notices were issued. For 2019/20 to date 2,789 summonses have been issued, which is a reduction from period two last year of 79. There has been an increase in collectible debit of £3.6 million compared to 2018/19. At present, 78% of council taxpayers are paying by direct debit and 9,274 taxpayers have opted to pay via 12 monthly instalments which means more Council Tax should be paid during February and March than ever before.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Cost of service per property tax base	£7.32	£9.10	£5.52	↑	An invoice was received for NNDR during the period which resulted in a lower cost of service.	Costs are expected to increase in the next period due to the recruitment of an additional member of staff to cover an imminent staff retirement.

Table 8: Council Tax and NNDR performance exceptions

Democratic Services

This has been a busy period for the team who have been working with the Member Development Group, reflecting on the impact and effectiveness of the Member inductions and the next steps for Member Training. Steps are being taken to bring some of the softer skill training to an on-line platform and trials of this will commence during period three. The Civic Team held a very successful annual civic service; receiving a number of positive comments from civic dignitaries in attendance. Work is under way to welcome a group of Year 5 and 6 students to the Council Chamber to learn about council decision making as part of Local Democracy Week in October. If successful the team will use the format as a template to engage with other local schools moving forward. Despite the increase in Freedom of Information (Fol) requests received, turnaround times remain consistently at 100%. The team has been proactive in working with Managers to reduce the number of requests that require a response from officers through increased publication of information on the Council's website. This has resulted in 27% of all requests being handled directly by the Freedom of Information Officer and an improvement of two days in turnaround time.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Member satisfaction with training and development events	100%	87%	92%	↓	Satisfaction levels have dropped though they remain above target. A new way of recording feedback has been introduced during period two in order to get more detailed feedback.	The information gathered will be used to make improvements to training and development events where applicable.
% of Freedom of Information requests (Fol) turned around in the statutory time limit	99%	99%	100%	↑	Performance remains consistently above target and there has been a reduction in the turnaround time of two working days during the period. A total of 266 Fol requests were received which is an increase of 28 compared to the same period 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

Monthly fee income from planning applications remains variable; strong performance in June was followed by lower returns for the remainder of period two. Whilst the number of applications received overall remains above target, there has been a reduction in the number of larger fee-paying major applications and an increase in non-major applications, in line with the national trend. This explains the reduction in income with current forecasting predicting a £100k shortfall at year end. Team performance remains consistently high in terms of the number of applications determined on time. The quality of decision-making also remains strong with 8 out of the 10 appeal decisions received, being dismissed. The 2 allowed appeals equates to only 1% of overall reportable decisions made by the service within the period.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Received planning applications	493	460	517	↑	There have been 24 more applications compared to the same period last year though there has been a drop in the number of major applications, in line with national trends.	Continue to monitor

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of major planning applications determined on time	100%	90%	100%	→	There have been 16 major applications received during period two, all of which were determined on time.	Continue to monitor
% of non-major applications determined on time	99%	80%	99%	→	There have been 279 non-major applications received during the period, of these, 277 were determined on time.	Continue to monitor
Appeals allowed as a % of all appeals	2%	9%	1%	↑	There were 295 reportable decisions during the period of which 10 progressed to appeal stage. Of the 10 appeals, 2 were allowed and 8 were dismissed.	Continue to monitor
Received income	£464,046	£1,019,200	£349,327	↓	Income is down by £114,719 compared to the same period last year. This is a result of a reduction in the number of major fee-paying applications which is in line with the national trend.	This measure is largely outside the Council's control as it is dependent on income from major planning applications. Nationally, there has been a notable decline in these types of planning applications.

