

Guildhall Gainsborough  
Lincolnshire DN21 2NA  
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## AGENDA

**This meeting will be webcast live and the video archive published on our website**

Overview and Scrutiny Committee  
Tuesday, 21st September, 2021 at 6.30 pm  
Council Chamber - The Guildhall

**PLEASE NOTE DUE TO CAPACITY LIMITS WITHIN THE GUILDHALL THE PUBLIC VIEWING GALLERY IS CURRENTLY SUSPENDED**

This Meeting will be available to watch live via:  
<https://west-lindsey.publici.tv/core/portal/home>

**Members:**

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

1. **Apologies for Absence**
2. **Minutes of the previous meeting** (PAGES 3 - 5)  
Meeting of the Overview and Scrutiny Committee held on 22 June 2021
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 from previous Committee meetings.

5. **Discussion Item: Fly-Tipping** (PAGES 6 - 15)  
Presentation by Ady Selby, Assistant Director Commercial and Operational Services, regarding fly-tipping across the district.
6. **Public Reports**
- i) Disabled Facilities Grants Report (PAGES 16 - 39)
7. **General Work Items**
- i) Forward Plan (PAGES 40 - 47)
  - ii) Committee Workplan (PAGE 48)
8. **Exclusion of Public and Press**  
To resolve that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.
9. **Exempt Reports**
- i) Marshall's Yard Contract for Gainsborough Market (PAGES 49 - 83)

Ian Knowles  
Head of Paid Service  
The Guildhall  
Gainsborough

Monday, 13 September 2021

## WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Overview and Scrutiny Committee held in the Council Chamber - The Guildhall on 22 June 2021 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 Timothy Davies  
Councillor David Dobbie  
Councillor Mrs Caralyne Grimble  
Councillor Mrs Angela Lawrence  
Councillor Keith Panter  
Councillor Roger Patterson

**Also Present:** Councillor Trevor Young

**In Attendance:**  
Ady Selby Assistant Director of Commercial and Operational Services  
James O'Shaughnessy Head of Policy Strategy and Sustainable Environment /  
Deputy Monitoring Officer  
Ele Snow Democratic and Civic Officer

**Apologies:** Councillor Jane Ellis  
Councillor Cherie Hill

### 1 MINUTES OF THE PREVIOUS MEETING

**RESOLVED** that the minutes of the meeting of the Overview and Scrutiny Committee held on 30 March 2021 be confirmed and signed as a correct record.

### 2 MEMBERS' DECLARATIONS OF INTEREST

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

### 3 MATTERS ARISING SCHEDULE

The Democratic and Civic Officer confirmed there were no outstanding matters arising.

#### **4 OVERVIEW AND SCRUTINY OPERATING METHODOLOGY**

The Democratic and Civic Officer introduced the first report of the evening, with the purpose of agreeing the Operating Methodology for the new civic year. She explained that the methodology set out criteria for when any item could be called in for scrutiny either as an ongoing project, poor performance or for predecision scrutiny and that this approach had generally worked well and allowed the Committee to invite organisations that provided services within the District for discussions around issues of concern for Members. She stated that the current version of the Operating Methodology was approved by the Committee in June 2019, following the 2018/19 review of the scrutiny function within the Council. It was highlighted that despite the limitations on the Committee due to the Covid-19 pandemic, the Committee had continued to work according to the Operating Methodology and the revised version had proven to be simpler to work with. With this in mind, there were no subsequent amendments suggested at this time.

A Member of the Committee enquired as to why only four service areas could be reviewed under Performance Management. The Democratic Officer explained that owing to the nature of such reviews, and the need for the service area to have been underperforming for at least two consecutive reporting quarters, it was necessary to manage the number of such reviews to ensure the Committee work plan was balanced. It was highlighted that it was unlikely that there would be a requirement for as many as four such reviews in any one civic year.

The Chairman highlighted the transparency of the Committee and the purpose of the methodology was to facilitate open scrutiny where needed, for both internal and external areas of concern. It was noted that the Committee was apolitical and much of the work with external partners was conducted cross-party.

With no amendments suggested to the document, and having been proposed and seconded, it was unanimously

**RESOLVED** that the proposed Operating Methodology be approved for implementation throughout the 2021/22 Civic Year.

#### **5 OVERVIEW AND SCRUTINY PROPOSED WORK PLAN FOR CIVIC YEAR 2021/22**

The Democratic and Civic Officer summarised the proposed work plan for 2021/22. She explained that the work plan incorporated work items that were continuing from the previous civic year and items that had been referred to the Overview and Scrutiny Committee from the two policy committees. She added there were three proposed areas of work for consideration, those being fly tipping, sport development and service provision at John Coupland Hospital, Gainsborough. Should the work plan and additional areas be approved, the meeting dates would be populated with work items accordingly.

The Chairman highlighted the need to build upon the leisure focus of the previous year, looking at future development plans rather than the impact of the pandemic, as well as noting the impact that fly-tipping was having across the district. A Member of the Committee questioned whether the focus on John Coupland Hospital was too specific, noting there was a wider district consideration in terms of community healthcare. It was felt that by inviting representatives from the hospital, the wider district concerns would lead on from that initial

contact.

There was discussion regarding the success of virtual meetings throughout the pandemic and whether the Committee could include work to lobby for permanent changes, enabling meetings to be held virtually should it be necessary. Visiting Member Councillor T. Young added that the Government had called for evidence from Local Authorities regarding the issue. Members also noted comments had been made at the Members' Forum along similar lines.

The Committee made suggestions as to how the work plan could be populated, such as prioritising the health focus, and, with no further comments, having been proposed and seconded, it was

**RESOLVED** that the proposed areas of work for the 2021/22 civic year be approved.

## **6 FORWARD PLAN**

The contents of the Forward Plan were **NOTED**.

The meeting concluded at 6.57 pm.

Chairman

# Fly-tipping statistics Overview and Scrutiny Committee 12 September 2021

# Outline

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1. Show historical and current rates
2. Demonstrate reactive work
3. Outline enforcement stats
4. Debate future approach

# Data

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	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total (fly tips per year)	674	1056	1475	991	803	1197	957	2925

# Data

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
W01 Animal carcass	2	3	5	3	1	3	4	11
W02 Green/garden waste	40	52	49	90	42	54	70	129
W03 Vehicle parts	12	8	32	33	27	40	16	48
W04 White goods	52	81	148	87	80	97	47	227
W05 Other electrical	27	60	67	21	14	45	13	67
W06 Tyres	50	48	39	40	66	60	64	90
W07 Asbestos	6	12	12	26	19	14	14	21
W08 Clinical	0	0	0	1	1	2	0	5
W09 Construction/demolition/excavations	51	77	86	84	84	102	98	295
W10 Black bags - commercial	6	15	11	13	18	11	19	24
W11 Black/blue bags - household	71	206	407	134	91	264	142	632
W12 Chemical drums, oil, fuel	7	1	9	8	7	3	11	16
W13 Other household waste	297	412	531	319	259	397	348	1168
W14 Other commercial	18	25	28	31	33	27	29	72
W15 Other (unidentified)	35	56	51	101	61	78	82	120
Total (fly tips per year)	674	1056	1475	991	803	1197	957	2925

# Data

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	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
W04 White goods	52	81	148	87	80	97	47	227
W05 Other electrical	27	60	67	21	14	45	13	67
W13 Other household waste	297	412	531	319	259	397	348	1168
Total	376	553	746	427	353	539	408	1462

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# Reactive

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- Most fly tips collected within 48 hours
- Award winning service
- Little feedback to customers



# SCRAP Campaign

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- **Suspect** all waste carriers
- **Check** with EA that the the provider taking your waste away is registered
- **Refuse** unexpected offers to have waste taken away
- **Ask** what will happen to your waste
- **Paperwork** should be obtained

# Enforcement

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SCRAP Campaigns (Stop and Search of waste carrying vehicles) at the end of 2019 in Gainsborough, Hemswell and Market Rasen. Ceased due to Covid-19. Restarting in 2022.