Table 10: Development Management performance exceptions

Enforcement and Community Safety

The number of licensed properties in the Gainsborough South-West ward has decreased during this period. This is due to Officers working proactively to identify unlicensed properties. The total number of licensed properties now stands at 644, with the overall total at the end of the scheme expecting to exceed 700. This is significantly higher than the estimated 550. A resource issue has impacted the investigation speed and outcomes across the housing work area, resulting in less officer time available to address cases. This has not impacted the team's ability to deliver with priority cases, however does remain an issue. Plans are in place to address these resource issues and an outcome is expected by the middle of October. Across both housing and planning enforcement, the number of cases closed within 6 months remains high with an average of 80% across both work areas. There continues to be a consistent case demand with 16 per month (housing) and 19 per month (planning). Likewise, an average of 80% of cases within planning enforcement are given an initial response within 20 working days.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average time before a community safety case is closed	11 days	15 days	6.5 days	↑	Performance has improved consistently on a month by month basis for the last 16 months.	The target will be reviewed for 2020/21 to ensure it is reflective of current performance levels as well as being stretch based.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of community safety cases closed following compliance with Fixed Penalty Notices (FPN)	N/A	80	101	N/A	No issues noted	Continue to monitor
The number of private sector properties where conditions have been improved	N/A	28	14	N/A	This is a new performance measure for 2019/20, therefore there is no baseline comparison available. A staffing resource has impacted upon the team's capacity since July.	Resourcing issues are expected to be resolved during October and performance should therefore be on target for period three onwards. A review of the reporting system is also being undertaken to ensure information is being recorded accurately by officers.
% of housing enforcement cases closed within 6 months	N/A	75%	78%	N/A	This is a new performance measure for 2019/20, therefore there is no baseline comparison available.	Continue to monitor
% of planning enforcement cases closed within 6 months	N/A	75%	86%	N/A	This is a new performance measure for 2019/20, therefore there is no baseline comparison available.	Continue to monitor

Table 11: Enforcement performance exceptions

Enterprising Communities

A number of service vacancies have been filled during the period, including a Project Support Officer and Community Broadband Officer. Our CCTV Service continues to respond to high volumes of incidents including shoplifting and anti-social behaviour. A total of 1,377 incidents were monitored during the period, with 143 reviews completed. Hemswell Cliff Managed Estate works continue to achieve positive results including improved maintenance of open green spaces and a continued reduction in anti-social behaviour incidents. Requests for funding from our Match Funding Grant have increased this year resulting in more projects being funded and an on-going pipeline. A total of £44,900 in community grants has been awarded during period two which is within agreed parameters. Initial exploration work has started on developing proposals for a refresh of Gainsborough Bus Station as part of our Community Transport Programme.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of Townwatch customers using the CCTV service	N/A	50	31	N/A	No issues noted	Continue to monitor

Table 12: Enterprising Communities performance exceptions

Garden Waste Collection

New subscriptions have been consistently higher than anticipated throughout period two. The majority of new subscriptions are for new build properties and for those who have gone on to subscribe for an additional bin. Previous issues relating to the outsourced mail room and outsourced printing of bin subscription stickers have now been rectified. This has resulted in decreased demand on Customer Services staff; more efficient crew rounds and a reduction in the number of missed bins. Crews continue to reject bins that are presented without a subscription. A new procurement exercise is underway which should lead to improvements in the production of welcome packs for customers signing up to the service in year three.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Subscription take up	58.3%	58%	64.2%	↑	Crews continue to monitor bin presentation and reject any bins that are not subscribed to the service. There has been an increase in subscriptions later in the year due to residents moving in to new build properties and customers signing up for additional bins.	A clear communications strategy is in place to inform residents about the service for year three. This includes ensuring that all new housing developments receive the relevant literature.
Income generated by the Garden Waste service	£897,032	£780,615	£914,095	↑	The weather during period two has contributed to an increase in demand for the garden waste service. The majority of new income is a result of residents moving into new build properties; or customers signing up for an additional bin. Income is £17,063 higher than the same period last year, which equates to an additional 568 bins.	As above
% of garden waste collections that were missed	N/A	0.2%	0.07%	N/A	Turnaround time for residents to receive bin subscription stickers has reduced to five days as a result of producing the stickers in house. This has led to improvements in the round sheet for crews, resulting in fewer missed bins.	Continue to monitor

Table 13: Garden Waste performance exceptions

Healthy District

The Active Communities Manager has now been appointed and outreach usage is steadily increasing. Satisfaction is centred around the Health Suite and in light of some of the feedback received regarding cleanliness; an ongoing monthly report will be requested at the next client meeting in October to analyse the comments and complaints and to identify improvements to the service provided to the customer.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Customer satisfaction with West Lindsey leisure facilities	95%	75%	96%	↑	Comments received during the period mainly relate to cleanliness of the Leisure Centre.	Issues relating to cleanliness will be addressed at the next client meeting in October.
Volume of people using the West Lindsey leisure centre	96,674	57,131	107,324	↑	There were 10,650 additional people using the Leisure Centre during period two compared to the same period last year.	No issues noted.