Household Waste Recycling Centres removed appointment system on 1<sup>st</sup> of September. Unknown whether this will reduce fly tipping figures. Booking system in place since start of pandemic and is anecdotally linked to the increase.

Environmental Crime Partnership for Lincolnshire established in 2020. Brings all agencies together to share information and establish best practice.

Preference is to use the £400 Fixed Penalty Notice rather than prosecute, unless it is a serious or repeat offence. Average court fines often less than the £400 FPN amount. Local Authorities Lobbying Sentencing Council to change the severity. Limited deterrent for waste carriers.

Use of fixed trail cameras (still image, not video) and signage, deployed where appropriate in hotspot areas.

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# Enforcement

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## **Fixed Penalty Notices Issued for Fly Tipping**

Total issued – 24

Total paid – 5

Total cancelled, unable to take further action – 12

Total going via Single Justice Procedure (SJP) in Court - 7

\*June 2020 SJP cases currently 18 months delayed in court system

- Pilot of intensive investigation of all fly-tips being developed. Currently based on resources available. Not resourced to look at 8 per day average currently.
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# Debate



# Agenda Item 6a



**Overview and Scrutiny  
Committee**

**Tuesday, 21st September  
2021**

**Subject: Disabled Facilities Grants (DFGs) Process and Update Report**

Report by:

Diane Krochmal  
Assistant Director Homes and Communities

Contact Officer:

Sarah Elvin  
Homes, Health and Wellbeing Team Manager  
  
sarah.elvin@west-lindsey.gov.uk

Purpose / Summary:

This report outlines the current process for DFG's, current challenges with the service and looks at ways in which the service can move forward

## **RECOMMENDATION(S):**

1. Members support the proposal for an internal review of the DFG process
2. Members offer suggestions for means of improvement, to be shared with the team undertaking the internal review
3. Members agree to receive a further report into the outcome of the internal review, in due course.

## IMPLICATIONS

**Legal: None**

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

**Financial : None**

There are no financial implications arising from this report.

**Staffing : None**

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

**Equality and Diversity including Human Rights :**

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

**Data Protection Implications : None**

**Climate Related Risks and Opportunities: None**

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

**Health Implications: DFG's have an impact on the residents of West Lindsey in regards to health. DFG's can assist people to remain living within their home environment which is determined as the best place people can be to ensure they are happy, healthy and can thrive in their environment.**

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

**Risk Assessment :**

**N/A**

**Call in and Urgency:**

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

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

**Yes**

**No**

**x**

**Key Decision:**

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

**Yes**

**No**

**x**

## 1. Introduction

- 1.1 This report sets out the current position as reported through Corporate Policy and Resource Committee and details the exact process undertaken by applicants of Disabled Facilities Grants (DFG's)
- 1.2 The report also highlights some of the current issues affecting DFG performance then goes on to detail ways in which the service has changed and proposes new ways for moving forward with the service in the future.

## 2. Current position

- 2.1 The information below is a comparison of the figures over the past 4 years for Disabled Facilities Grants (DFG). These give a picture of the increase in demand for adaptations across West Lindsey over the last three and a half years and reflects the information provided to committee through Performance and Delivery reports.

	<b>Referrals</b>	<b>Referral to completion</b>	<b>Completions</b>	<b>Spend</b>
<b>2018/2019</b>	<b>131</b>	<b>127 days</b>	<b>69</b>	<b>£532,867</b>
<b>2019/2020</b>	<b>158</b>	<b>162 days</b>	<b>104</b>	<b>£708,268</b>
<b>2020/2021</b>	<b>176</b>	<b>189 days</b>	<b>55</b>	<b>£516,330</b>
<b>2021/2022 YTD (end July 2021)</b>	<b>46</b>	<b>239 days</b>	<b>39</b>	<b>£532,867</b>

- 2.2 Referrals are received from Adult Social Care Occupational Therapists and include information on the client and the adaptation required.
- 2.3 The time between referral and completion are from when WLDC receive the referral from LCC to when the works are fully completed. This only refers to the time the client has spent within the WLDC service.
- 2.4 Completions are the number of people who have received a DFG and not necessarily how many individual adaptations have been carried out as a client can require more than one adaptation in their home to remain independent and all adaptations are completed before the application is marked as complete.
- 2.5 Spend is the amount of money spent on the completed adaptations.

## 3. Customer satisfaction

- 3.1 Customer satisfaction is undertaken after completion of the grant. Ten questions are asked of the clients including their opinion on West Lindsey staff, the works, the contractors and the outcomes from their own perspective. Below is a summary of the responses from the past year:

- 94% were overall satisfied with the service they received from WLDC staff
  - 87.5% were overall satisfied with the contractor who completed the work
  - 100% think they were treated with respect throughout the process
  - 94% agreed the adaptation has helped them to be independent within their home
- 3.2 A list of all compliments received by the service since January 2021 has been included at appendix 1.

#### **4. Procurement**

- 4.1 Currently there are three procurement mechanisms used within the DFG process;
- Contract with Obam to undertake all Stairlifts, Throughfloor Lifts and modular ramps
  - Framework which includes 23 Contractors to undertake “minor” adaptations detailed as level access showers, ramps, door widening and small conversions
  - Three quote tenders for “larger” adaptations and works outside of the scope of the framework
- 4.2 The framework includes a schedule of rates and contractors are awarded works on a rotational basis.
- 4.3 Obam are a company based within West Lindsey which supports the Strategic Aim within the Corporate plan to ensure that economic growth within the district is sustainable. Obam went through a procurement process to be the provider for those adaptations and currently deliver a fantastic service to West Lindsey residents through both DFG and those who access their services privately.

#### **5. Outcomes**

- 5.1 West Lindsey District Council have statutory responsibility for administration of DFG adaptations under the Housing Grants, Construction and Regeneration Act 1996. As a two tier authority, the responsibility for the spend of the grants lay with WLDC, but the determination of what adaptation is required and the outcomes from those works being carried out sits with Adult Social Care.
- 5.2 In 2018, it was agreed that the District Councils and County Council would move to using the same software system for DFG referrals. This was in an attempt for LCC to be able to clearly define and measure the outcomes that undertaking adaptations in people’s homes delivers. It was also thought that in time, a monetary value could be devised for those outcomes to give a clear picture of the savings undertaking DFG’s has on the healthcare system as a whole.

- 5.3 LCC have been monitoring those outcomes and a brief review of them was provided by LCC for the previous year (below.) The outcomes are not provided as part of current DFG monitoring as it is not an element that WLDC have direct influence over.

*In the period 2020/21, in West Lindsey 52 DFG applications were completed with 46 outcomes confirmed by OT within the period. Of these 97% of the proposed outcomes were met by the adaptation. 229 outcomes were achieved. Of those, the better care fund objectives were as follows:*

*1 person was able to return home from hospital with the adaptation, 8 people enabled to stay at home and prevent a care home admission, and;*

*17 people were enabled to remain independent.*

## **6. Current processes**

- 6.1 Appendix 2 details the process a person will go through who accesses the Adult Social Care system, and consequently are referred to West Lindsey for a DFG.
- 6.2 It is important to highlight the work that is undertaken by Adult Social Care prior to a referral being made for a DFG. DFG is one option available to Occupational Therapists (OT's) to assist a customer to remain living independently within their home. The options will be exhausted before a request for an adaptation is submitted to WLDC.
- 6.3 The diagram has been colour coded to depict the responsible party for each element of the process to assist with understanding which elements of the process are completed by WLDC.
- 6.4 Three case studies have been included at appendix 3 to give an idea of the detail included within the DFG application process. The reason behind this is to give a clear picture of the work involved in the cases and to give members an understanding of both how complex some of the cases can be but also how different they all are.

## **7 Work undertaken outside the DFG process**

- 7.1 The independent living service offered by West Lindsey goes above what is detailed in the DFG process diagram. West Lindsey are in contact with Occupational Therapist outside of the DFG process on a regular basis to determine that all is being done to ensure all people who access the Adult Social Care system are receiving the best possible service. This is in the form of a regular OT/WLDC meeting, which is a forum to ensure information is being shared and issues can be addressed with the system as a whole. These meetings have also helped to form the West Lindsey Housing Assistance policy along with building valuable relationships between WLDC and OT's.
- 7.2 The Senior Officer represents West Lindsey at the Countywide Moving Forward with DFG group. This group sits under the Housing, Health

and Care Delivery group and looks to improve the DFG process across the county as well as sharing good practice.

- 7.3 The Senior officer is also responsible for the Housing Assistance Policy and ensuring it is up to date and reflects the needs as required by people of West Lindsey. This policy outlines where West Lindsey will go over and above what is required by law to deliver under DFG's and is a more flexible approach to ensure that residents can be helped in other ways to remain living independently within the home.

## **8. Current issues**

- 8.1 Time frames for the completion of DFG applications have increased over the past few years. There are a number of factors which influence the time taken to complete adaptations through DFG's, below is a summary of some of the current issues faced throughout the DFG process which have had an impact on the overall service.
- 8.2 Covid-19 – During the initial lockdown of 2020, DFG works, WLDC home visits and LCC Home visits all ground to a halt. This 3-month stop period had a huge impact in the timeframes for DFG both in the short term and then beyond that due to the backlog that incurred and this is still a major factor in the increase in end-to-end times of grants. Even though the period for the grants halting was only 3 months, the impact of Covid-19 in terms of contractor availability and materials is still on going now alongside the backlog that occurred during the stop period.
- 8.3 As West Lindsey operate a framework for adaptations with contractors rotating, the contractors do undertake private work alongside DFG adaptations. The increase in the amount of people wanting work undertaking has grown exponentially meaning the contractors are taking on more work and either turning down work offered by WLDC or it's taking them longer to complete the adaptations due to other commitments or material and labour availability. The time taken to undertake adaptations by contractors has risen more than any other elements of the process.
- 8.4 Procurement – larger adaptations require three quotations. As above, contractors are busier than ever and materials are often in short supply. The procurement of larger adaptations is in turn taking longer and in some cases has not been possible to obtain the required amount of quotes to fulfil the requirement.
- 8.5 Staffing – The team has been hit by staffing sickness and has had to rely heavily upon other part time staff and an apprentice to increase their working hours to cover these periods of absence. Due to the nature of the absence, it was not known if it would be long or short term and so cover in the interim was hard to determine.
- 8.6 Landlords – When adaptations are required in rented properties, (registered providers in particular) it can take a long time for those to be

approved. The Senior Officer has worked closely with the team at Acis and this time has reduced significantly. However, there was an issue with a Longhurst property, which required investigation, and in turn, Longhurst would not allow any adaptations in their properties until it was resolved. This increased the wait time for five adaptations and their residents were required to wait even longer for their adaptations. This issue has been resolved and WLDC are working alongside Longhurst in the same way as with Acis to try to improve the speed of this process.

- 8.7 Changes of circumstances – More regularly than before, OT's are changing the adaptations throughout the process, this prolongs the time as the adaptations will go back and forth from contractors, WLDC and OTs before a final scheme is agreed. When challenged on this, the OT's have responded with a few reasons for this happening including:
- more people having complex needs that can change rapidly
  - the impact Covid-19 is having on the length of time between visits, if visits have even taken place at all.
  - a high turnover of OT's meaning that inconsistencies and different approaches can elongate the time taken. Alongside that, newer OT's are also not always equipped with the relevant information to understand what can and cannot be included within a DFG and although we work with them, it can take time to gain the required level of understanding of this.

## **9. Moving forward**

- 9.1 The reorganisation of the portfolio's at West Lindsey with the creation of the Homes, Health and Wellbeing Team has enabled West Lindsey to realign the Independent Living Service to come under the health umbrella. This shift has put DFG's at the forefront of the health agenda at West Lindsey and ensures that DFG's is going to be looked at as part of the health system, rather than as a purely housing related function which will put the people at the centre of the service.
- 9.2 It is important to reiterate that the team of equivalent to three FTE's are delivering a service, which has huge value to the residents of West Lindsey and they take a lot of pride in their work. Even though the end-to-end times for DFG's have increased, the work being undertaken by officers is still very positive and they are making a huge difference to so many people's lives every single day. Every adaptation being undertaken has the opportunity to change someone's life for the better.
- 9.3 Below are some areas where change has already taken place and we are yet to see the impact along with potential suggestions pulled from different sources as to how the service could move forward from its current position.
- 9.4 Technical officer – due to the increase in workload and the demand for complex adaptations increasing, a business case was determined to employ a Technical Officer to improve the service being offered to residents who require larger adaptations. The Technical Officer started

in post in November 2020 and so the impact of that appointment is yet to be reflected within the end-to-end time figures. Alongside that, the end-to-end times could have been much higher than they are currently with the impact of Covid-19 should this Technical Officer not have been in post and that is something we will be unable to see a measured improvement from.