Table 14: Healthy District performance exceptions

Home Choices

This period has seen a refocus of the private rented sector's work objectives to assist Prevention officers with accessing the private rented sector. This has led to improved liaison between the Private Rented Officer and Landlords. A total of 19 people have been housed from the Housing Register during period two. A recent meeting with the Ministry for Housing, Communities and Local Government, West Lindsey was identified as being in the top 10% of all local authorities for the number of people housed in the private sector, as well as for comparatively low usage of temporary and bed and breakfast accommodation.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of households using temporary accommodation	23	24	19	↑	Performance is continuing to improve	Improved working practices and better liaison with landlords should ensure continued improvements in performance during period three.
The number of cases prevented from becoming homeless within the statutory target (56 days)	80	120	57	↓	Improved working practices have led to long-term cases being significantly reduced during the period.	As above
The number of cases relieved from homelessness within the statutory target (56 days)	N/A	60	68	N/A	As above	As above
Number of nights spent in B&B accommodation	123	0	58	↑	Performance has been impacted due to an incident between 2 flats which necessitated the use of B&B accommodation.	Significant improvements have been made but complex cases will impact figures where they arise.

Table 15: Home Choices performance exceptions

Housing

The number of referrals for Disabled Facilities Grants (DFGs) is higher than average and if this trend continues it may impact on the level of resources need to complete the works in a timely manner. A new contractor framework has been introduced within period two which is likely to impact on some of the overall completion timescales. At this stage, completion times remain consistent and continue to be monitored. The work relating to empty homes in the Gainsborough South-West Ward continues to be positive and the overall number of long-term empty properties continues to decrease.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Customer satisfaction with DFGs	100%	92%	100%	→	Satisfaction remains consistently high	Continue to monitor
Average cost of Disabled Facilities Grants (DFGs)	£7,259	£7,500	£5,630	↑	No issues noted	Continue to monitor
Average number of days from DFG referral to completion	124	120	172	↓	A new contractor framework has commenced across the county and, in turn, new processes for staff and contractors. The majority of simple works are still completed within a much smaller timescale.	The overall figure is expected to steadily reduce as the framework becomes embedded. The target will be subject to review at the end of the year to ensure it is aligned with the framework timescales.

Table 16: Housing performance exceptions

ICT

Following a performance workshop held in June 2019, a new set of performance measures have been identified which provide a much better picture of service demand, activity and productivity compared to the previous set of measures. This will enable continuous learning and improvement within the ICT service. These new measures have been signed off by the ICT Board, who agreed that reporting against these new measures should begin straightaway. The remainder of 2019/20 is being used as a baseline with targets to be allocated from 2020/21. In terms of team activity, the continued work on cyber security protected the Council from serious cyber-attacks such as the DejaBlue Worm and the BioStar security leak which violated 23 gigabytes of data and 30 million records in organisations such as the Metropolitan Police. In total during period two, 300,000 ransomware attacks were detected and 56% of emails were classed as spam.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of helpdesk requests received	N/A	N/A	547	N/A	Of the requests received, 8 were received via email; 265 were reported directly by the ICT team and 274 were reported by officers using the helpdesk portal.	The ICT team will use this information to analyse demand and the type and frequency of requests received in order to make improvements where possible.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average time taken to action helpdesk requests	N/A	N/A	3.8 days	N/A	This measure will be used to monitor turnaround times with a view to making improvements to the service provided	As above
Number of change management requests received during the period	N/A	N/A	3	N/A	This measure will be used in conjunction with the measure below to identify where improvements can be made to the service	As above
Number of change requests completed during the period	N/A	N/A	21	N/A	The number of change requests completed during the period is higher than the number received as the majority have been carried over from the previous period.	As above

Table 17: ICT performance exceptions

Licensing

Income for period two has increased by 10.3% (or £5,336.00) compared to the same period last year. One reason for this is an increase in applications equating to 13% (or 39 applications). The following Licensing income streams have all contributed to extra income within the period: alcohol, animal welfare, gambling and scrap metal. Animal welfare applications continue to be submitted throughout the year as a direct result of the 2018 revised legislation. Conversely, tax income has reduced when compared to the same period in 18/19, however it remains within budget. Overall, licensing income is currently operating ahead of its projected budget by £11k however, this will even out over the remainder of the year. The number of applications received is largely demand led and to a great extent beyond the Council's control, so there will always be a degree of fluctuation in the amount of applications received.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	£71,573	£118,700	£80,486	↑	Cumulative income for the year to date has increased by £8,913 compared to last year. For period two alone, income is up 10% compared to period two last year. This is a result of an increase in applications, as explained in further detail in the summary above.	Continue to monitor
Number of applications received	299	260	338	↑	There has been a 13% increase in applications compared to the same period last year, equating to 39 additional applications. A breakdown of application types is included in the summary above.	Continue to monitor

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of applications processed within the target time	96%	96%	100%	↑	Turnaround time has remained consistently high since staffing issues within the team have been addressed.	Continue to monitor