- 9.5 Process update and benchmarking – it is thought an in depth internal review of the process, which can include breaking down each step by time taken, and then benchmarking that against other authorities could highlight where improvements in the process could be made. It is thought this could be undertaken by an independent party, as it would give a more subjective view. The Assistance Director for Regulatory and Change Management has offered the services of her Change and Performance team to begin to look at this in more detail.
- 9.6 Strategic Lead for Lincolnshire – West Lindsey are going to be part funding a Strategic Lead for Healthy and Accessible Homes Lincolnshire who will be hosted by Boston Borough Council. This will be funded out of the DFG funding ring-fenced for delivery of the service. As Strategic Lead, the post holder will develop and enable implementation of a clear work programme and strategy, which will lead to the identification, development and delivery of options to progress a commitment in Lincolnshire to better embed adaptations as part of a system-wide approach to keeping people independent in a home of their own. This post is due to be in place by the end of 2021. JD can be found at appendix 4.
- 9.7 Procurement – The Framework for delivery of the bulk of adaptations has been in place for 3 years. It is thought there could potentially be other procurement methods, which could decrease the amount of time that is taken for contractors to undertake adaptations. Options for this can be explored as part of the review of the service.
- 9.8 Recording mechanisms – Currently, one record is created per person, no matter what adaptations that person is requiring. Other councils set up one record per adaptation. For example, if a person required a stairlift and a level access shower this would be one record at WLDC where other councils set up one per adaptation to be able to monitor which takes longer and in turn report accurately on times taken per adaptation and this also assist with highlighting where improvements are required. WLDC currently give average end-to-end times but a stairlift can be installed in under a month where a complex extension for a child could take 18 months to complete. A breakdown of this could give a clearer picture in terms of actual service delivery.
- 9.9 Outcomes – due to the role WLDC plays in the adaptation process, the outcomes have never been monitored and fed through committee so members can understand the impact that DFG's has on the everyday lives of its residents. The information presented to members could include genuine outcomes for residents and the impact DFG's have on so many people to ensure that this positive message can play a part in

the performance of the service. Even though it is vital that adaptations are undertaken as quickly as possible, what is just as vital is ensuring that adaptation is right for the person, and a quick service does not always reflect the best service for the disabled or vulnerable person.

- 9.10 Audit - DFG's has not been audited on the DFG processes within the past 6 years with only the financial processes being completed through audit. This could be an opportunity for DFG's to be put forward for audit which could in turn determine other ways of working which could improve the service.

## **10. Recommendations**

- 10.1 Members support the proposal for an internal review of the DFG process
- 10.2 Members offer suggestions for means of improvement, to be shared with the team undertaking the internal review.
- 10.3 Members agree to receive a further report into the outcome of the internal review, in due course.



16. Contractor or Obam contact client to arrange a start date. WLDC informed

17. Works are completed

18. Invoice received from contractor and paid by WLDC. Completion certificate issued. Works marked as complete. Case passed back to Adult Social care to record outcomes

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4. OT works with client to undertake assessment and consider options. All equipment trialled and can be assessed over a long period of time to understand issues. How long on average does it take from initial contact to referral for adaptation? Assessments done over the phone during covid. All eventualities have been covered by the OT including potential for moving – WLDC do sometimes become involved within Home Choices if someone is required to move and they are in a registered provider property. Unknown how many this is due to not always divulging information and not recording this in HC

6. WL offer to assist in completing forms if required. Forms are quite long and can require quite a lot of information, especially if a means test is to be undertaken, it's a private landlord, there is a different type of housing situation, for example they live with a friend, if they own the property but it is not registered with land registry they have to provide proof of ownership.

7. Application is checked to see if it contains all relevant information and supporting documents. More often than not, this results in additional information being required from the customer (as above)

8. Means test or HB check. Financially eligible or ineligible at this point. Application is complete and can move on to adaptation stage.

9a. Straightforward and often quick. WLDC have a contract with Obam to undertake stairlifts, throughfloor lifts and modular ramps. No procurement required.

9b. Straightforward adaptation required e.g level access shower, ramp or door widening. Countywide Framework in place, which includes a SOR. Framework dictates timeframe for this turnaround of 14 days from acceptance of works. Contractor may reject works, they have 3 days to accept or reject.

9c. Larger adaptations or more complicated. OT not aware of what can be achieved. Can include extensions, conversions, kitchens etc.

10. Contractors or Obam send the scheme to WLDC for checking. This is then checked to ensure it meets the brief and the schedule of rates is accurate.

11. This can often go back and forth between the OT, WLDC and the contractor a number of times depending on the complexities, this part can be time consuming.

12. If the property is rented then the landlord needs to give consent for the works. This requires the scheme to be sent over to them, depending on the level of works, this can require them to go out and do a visit or sometimes they are happy to just sign it off and send the consent form back, again, this element can be time consuming.

13. Other consents that can occur are listed building consent, highways consent, planning permission, owners consent in occupiers of park homes, owners consent where the owner is not the applicant of the property.

15. Application approved. This is a process whereby the whole application is checked and signed off by a delegated officer and sent to the contractor for them to complete the works.

16. Contractor informs of start date to WLDC and customer

17. Adaptations are completed. Any problems while on site or any variations that are required to the works the contractor will contact WLDC for approval.

18. It is not until the works have been invoiced and marked as complete that the invoice can be paid. If the clients has issues, they will contact WLDC to go out to visit the adaptation. Spot checks are undertaken of works to ensure of a high standard.

19. Case referred back to OT to complete outcomes.



served by One Team

## JOB DESCRIPTION

POST TITLE:	LINCOLNSHIRE STRATEGIC LEAD: HEALTHY AND ACCESSIBLE HOMES		
CONTRACTING COUNCIL:	Boston Borough Council		
DATE ISSUED:	May 2021		
GRADE:	Boston Borough Council Grade 8 £44,209		
	Two Year Fixed Term / Secondment Opportunity		
SERVICE / FUNCTION:	Housing and Wellbeing Directorate		
RESPONSIBLE TO:	Service Manager: Enabling Affordable and Accessible Homes		
	<p>Although hosted by Boston Borough Council and East Lindsey District Council (Strategic Alliance) for day to day line management and oversight, this countywide role is accountable to the District Housing Network. The post holder will work closely with and coordinate the activities of the Moving Forward with DFGs Group in Lincolnshire.</p>		
STRATEGIC CONTEXT:	ALLIANCE	<p>In July 2020, Boston Borough Council and East Lindsey District Council formed a Strategic Alliance. Both Councils remain separate entities but are moving to a process of sharing a number of services, systems and staff teams. Both Councils continue to retain their own identity and remain accountable to their local communities, however, sharing expertise, teams and resources allows us to work more effectively, efficiently improve the delivery of services to local people.</p> <p>As part of the Councils' 'People Directorate'; Housing and Wellbeing Services have responsibility for leading and delivering a diverse range of functions (including statutory functions) on behalf of the Strategic Alliance and make a significant contribution to the wider housing, health and care system both through delivery of service functions and through strategic collaboration across the wider housing, health and care system.</p>	
JOB PURPOSE:	<p>Good quality, safe, affordable housing that meets the needs of those living in it is a key determinant of health and wellbeing. Partners across the housing, health and care system in Lincolnshire are working together toward a clear vision: for people to live independently, stay connected and have greater choice in where and how they live.</p> <p>We want to ensure that where appropriate, people can be empowered/enabled to stay at home and remain connected with the help of a range of things including advice and guidance, equipment, digital technologies, warm homes, small and large home adaptations and personal support. There are excellent examples of services that enable people to remain at home across Lincolnshire but they all operate independently, making it harder for individuals and those who support them to navigate the support available.</p> <p>Lincolnshire's offer to support people to remain at home would be enhanced through greater integration across the system. Good progress has been made, but we need to do more. This role is jointly funded and will work across the housing, health and care system to help us to do more and to innovate to achieve positive outcomes for our residents whilst making best use of resources and opportunities to align and integrate as partners for the benefit of our residents.</p>		

	<p>As Strategic Lead for Healthy and Accessible Homes in Lincolnshire, the post holder will develop and enable implementation of a clear work programme and strategy which will lead to the identification, development and delivery of options to progress a commitment in Lincolnshire to better embed adaptations as part of a system-wide approach to keeping people independent in a home of their own.</p> <p>Rethinking and reshaping how we maximise outcomes and opportunities for residents through each of these elements and how we can integrate and enhance them is key to this role – we have the opportunity to really put the person at the heart of our approach to ensure that their needs and aspirations are properly understood and that the Lincolnshire ‘offer’ is to integrate these to create a seamless, customer-friendly, efficient and cost effective service with the person at its centre.</p> <p>The post holder will make a strategic contribution to the wider health and wellbeing agenda at a countywide level and with strong, effective partnerships and connections at a local, regional and national level; the postholder will create opportunities to think and do things differently, to enable people to remain safely and independently at home for as long as possible.</p> <p>As part of this role the post holder will have a strong emphasis on insight and evidence to guide planning, delivery and evaluation of evidence based solutions and interventions. The postholder will need to work closely with relevant intelligence teams. System leadership, collaboration, ability to use insight and evidence to influence and guide change and delivery through strong and effective relationships will be key. The post holder will need to be dynamic in approach to respond to changing national policy and will need to bring partners together in a strategic and coherent way in order to influence and drive change at a local, regional and national level.</p> <p>Through a two year work programme, the post holder will lead the following outcomes:</p> <p><u>Year 1</u>: Developing a Lincolnshire Healthy and Accessible Homes strategy with robust and deliverable options for new delivery models and a comprehensive communications and engagement plan</p> <p><u>Year 2</u>: Implementation, integration and a framework for evaluating impact</p>
LIAISON WITH:	Elected members, council officers, external partners, , statutory agencies, local / regional and national partners, voluntary and community sector, service users, Government Departments, funders, Housing Health & Care delivery group, Lincolnshire Health and Wellbeing Board
RESOURCE ACCOUNTABILITY:	Financial: Yes Direct Reports: No Physical and Information: Yes
KEY COMPETENCIES:	<ul style="list-style-type: none"> <li>● Organisational awareness</li> <li>● Awareness of the wider context within which the role operates</li> <li>● Effective communication</li> <li>● Customer focus</li> <li>● Partnership working</li> <li>● Continuous improvement and quality</li> <li>● Leading and managing change</li> <li>● System leadership</li> </ul>

- Analytical thinking
- Professional curiosity
- Confidence and ability to influence change
- Innovation
- Project and programme management in a complex partnership environment

#### KEY TASKS

- Over a two year period, develop a Lincolnshire Healthy and Accessible Homes strategy with robust and deliverable options for new delivery models, a comprehensive communications and engagement plan and a clear strategy for implementation, integration and evaluation
- To actively contribute to delivering the ambitions/objectives of the Lincolnshire Homes for Independence Blueprint
- To lead a review of the customer pathways in Lincolnshire and to influence and enable delivery of a revised and integrated Lincolnshire pathway to support people to live independently whilst also making best use of resources across the system – ensuring that preventative and innovative options can be embedded, opportunities for earlier intervention and engagement can be progressed to maximise outcomes and prevent avoidable escalation of needs
- Work across the housing, health and care system to ensure that services that support people to remain living in their current home complement each other as a system-wide approach
- To use data, insight and evidence to develop, support and inform delivery of evidence based programmes and interventions that will drive change and improve outcomes
- To use data, insight and evidence to inform future commissioning and service delivery considerations for services that can support people to remain at home
- To increase knowledge and understanding in Lincolnshire of new and emerging digital technologies to enable homes for life
- Using evidence to guide and inform the development of design requirements in new build properties to reduce the need for people to move or access costly adaptations as their needs change over time and explore opportunities for DFG resources to support new build development in Lincolnshire
- To guide and inform the development of a Lincolnshire wide discretionary housing assistance policy that enables residents’ needs to be met – a focus on prevention and flexibility in line with Better Care Fund outcomes.
- Working with partners to explore and progress opportunities for creative approaches including, where appropriate, pooled budgets or other resources
- To actively contribute to strategic development of key programmes such as Integrated Care System development, housing policies, Joint Strategic Needs Assessment
- Identify opportunities to ensure residents needs are understood at an early stage and that advice is appropriate enabling best solution to meet the need
- To work in partnership with Elected Members and a variety of stakeholders and partners to secure joined up working
- To act as an ‘ambassador’ for and to promote Lincolnshire locally, regionally and nationally

- To ensure effective communication with staff, elected members, partners and stakeholders to demonstrate learning, value and impact
- Oversight of relevant partnership and service level agreements as required to ensure value for money and positive outcomes
- To proactively review and learn from established models of good practice elsewhere
- To establish best practice approaches that can be shared with other areas
- To play a key role in Lincolnshire's strategic partnership with the national Centre for Ageing Better

#### GENERAL

The key tasks are intended to serve as an indication of the character and general level of the post. They are not in order of priority and they should not be considered as absolutely final or exclusive. The list may be changed depending on the operational circumstances of the Councils.

As an employee of Boston Borough Council you must comply with the Health and Safety policies and attend the compulsory Health & Safety training as and when requested.

Safeguarding is Everyone Responsibility. You must adhere to the Councils Safeguarding Policies and Procedure and undertake safeguarding training as required. A DBS check may be required for this post.

You will be required to undertake any other necessary training to enable you to perform your duties effectively.

You will be required to make yourself aware of, and work within, the General Data Protection Policies.

#### CORPORATE TASKS (applicable to all employees)

Write reports for members, Leadership Team and partner working groups to consider on issues relating to the area of responsibility function

Contribute to the performance of the Service through business planning mechanisms, performance review and team meeting processes

Support the Leadership Team in making sure functions offer a customer focused service and strives to be innovative in its search for continuous improvement

Contribute to and help promote positive communication across the organisation, constructive relationships and effective staff feedback methods

Attend meetings as required (you will need to be flexible in working hours)

Comply with the Council's Constitution and policies

Perform any other relevant activities decided by the Leadership Team commensurate with the role

#### OTHER

Commitment to equal opportunities

Adaptability

Ability to use political judgment and sensitivity
Flexible to demands of the post e.g. out of hours work; dealing with aggrieved and agitated people
Balanced approach to enforcement and business activities
Possession of a driving licence or means of travel
Innovative
Open minded to alternative forms of service delivery

<b>Person Specification</b>		
<b>Strategic Lead - Enabling Healthy &amp; Accessible Homes</b>		
1	Knowledge	Essential/Desirable
	Relevant legal, regulatory and operational policies and frameworks	E
	Knowledge and understanding of the Better Care Fund and the wider context within which this sits	E
	Understanding of organisational structures within a two tier local authority area and appreciation of different political and democratic environments	E
	Understanding of of the role of prevention and opportunities for early intervention relevant to the work of this role	E
	Knowledge of the Lincolnshire Housing, Health & Care System, partnerships and priorities	D
	Understanding the links between housing, health and social care, particularly vulnerable groups and their challenges	E
	A demonstrable awareness and understanding of local and national government and the changing political agenda	E