Table 18: Licensing performance exceptions

Local Land Charges

The focus for period two has been to reduce turnaround times following a new officer starting post in the team in June. This was after a resource issue was highlighted in 2018/19. Turnaround times have begun to reduce month on month since June 2019 although staff absence and time required for new staff training has impacted performance. Turnaround times reduced significantly in September to 9.8 days and the service is striving to continuously improve performance, demonstrating the benefit of additional staff resource. Market Share remains on target at 65% and this is significantly higher than other local authorities in the area where market share is typically in the 30-40% margin.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of searches received	924	772	865	↓	The number of searches received is driven by the property market	
Income received	£56,309	N/A	£49,965	↓	Performance is measured on a cumulative basis against direction of travel. Income for the first half of 2019/20 is down by £6,344 compared to the same period last year. The level of income is largely driven by the property market which has slowed over the last year.	As above.
Time taken to process a search	11.3 days	10 days	14.9 days	↓	Turnaround times have been impacted by staff absence during June, July and August, as well as training a new member of staff.	Turnaround times have begun to decrease month by month since a new officer commenced post within the team in June. Performance improved significantly during September with turnaround times reducing to 9.8 days. This trend is expected to continue for the rest of the year and the year-end target is expected to be met.

Table 19: Local Land Charges performance exceptions

Regulatory Services

The additional officer working within the Food Safety area is now undertaking inspections and the increase in activity can be seen with improved performance levels from July onwards. The Council is on target to achieve 90% of inspections as per its work plan. Alongside this, the number of food premises rated at least 3* remains consistent. Officers continue to work positively with businesses and there is continuing demand for (charged) inspection revisits. The speed at which Environmental Protection cases are closed remains consistently high with an average of 60 service requests received per month.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% 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	82	258	N/A	No issues noted	Continue to monitor
% of Environmental Protection cases closed within 6 months	N/A	75%	99%	N/A	No issues noted	Continue to monitor

Table 20: Regulatory Services performance exceptions

Street Cleansing

Street cleansing costs per household for last year were £12.21 which is in the top quartile of all authorities benchmarked through APSE. The cost per household for period two 2019/20 is £12.95, this represents a 2.04% increase from period one 2019/20 and a 6.6% increase from 2018/19, mainly due to rising fuel costs. The service continues to have strong links with communities, the Great British Spring Clean initiative helped increase the number of voluntary litter picks in April/ May and has helped in keeping residents engaged in further community tidy ups. There have been 24 volunteer litter picks during the period, meaning performance is exactly on target as well as representing a 4.34% increase in activity compared to the same period last year. With further community engagement, this trend is expected to continue. Since the introduction of Schedule 4 the amount of abandoned shopping trolleys found/collected from our streets has reduced by 70%. During period two, there were 247 instances of fly-tipping of which 244 (or 98.8%) were collected and disposed of within the Service Level Agreement. The street cleansing service continues to strive to deliver an excellent service to its stakeholders and again for period two compliments far exceed complaints.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income generated	£15,847	£26,200	£45,483	↑	One off payments have been made in July 2019, including Hemswell Management Fee, weed spraying and the collection of abandoned shopping trollies.	Continue to monitor

Table 21: Street cleansing performance exceptions

Systems Development

Proactive monitoring and management of services ensures high standards of performance are maintained.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Level of LLPG standard achieved	Gold	National standard	Gold	→	Performance remains above target	Continue to monitor
Website availability	100%	98%	100%	→	Performance remains above target	Continue to monitor

Table 22: Systems Development performance exceptions

Town Centre Management

Performance remains significantly below target for Gainsborough market. Stall take up by traders on the Tuesday market has declined with a take-up of 291 stalls compared to 377 in the same period last year. This represents a 17.5% decrease. For the Saturday market, there has been a take-up of 124 stalls compared to 279 for the same period last year, representing a 55.5% decrease. In-house led operational changes have now been implemented which have led to efficiency savings being made. Further options are to be viewed, the Council is seeking to understand options around different delivery methods for Gainsborough Market, and meanwhile an interim arrangement with Marshall's Yard is in place. The Gainsborough Farmers Market has now been relocated onto Market Street, Gainsborough, in order to forge better links with Marshall's Yard & the Gainsborough Market Place and to bring additional footfall into the Market Place. The Farmers' Market continues to perform strongly with stall take-up at 100%. Additional traders making enquiries are being encouraged to take a stall on the Gainsborough Market and this has led to a small increase in stall take-up on the Saturday market on days when the Farmer's Market is in operation. The three day Gainsborough Food and Garden Festival in June was well supported and well received. A second three day event is scheduled for November. This is a Christmas themed event which incorporates the Christmas Light Switch On.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of paid for market stalls – Tuesday	38	37	31.5	↓	The number of market stalls continues to be affected by adverse weather conditions, traders giving notice of their intention to vacate their stalls, ill-health of traders and a cancelled market in August (due to weather warnings being issued).	Members agreed to undertake a one year trial arrangement between Marshall's Yard and the Council in an effort to improve market performance. The findings of this arrangement are due to be reported back to Members in period three for decision on a way forward. A three day event is scheduled for November as outlined above.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of paid for market stalls - Saturday	16	14	7	↓	As above	As above
Income received	£12,149	£17,542	£15,992	↓	Income is down as a result of a reduction in traders.	Traders are entitled to take a total of four weeks annual leave. A number of traders are still to use this entitlement and this will have a further negative impact on income for the remainder of the year.