2	Skills	Essential/Desirable
	Commitment to and evidence of delivering high quality services	E
	Good numerical and analytical skills, including the ability to understand and interpret both quantitative and qualitative data and information	E
	Excellent verbal & written communication and presentation skills articulating potentially contentious subjects with range of audiences	E
	Ability to build and maintain effective and supportive stakeholder relationships	E

	Ability to win the support of stakeholders, both internal and external; including senior managers and elected members, and local, regional and national partners to deliver outcomes	E
	Ability to inspire, lead and motivate others to collaborate to deliver against shared aspirations and objectives	E
	Ability to work effectively in a matrix approach – cross departmental and cross sector	
	Ability to create and maintain a culture where customers or clients are consulted and listened to, and are the focal point of decision making	E
	Ability to work under pressure, dealing with competing priorities/partners, and delivering to tight timescales	E
	Ability to apply and encourage innovative thinking and new ways of working to solve complex problems affecting community outcomes across a number of areas.	E
	Highly effective in the delivery of presentations in styles suitable to a range of audiences	E
	Ability to operate as a trusted representative and communicate effectively with communities to enable meaningful engagement and co-production	
	Experience of programme management	D
	Ability to work independently	E

3	Education and Training	Essential/Desirable
	Degree level education, or relevant experience	E
	A recognised relevant professional qualification and/or full membership of a relevant professional body	D
	Course and seminars to maintain/update knowledge	E

4	Experience	Essential/Desirable
	Experience of working with partner organisations in a system leadership role to enable change, new ways of working and continuous improvement	E
	Demonstrable experience of constructive cross sector working with a wide range of partner agencies to ensure high quality and value for money outcomes for communities	E
	Working in a multi-agency partnership setting, negotiating with partners to achieve positive outcomes	E

	Proven track record for using insight and evidence to influence and shape programmes of delivery and change	
	Proven track record of developing, implementing and monitoring outputs and outcomes for evidence based projects and programmes and addressing issues that may affect performance	E
	Experience of managing and reporting on budgets and other financial information	D
	Experience of coordinating and developing funding bids, using evidence to ensure outcomes advance strategic aspirations and priorities	E
	Experience of analysing and reporting on complex data from a range of sources to inform the development of strategies, programmes and projects	E
	Experience of analysing and translating national policy requirements at pace in order to enable local delivery	E
	Experience of interacting with partnership boards	D

### **Appendix 3 – DFG Case studies**

The first two are cases are level access showers (LAS) which would be deemed as a relatively straightforward adaptation. The third is a complex case for a child.

Miss N

19/1/21 Referral received from OT for LAS, customer has limited function in one arm due to lymphedema

19/3/21 Application and supporting financial evidence received from customer

25/3/21 Sent to contractor

30/4/21 Plans received from contractor

19/5/21 OT consent received

2/6/21 LL consent received

3/6/21 Grant approved

23/7/21 Works completed

11 weeks from application form received to grant approval, 7 weeks to complete works. At this time LC on maternity and contractors having material and capacity issues also.

**Feedback from customer - Absolutely amazed with it, really stunning! Has given her so much freedom, no longer needs to ask for assistance when bathing.**

Ms H

8/12/21 Referral received from OT for LAS, customer has condition which affects stability

16/12/21 Application pack sent

11/3/21 Application from received, customer on passported benefit

11/3/21 Sent to contractor

19/3/21 Plans received, amendments required

5/4/21 Revised plans/ SOR received

9/4/21 OT consent received

20/4/21 Asbestos survey and LL consent received

28/4/21 Grant approved

21/6/21 Works started

2/7/21 Works completed

7 weeks from application received to grant approval, 8 weeks for work to commence. As above, this was at the height when contractors had capacity and material issues.

Miss B

Original referral received August 2020, Ramp, Level Access doorway, level access shower, possible Through Floor Lift – customer is a child who has a complex medical condition.

Application form received 10<sup>th</sup> Sept 20

OT and contractor attended site

Quote for through floor lift received 1/10/21

Further site visit requested from OT, attended property with contractor and OT 21/10/20  
plans agreed ready to proceed for approval.

New OT allocated to case, advised of additional disabled child in property whose needs also need to be accommodated.

Plans drawn up by newly appointed Technical officer, meeting conducted with new OT 23/11/20.

Officers from other another authority's social services department became involved and numerous meetings conducted to discuss needs of children.

OT organised bath assessments for both children before making a final new recommendation 23/3/21, now included was a specialised bath, level access shower, ramp, door widening's and other minor works.

A further five revised plans were drawn up before all agencies/ partners involved agreed on the adaptations.

Works commenced July 2021.

<p>More than happy, lovely chaps and is making my life so much easier already.</p>
<p>I received a compliment today from [REDACTED]. We installed a Closomat toilet in 2018 under a DFG, but unfortunately a fault developed very recently. The problem is being rectified today and he wanted to tell me that all of WLDC have been brilliant and very helpful to him and he wanted to thank us for dealing with it and getting the repair organised so quickly.</p>
<p>Hi, just wanted to pass some feedback on for Mark [REDACTED] – I have just rang a service user who's bathroom was done by them and he could not praise him high enough. He said he was a lovely chap and they have done a damn good job.</p>
<p>Dear local authority colleague, Thank you for the amazingly quick turn around for previous people i have referred, You're amazing!</p>
<p>Hi Andrea, I hope this email finds you well I just wanted to say a massive thank you for getting my stairlift sorted it has made the world of difference and it has opened my whole home back to me again. This weekend I move back home, back to my independence and that is thanks to you. I got quite emotional yesterday realising that I'm finally going home. Please have a wonderful weekend and stay safe. Warm regards</p>
<p>DFG Feedback - The contractors were amazing, friendly, respectful very tidy. worked well around me, amazing transformation. Has certainly changed my everyday life, many thanks.</p>
<p>DFG Satisfaction survey comment - Due to my anxiety issues I was so nervous but my mind was put at ease all the way through.</p>
<p>I cant say how much this adaption has made such a difference to my life, thank you so very much</p>
<p>Thanks for everything!</p>
<p>Andrea was supportive throughout, service was exceptional given the difficulties covid raised, thank you.</p>
<p>Good afternoon, Just wanted to say thank you for the adaptations completed at the above address, the bathroom looks lovely and the lady is very pleased with it and the steps. Many thanks</p>
<p>Thank you very much, it has made things easier for my husband, John. What a work force you have there, one certainly to be proud of, they never stopped, even for a dinner break. Andy was brilliant from getting here to going.</p>
<p>I wish to thank all concerned for putting in a new bathroom at above address. Many thanks for all your help.</p>

When I called [REDACTED] to ask if she was satisfied with the completed works, she told me "the lift is fantastic, the workers were marvellous and left everywhere clean and spotless, they used carpet protectors and were really clean workers and she would highly recommend them, they really went over and above" I forgot to add that the customer said that having the lift fitted has enhanced her life because on Monday for the first time in a long time, she was able to come downstairs with a basket of washing in the lift and go back up with it once it was ironed. So having the lift installed has made her independent again.

It is very good and meets her needs exactly. Everything that I asked for they have done for her to a high specification. Janet reports that the building company were very professional and very good

The letter stated that [REDACTED] is very pleased with the work and she said how good the contractor was and sung your praises very loud. She said that you have indeed made a very neat job of things. She is very happy and thrilled with her new step/door/ramp etc and can now get out to the washing line.

**Full Forward Plan All Committees (valid from 1 June 2021 to May 2022)**

**Purpose:**

This report provides a summary of report going to all committees.

Date	Title	Lead Officer	Purpose of the report	Date First Published
<b>CORPORATE POLICY AND RESOURCES</b>				
<b>23 SEPTEMBER 2021</b>				
23 Sep 2021	Emergency Planning and Business Continuity Policy	Ady Selby, Assistant Director of Commercial and Operational Services	Update for Members on Emergency Planning arrangements with Lincolnshire Resilience Forum and introduction of Business Continuity Policy	
23 Sep 2021	Health and Safety Policy update	Emma Redwood, Assistant Director People and Democratic Services	To update the Health and Safety Policy	
23 Sep 2021	Replacement of Income Management System	Lyn Marlow, Customer Strategy and Services Manager	Current contract arrangement for Income Management system (cash receipting) come to an end March 2022. This report is to outline preferred option for its replacement for the next 3 years	
23 Sep 2021	5-7 Market Place Gainsborough	Wendy Osgodby, Senior Growth Strategy & Projects Officer	This report will provide a variance analysis for the additional funding required for the refurbishment of 5-7 Market Place into three residential units and one commercial unit	
23 Sep 2021	Market Rasen Historic Building Grant Scheme	Wendy Osgodby, Senior Growth Strategy &	To approve the Market Rasen Historic Building Grant scheme and obtain	

		Projects Officer	agreement to proceed to delivery.
23 Sep 2021	Operational Services HGV driver shortage	Robert Gilliot, Waste and Recycling Team Manager	To request additional funding
23 Sep 2021	S106 Capital Programme	Sarah Elvin, Housing Communities Project Officer	Report requesting approval of spend of S106 funding through a new capital programme
23 Sep 2021	MSRL	Sally Grindrod-Smith, Assistant Director of Planning and Regeneration	Following July Board meeting of MSRL, loan repayment schedule and 2022/23 business plan to be presented / approved

#### 11 NOVEMBER 2021

11 Nov 2021	Budget and Treasury Monitoring - Period 2 2021/2022	Sue Leversedge, Business Support Team Leader	this report sets out the revenue, capital and treasury management activity from 1 April 2021 to 30 September 2021
11 Nov 2021	Progress and Delivery Quarter 2, 2021-22	Ellen King, Senior Performance Officer	This report presents performance against the Council's key performance indicators for quarter two (July - September), 2021-22.
11 Nov 2021	Annual Infrastructure Funding Statement	Rachael Hughes, Development Contributions Officer	The Infrastructure Funding Statement provides a summary of financial contributions the Council has secured through section 106 agreements and Community Infrastructure Levy receipts, collectively known as developer contributions, from new developments for the provision of infrastructure and affordable housing within the financial period 2020/21.
11 Nov 2021	Proposed Fees and Charges 2022/2023	Sue Leversedge, Business Support Team Leader	proposed fees and charges effective from 1st April 2022
11 Nov 2021	Budget and Treasury Monitoring - Qtr 2	Sue Leversedge,	this report sets out the revenue, capital

	2021/2022	Business Support Team Leader	and treasury management activity from 1 April 2021 to 30 September 2021	
11 Nov 2021	Saxilby Footbridge Refurbishment	Gary Reeve, Property & Assets Manager	Business Case to consider refurbishment of Saxilby Footbridge	
<b>16 DECEMBER 2021</b>				
16 Dec 2021	Hemswell Cliff Managed Estate Contract	Shayleen Towns, Senior Community Action Officer	WLDC contract to manage a private estate at Hemswell Cliff is a 5 year contract 1 July 2018 to 31 March 2023. This report is ask members to consider a further 5 years from 1 April 2023.	
16 Dec 2021	Council Tax, Business Rates and Sundry Debtor Write Offs 2021/22	Alison McCulloch, Revenues Manager	Write offs over £2,500 relating to council tax, business rates and sundry debtor accounts	
<b>13 JANUARY 2022</b>				
13 Jan 2022	Progress and Delivery Measures and Targets 2022-23	Ellen King, Senior Performance Officer	This report presents for approval the Council's proposed performance measures, and corresponding targets for 2022-23.	24 March 2021
13 Jan 2022	Voluntary & Community Sector Strategy	Grant White, Enterprising Communities Manager	To approve recommendations from Prosperous Communities Committee on community funding budgets and spend.	
13 Jan 2022	Purchase of former Lindsey Centre	Elaine Poon, Local Development Order and Major Projects Officer	Potential purchase of former Lindsey Centre	
13 Jan 2022	Review of Whistleblowing Policy	Emma Redwood, Assistant Director People and Democratic Services	To review the Whistleblowing Policy taking into account G&A committee recommendations June 2021	
<b>10 FEBRUARY 2022</b>				
10 Feb 2022	Budget and Treasury Monitoring - Period 3 2021/22	Sue Leversedge, Business Support Team Leader	this report sets out the revenue, capital and treasury management activity from 1 April 2021 to 30 September 2021	

10 Feb 2022	Committee Timetable 2021-2022	Katie Storr, Democratic Services & Elections Team Manager (Interim)	To follow the format of previous years	
10 Feb 2022	Corporate Policy and Resources Committee Draft Budget 2022/2023 and estimates to 2026/2027	Sue Leversedge, Business Support Team Leader	The report sets out details of the overall Draft Revenue Budget 2022/23 including that of this Committee and those recommended by the Prosperous Communities Committee for the period 2022/23, and estimates to 2026/27 to be included in the Medium Term Financial Plan.	
<b>14 APRIL 2022</b>				
14 Apr 2022	Lindsey Centre update	Sally Grindrod-Smith, Assistant Director of Planning and Regeneration, Elaine Poon, Local Development Order and Major Projects Officer	An update on the leisure scheme following the concurrent committee meeting on 11 June 2019	24 March 2021
14 Apr 2022	Budget and Treasury Monitoring - Period 4 2021/2022	Sue Leversedge, Business Support Team Leader	this report sets out the revenue, capital and treasury management activity from 1 April 2021 to 31 March 2022	
<b>COUNCIL</b>				
<b>1 NOVEMBER 2021</b>				
1 Nov 2021	Gambling Act 2005 Statement of Principles (Gambling Policy) - Approval	Tracy Gavins, Licensing Enforcement Officer, Andy Gray, Housing and Enforcement Manager	To consider the above Policy following on from consultation.	24 March 2021
1 Nov 2021	Adoption of a New Code of Conduct for Members	Katie Storr, Democratic Services & Elections Team Manager (Interim)	To consider adopting the new Iga model code of conduct as recommended by standards sub-committee and if supported to	

recommend to Full Council its adoption

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## 24 JANUARY 2022

24 Jan 2022	Mid Year Treasury Report 2021-22	Caroline Capon, Corporate Finance Team Leader	Review of Prudential indicators	24 March 2021
24 Jan 2022	Local Council Tax Support Scheme 2022/23	Angela Matthews, Benefits Manager, Alison McCulloch, Revenues Manager	Local Council Tax Support Scheme 2022/23	