Table 23: Town Centre Management performance exceptions

Trinity Arts Centre

Trinity Arts Centre (TAC) has enjoyed a successful period with great achievements in engaging young people and showcasing local community talent. In June TAC welcomed hundreds of primary school children from the district who enjoyed free tickets to see 'The Flying Bath' by Little Angel Theatre. For the duration of 2019, TAC has enjoyed a strong partnership with the award-winning London based theatre company who have sent an artist into local schools to engage them in special 'making' workshops. The project concludes in November with a final performance of Emily Rising. TAC is one of only ten venues across the UK to be part of this unique and vital arts project. In July the Arts Centre enjoyed its busiest month of community productions in its history. The usual community group productions were hosted along with the addition of new groups moving from other theatres to perform at Trinity. Gainsborough Musical Theatre Society in particular enjoyed their most ever successful production achieving over 80% capacity and turning over the most money ever seen in box office sales. August was a successful month of family films with most screenings selling out and additional ones having to be added to the schedule. In September, Trinity Arts Centre enjoyed a Gainsborough first with Britain's Got Talent and Ab Fab Movie star 'La Voix' launching her sold out UK tour from TAC. Income for the period came in at £13,377.00 with an average spend per head on secondary sales of £2.10.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Audience figures	6,414	4,800	7,023	↑	Audience figures were at full capacity in July and audiences for family films surpassed all predictions in August.	N/A

Table 24: Trinity Arts Centre performance exceptions

Waste Collection

The recycling rate has continued to rise due to the green waste service exceeding its targets once again (54%). The Council is working closely with the Lincolnshire waste partnership to be able to offer a more comprehensive recycling collection service; and to reduce the amount of contamination within the

recycling stream. To coincide with the attempts to reduce contamination a new county wide Mixed Dry Recycling Strategy has been agreed and all the districts web-sites have been aligned to ensure a consistent message. Trials of both food waste and separate paper/card collections have begun in several districts, the Lincolnshire Waste Partnership Strategic Officers Working Group are in talks with the Department for the Environment, Food and Rural Affairs (DEFRA) regarding food waste collection roll out before the 2023 deadline. The cost of service is slightly higher than the target which was set before the national public sector pay rise was agreed and implemented. However, the Council still represents good value for money when benchmarked with other local authorities.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Surplus generated by the trade waste scheme	N/A	£79,500	£108,959	N/A	There are now over 350 customers using the scheme.	Continue to monitor
Number of missed black and blue bin collections	318	380	310	↑	The number of missed collections remains low and this is expected to continue as a result of improvements to the staff rotas which have resulted in a better service for the customer.	Continue to roll out service improvements.
% of missed bins collected within the Service Level Agreement	96%	95%	98%		As above	As above

Table 25: Waste Collection performance exceptions

Appendix 2

Extract from the Corporate Policy and Resources Committee Meeting held on 7 November 2019

39 PROGRESS AND DELIVERY PERIOD 2 2019/20

Members considered a report on progress and delivery for period two of 2019/20, which encompassed June to September 2019.

The Head of Paid Service reminded Members that those areas within the report that were exceeding their target were listed in green; those underperforming were in red. Whilst the Home Choices figures were not classed as exceeding their target, the Ministry of Housing, Communities and Local Government (MHCLG) fed back at a recent meeting that West Lindsey was identified as being in the top 10% of all local authorities for the number of people housed in the private sector. There was a target of having no individuals housed in bed and breakfast accommodation; officers did not want to set a target above 0 as it was felt 0 is where this figure should be.