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## 7 MARCH 2022

7 Mar 2022	Executive Business Plan and Medium Term Financial Plan 2022/23	Tracey Bircumshaw, Assistant Director of Finance and Property Services and Section 151 Officer	To present the Executive Business Plan, Budget 2022/23 and the Medium Term Financial Plan 2022/23-2026/27	24 March 2021
7 Mar 2022	Draft Treasury Management Strategy 2022-23	Caroline Capon, Corporate Finance Team Leader	Draft Treasury Management Strategy	24 March 2021

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## GOVERNANCE AND AUDIT

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### 28 SEPTEMBER 2021

9 Nov 2021	Local Government and Social Care Ombudsman (LGO) Annual Review Letter Report 2020/21	Natalie Kostiuk, Customer Experience Officer	Report on the Local Government and Social Care Ombudsman Annual Review letter 2020/21 covering complaints referred to them between April 2020 and March 2021. Examining upheld complaints, learning actions and benchmarking with other authorities.	24 March 2021
28 Sep 2021	Six Month Review of Strategic Risks	James O'Shaughnessy, Head of Policy Strategy and Sustainable Environment / Deputy	To present the strategic risks facing the Council as at xxxxx	

Monitoring Officer, Emma Redwood, Assistant Director People and Democratic Services

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28 Sep 2021	External Auditors Report 2020/21	Tracey Bircumshaw, Assistant Director of Finance and Property Services and Section 151 Officer	To present the outcome of the external audit of the Statement of Accounts, and Value For Money Assessment
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28 Sep 2021	Annual Governance Statement 2020/21 and Action Plan	James O'Shaughnessy, Head of Policy Strategy and Sustainable Environment / Deputy Monitoring Officer	The AGS and action plan for 2020/21
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#### 8 MARCH 2022

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Mar 2022	Accounts Closedown 2021/22 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 2021/22 accounts.	24 March 2021
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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 2021/22.

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8 Mar 2022	External Audit Strategy Memorandum (Plan) for 2021/22	Caroline Capon, Corporate Finance Team Leader	To present the 2021/22 External Audit Strategy from our External Auditors, Mazars.	24 March 2021
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#### PROSPEROUS COMMUNITIES

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##### 14 SEPTEMBER 2021

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14 Sep 2021	Selective Licensing - Gainsborough Scheme Review	Andy Gray, Housing and Enforcement Manager	To provide Councillors with information on the Gainsborough Selective	24 March 2021
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			Licensing Scheme in place between 2015 and 2020
23 Sep 2021	Market Rasen Historic Grant Scheme	Wendy Osgodby, Senior Growth Strategy & Projects Officer, Amanda Bouttell, Senior Project and Growth Officer	Development of Historic Building Grant for Market Rasen
14 Sep 2021	to Consider Proposals from the Jubilee Group	Trudi Hayes, Democratic & Civic Officer	to allow jubilee group established in July 2021 to report back there proposed plan for sign off , in order to allow for delivery from sept onwards
14 Sep 2021	Cultural Strategy	Sally Grindrod-Smith, Assistant Director of Planning and Regeneration, Ady Selby, Assistant Director of Commercial and Operational Services	Direction of travel , action plan NLHF funding application
14 Sep 2021	Refugee Resettlement	Diane Krochmal, Assistant Director Homes and Communities	To inform members of current asks and measure appetite for refugee resettlement schemes in uk
<b>2 NOVEMBER 2021</b>			
2 Nov 2021	Proposed Fees and Charges 2022/2023	Sue Leversedge, Business Support Team Leader	Report on the proposed fees and charges 2022/2023 for services within this Committee, to be recommended to CP&R
2 Nov 2021	Review of Bulky Waste Charges	Ady Selby, Assistant Director of Commercial and Operational Services	A review of the current charge for bulky waste collections and potential impact on fly tipping
11 Oct 2021	Operational Services Separate Paper and Card Collections	Ady Selby, Assistant Director of Commercial	Proposal to provide residents with separate paper/card collections. This is

and Operational Services part of a programme to improve the quality of dry recycle and has already been rolled out in Boston, with North Kesteven due to deliver in Autumn 2021

**7 DECEMBER 2021**

7 Dec 2021	Future of West Lindsey Markets	Ady Selby, Assistant Director of Commercial and Operational Services	For decision following receipt of Phases 2 and 3 Quarterbridge reports
7 Dec 2021	Voluntary & Community Sector Strategy	Grant White, Enterprising Communities Manager	To introduce a new strategy covering support services and community funding provided to community groups, charities, parish councils and social enterprises.
7 Dec 2021	Transport and Connectivity Programme	Grant White, Enterprising Communities Manager	To approve a refreshed Transport
7 Dec 2021	Economic Recovery Plan	Sally Grindrod-Smith, Assistant Director of Planning and Regeneration	Consideration of the Greater Lincolnshire Economic Recovery Plan and the West Lindsey response

**25 JANUARY 2022**

25 Jan 2022	Local Enforcement Plan (Planning Enforcement) and Customer Charter	Andy Gray, Housing and Enforcement Manager	To seek approval for the updated Local Enforcement Plan (Planning Enforcement) and Customer Charter	24 March 2021
25 Jan 2022	Corporate Enforcement Policy	Andy Gray, Housing and Enforcement Manager	To review and approve the Corporate Enforcement Policy	24 March 2021
25 Jan 2022	Prosperous Communities Committee Budget 2022/2023	Sue Leversedge, Business Support Team Leader	The report sets out details of the Committee's draft revenue budget for the period of 2022/2023, and estimates to 2026/2027.	

## Overview and Scrutiny Work Plan

### Purpose:

The table below provides a summary of reports that are due at meetings of the Overview and Scrutiny Committee during the 2021/2022 Civic Year.

### Recommendation:

1. That Members note the contents of this document.

TITLE	LEAD OFFICER	PURPOSE OF THE REPORT
<b>19 October 2021</b>		
Presentation Item – Lincolnshire Police	Ele Snow to arrange	Regular update on public safety and crime statistics across the district
Fly-Tipping	Ady Selby	Work item based on discussions at O&S meeting on 21 September 2021
<b>03 November 2021</b>		
Flood Risk Working Group Final Report	Chairman of Working Group in conjunction with Ady Selby	For the Flood Risk Working Group to present their findings
Focus on Health	Ele Snow to arrange	Invitation to NHS - to consider the provision of community health services at the JCH
<b>18 January 2022</b>		
Progress and Delivery	Ellen King	To consider the report as presented to the policy committees
<b>22 February 2022</b>		
Focus on Sports Development	Ele Snow to arrange	as a continuation of the leisure focussed work in 2020/21, this would include further invitations to outside agencies and providers across the District
<b>29 March 2022</b>		
TBC		
<b>26 April 2022</b>		
Draft Annual Report	Ele Snow	To present the draft O&S Annual Report for recommendation to Annual Council

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

Document is Restricted

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

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