Following this introduction, conversations between Members and officers provided further information:

- Feedback to some local Members on customer satisfaction at the West Lindsey Leisure Centre did not mirror what was mentioned in the report. Officers reported that negative feedback on the site related to the 'wet-side' of the Leisure Centre, rather than the new gym. It had been hard to retain cleaners at the site, which had led to some issues with cleanliness.

The investment by WLDC into the Leisure Centre did not include any major refurbishment of the wet side (the swimming pool). The contract did include a deep clean of the pool side of the Leisure Centre, as well as the lockers and toilets. There was a clear discrepancy between the gym and the pool.

Issues with the Leisure Centre had been raised by the Business Development Manager for Contracts and Procurement recently when she had visited the facility.

RESOLVED to note the report.

Appendix 3

Extract from the Prosperous Communities Committee Meeting held on 22 October 2019

34 PROGRESS AND DELIVERY REPORT - PERIOD 2 2019/20

Members gave consideration to a report which assessed the performance of the Council's services through agreed performance measures, as at the end of Period 2 for the 2019/2020 year. Members were asked to review performance and recommend areas where improvements should be made, having regard to any remedial measures already included within the report.

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

Table two identified measures where performance was outside agreed tolerance for two periods or more. Measures where additional improvement actions had been requested by Management Team had also been highlighted, these primarily related to the Home Choices Function.

Markets had been a continuing area of concern for the Committee and Members noted that there would be a paper dedicated to the Markets at the next meeting.

Debate ensued and in response to Members' comments Officers confirmed the correct target figure for rental income – Car Parks was £190,700.

Concerns were raised regarding the cleanliness of the Leisure Centre, with Members reporting receiving personal complaints direct to them. Assurance was also sought that the Authority was capturing all complaints made, considering some of these were likely being made direct to the Centre itself.

Officers gave assurances that they were fully aware of the ongoing concerns. Client meetings were being held on a monthly basis and these matters were being regularly raised. Default notices would be served where appropriate. The contract was being managed tightly, and in fact unannounced spot checks had commenced. In response to Members' requests Officers undertook to provide feedback from the client meeting.

Members enquired as to how and who measured the success of the Market events and were advised that individual analysis for each event was undertaken comprising satisfaction surveys, footfall counts and attendance figures.

All such data was available and would form part of the report referred to earlier in the debate, due for consideration at the next meeting.

On that basis it was **RESOLVED** that: -

having critically appraised the performance of the Council's services through agreed performance measures, and having had regard to the remedial measures suggested in the report, and the information provided in response to Member questions, no further remedial actions be requested at this stage.

Full Forward Plan for All Committees (valid from 12 November 2019 to 31 July 2020)

Purpose:

The table below provides a summary of reports that are due on the Forward Plan for the remainder of the Civic Year.

Recommendation:

1. That members note the contents of this document.

Title	Lead Officer	Purpose of the report
OVERVIEW AND SCRUTINY		
18 FEBRUARY 2020		
Partnership Working - Environment Agency	Ele Snow, Democratic and Civic Officer	Attendance by the Environment Agency
11 MARCH 2020		
Pre-Scrutiny Caistor Southdale Development	Eve Fawcett-Moralee, Executive Director of Economic and Commercial Growth	To pre-scrutinise the papers for the Caistor Southdale Development (date TBC)
Progress and Delivery Report - Period 3 2019/20	Ellen King, Senior Performance Officer	To present performance of the Council's key service against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
CORPORATE POLICY AND RESOURCES		
9 JANUARY 2020		
Reserves Strategy and Annual Review of Reserves 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support	Review of current earmarked reserves to establish current and future requirements and close those considered obsolete. Review of reserves strategy.

Manager

Approval of the Council's Proposed Performance Measures	Ellen King, Senior Performance Officer	This report presents the following for approval by Members: 1. The Council's proposed Progress and Delivery performance measures for 2020/21; 2. The Council's proposed Corporate Plan performance measures for 2020-2023
Trinity Arts Centre Lighting	Anna Grieve	To request additional funds for Trinity Arts Centre lighting project

6 FEBRUARY 2020

Review and rationalise information security policies	Steve Anderson, Data Protection Officer	A proposal for reviewing and rationalising the authorities information security policy set.
Review of Recruitment & Selection Policy	Emma Redwood, People and Organisational Development Manager	To review the council's recruitment & selection policy and update as required
Progress and Delivery Report - Period 3 2019/20	Ian Knowles, Chief Executive	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
Budget and Treasury Monitoring Period 3 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support Manager, Sue Leversedge, Business Support Team Leader	forecast outturn position as at 31st December 2019
Corporate Policy & Resources Committee Draft Budget 2020/21 & estimates to 2024/25	Sue Leversedge, Business Support Team Leader	draft budget for PC & CPR budgets 2020/21 - 2024/25
Compassionate Leave Policy	Emma Redwood, People and Organisational	To write a Compassionate Leave Policy for the council

Development Manager

23 APRIL 2020

Caistor Southdale Development	Karen Whitfield, Communities & Commercial Programme Manager	To approve plans for GP and residential development
-------------------------------	--	---

Budget and Treasury Monitoring Period 4 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support Manager, Sue Leversedge, Business Support Team Leader	to report final outturn position 2019/20
---	--	--

Stress Management Policy	Emma Redwood, People and Organisational Development Manager	To review the council's stress management policy and update as required
--------------------------	---	--

Officer Code of Conduct	Emma Redwood, People and Organisational Development Manager	To review the officer code of conduct and update as required
-------------------------	---	---

11 JUNE 2020

Hemswell Cliff Managed Estate Contract	Shayleen Towns, Senior Community Action Officer	WLDC contract, which commenced July 2018, is due for review at 2.5 years. This report is to review options for the future of this work
--	--	--

Capability Policy	Emma Redwood, People and Organisational Development Manager	To review the council's capability policy and update
-------------------	---	--

COUNCIL

20 JANUARY 2020

Local Council Tax Support Scheme for 2019/20	Alison McCulloch, Revenues Manager	To determine the local council tax support scheme for 2019/20
Council Tax Base	Caroline Bird, Principal Corporate Accountant	Council Tax Base information and Collection Fund Surplus Report
Mid Year Treasury Management Report 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support Manager	To provide a Mid Year report on Treasury Management performance and prudential indicators.
To adopt the Spridlington NP	Nev Brown, Senior Neighbourhood Planning Policy Officer	To adopt the Plan
2 MARCH 2020		
Executive Business Plan, Medium Term Financial Strategy and Plan 2020/21 - 2024-25	Tracey Bircumshaw, Strategic Finance and Business Support Manager	To present financial the plans and strategies to deliver Corporate Plan objectives and quality services over the medium term, whilst managing financial risks to ensure our future resilience.
11 MAY 2020 (ANNUAL)		
Annual Constitution Review	Katie Coughlan, Senior Democratic & Civic Officer	Annual review ahead of annual council in 2020
Climate Strategy	James O'Shaughnessy, Corporate Policy Manager & Deputy Monitoring Officer	To set out the Council's approach to becoming net zero carbon by 2050
GOVERNANCE AND AUDIT		
14 JANUARY 2020		
Internal Audit Q3 19/20	James Welbourn,	To present the update for quarter 3 to G and A

	Democratic and Civic Officer	committee
External Audit Strategy Memorandum (Plan) for 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support Manager	To present the 2019/20 External Audit Plan for the Statement of Accounts
Internal Audit Draft Annual Plan Report 2020/21	James Welbourn, Democratic and Civic Officer	To present to members the draft annual internal audit plan based on assurance mapping and risk assessments across the Council's critical services.
Certification of Grants and Returns	Tracey Bircumshaw, Strategic Finance and Business Support Manager	To present the outcome of the External Audit of Grant Claims and returns
Draft Treasury Management Strategy	Tracey Bircumshaw, Strategic Finance and Business Support Manager	To provide members with the opportunity to review the Strategy and to provide assurance prior to recommending to Council for approval.
Combined Assurance Report 2019/20	James O'Shaughnessy, Corporate Policy Manager & Deputy Monitoring Officer	Combined Assurance Report 2019/20
Annual Governance Statement 2018/19 Action Plan Update	James O'Shaughnessy, Corporate Policy Manager & Deputy Monitoring Officer	Six month progress report against actions contained in the 2018/19 AGS Action Plan
10 MARCH 2020		
Accounts Closedown 2019/20 - Accounting Matters	Caroline Capon, Corporate Finance Team Leader	To review and approve the accounting policies actuary assumptions and materiality levels that will be used for the preparation of the 2018/19 accounts. For the External Auditor to explain the process of the External Audit of the Statement of Accounts and

approach to the Value for Money Audit 2018/19.

14 APRIL 2020

Internal Audit Charter	James Welbourn, Democratic and Civic Officer	IA Charter for 20/21 - John Sketchley
Internal Audit Q4 19/20	James Welbourn, Democratic and Civic Officer	To present the update for quarter 4 to G and A committee

16 JUNE 2020

Unaudited Statement of Accounts 2019/20	Caroline Capon, Corporate Finance Team Leader	Review of the Unaudited Statement of Accounts 2019/20
Internal Audit Annual Report 2019/20	James Welbourn, Democratic and Civic Officer	Annual Report from Assurance Lincolnshire

21 JULY 2020

Audited Statement of Accounts 2019/20	Caroline Capon, Corporate Finance Team Leader	To review and sign off the 2019/20 Statement of Accounts
Internal Audit Quart 1 2020/21	James Welbourn, Democratic and Civic Officer	Report from Assurance Lincolnshire

JOINT STAFF CONSULTATIVE

16 JANUARY 2020

Sickness absence update	Emma Redwood, People	to provide an update on the council's levels of sickness
-------------------------	----------------------	--

and Organisational
Development Manager

absence

LICENSING

PROSPEROUS COMMUNITIES

28 JANUARY 2020

Addition of a Rough Sleeping chapter to the Lincolnshire Homeless Strategy 2018-2021

Rachel Parkin, Home Choices Team Manager

The National Rough Sleeper Strategy, published in October 2018, requires that authorities re-badge their strategies as Homelessness and Rough Sleeper strategies by the end of December 2019. The Lincolnshire strategy covers the five year term 2017 to 2021 and needs to re-badged as the Lincolnshire Homelessness and Rough Sleeper strategy by no later than 31 December 2019.

Strategic Visitor Economy Strategy

Wendy Osgodby, Senior Growth Strategy & Projects Officer

Support for the Visitor Economy is embedded within West Lindsey District Council's Corporate Plan, under the theme 'A prosperous and enterprising district' as follows:
Vision:
'Creating local wealth through the visitor economy'
Objectives:
-Increasing number of visitors / length of stay
-Increasing expenditure by visitors
-Developing leisure, culture and recreational offer
-Increasing the quality and number of businesses / jobs in the sector
Therefore, it is clear that support for developing our Visitor Economy sits at the centre of our strategy for the future of the district.

Employment & Skills Partnership

Amanda Bouttell, Senior

Report to update on pilot year achievement and set out

Project and Growth Officer delivery plan for continuation.

Vulnerable Communities Strategy (formally Place Based Strategy)

Grant White, Enterprising Communities Manager

Update on place based strategy including work in South West Ward and Hemswell Cliff.

Prosperous Communities Committee Budget 2020/21

Sue Leversedge, Business Support Team Leader

This report sets out the details of the Committee's draft revenue budget for the period of 2020/21 and estimates to 2024/25.

West Lindsey Parish Charter

Grant White, Enterprising Communities Manager

To present updated version of West Lindsey Parish Charter for consultation with parish/town councils.

Progress of health related work

Diane Krochmal, Housing Strategy & Supply Manager

To provide an annual update report on progress of health related work

Gainsborough Bus Station Refurbishment

Matthew Snee, Community Engagement Officer

Proposal for refurbishment of Gainsborough Bus Station as part of Transport Programme.

17 MARCH 2020

Consultation & Engagement Strategy

Grant White, Enterprising Communities Manager

To introduce a new corporate Consultation

Viable Housing Solution

Diane Krochmal, Housing Strategy & Supply Manager

Report detailing the preferred option for a Viable Housing Solution within the South West Ward of Gainsborough

5 MAY 2020

HousinG Assistance Policy Update

Andy Gray, Housing and Enforcement Manager

To provide elected Members with an update on the performance related to the HAP.

REGULATORY

Overview and Scrutiny Work Plan (valid 1 Dec 2019 to 31 May 2020)

Purpose:

The table below provides a summary of reports that are due on the Forward Plan for the remainder of the Civic Year.

Recommendation:

1. That members note the contents of this document.

Title	Lead Officer	Purpose of the report
7 JANUARY 2020		
Progress and Delivery Report - Period 2 2019/20	Ellen King, Senior Performance Officer	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
Preparation for Environment Agency	Ele Snow, Democratic and Civic Officer	To prepare questions / areas of discussion for the attendance of the Environment Agency.
13 FEBRUARY 2020		
Partnership Working - Environment Agency	Ele Snow, Democratic and Civic Officer	Attendance by the Environment Agency
31 MARCH 2020		
Progress and Delivery Report - Period 3 2019/20	Ellen King, Senior Performance Officer	To present performance of the Council's key service against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
Pre-Scrutiny Caistor Southdale Development	Eve Fawcett-Moralee, Executive Director of Economic and Commercial Growth	To pre-scrutinise the papers for the Caistor Southdale Development (date TBC)

28 APRIL 2020

Page 49

Agenda Item 8

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted