

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, 23rd November, 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 - 7)
Meeting of the Overview and Scrutiny Committee held on 19 October 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.

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

Large Clear Print: Braille: Audio: Native Language

4. **Matters Arising Schedule** (PAGE 8)
Matters arising schedule setting out current position of previously agreed actions as at 15 November 2021.
5. **Presentation Item - John Coupland Hospital, Gainsborough**
Presentation by Tracy Pilcher, Director of Nursing, Allied Health Professionals and Operations / Deputy Chief Executive of Lincolnshire Community Health Services NHS Trust regarding the John Coupland Hospital, Gainsborough.
6. **Public Reports**
- i) Scrutiny of Progress and Delivery Quarter 2 (PAGES 9 - 49)
7. **General Work Items**
- i) Forward Plan (PAGES 50 - 56)
- ii) Committee Workplan (PAGE 57)

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Monday, 15 November 2021

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Overview and Scrutiny Committee held in the Council Chamber - The Guildhall on 19 October 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 David Dobbie
Councillor Mrs Caralyne Grimble
Councillor Mrs Angela Lawrence
Councillor Keith Panter
Councillor Roger Patterson

Also Present: Councillor Trevor Young

In Attendance:

Inspector Gary Brockie	Lincolnshire Police
Nova Roberts	Assistant Director of Change Management & Regulatory Services
Darren Mellors	Performance & Programme Manager
Ele Snow	Democratic and Civic Officer

Apologies: Councillor Cherie Hill

16 MINUTES OF THE PREVIOUS MEETING

RESOLVED that the minutes of the meeting of the Overview and Scrutiny Committee held on 21 September 2021 be confirmed and signed as a correct record.

17 MEMBERS' DECLARATIONS OF INTEREST

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

18 MATTERS ARISING SCHEDULE

There were no outstanding matters arising.

A Member of the Committee enquired as to additional information following the fly-tipping presentation and it was explained this would be included in the future report.

19 PRESENTATION ITEM

The Chairman welcomed Inspector Gary Brockie to the meeting, explaining that it was the responsibility of the Committee to engage with Lincolnshire Police under Section 19 of the Police and Justice Act 2006 (Local Authority scrutiny of crime and disorder matters) and there was a long history of welcoming a number of Officers over the years to understand and support their work.

Inspector Brockie thanked the Committee for the invitation and explained that, having arrived in post in September 2020, during the pandemic, it had not been easy to get out and about to introduce himself. He welcomed the opportunity to now meet with the Committee as well as having already had meetings with some Members regarding specific issues. Members heard details of how the pandemic had impacted on the work of the police, for example with staff being advised to shield by the NHS, the introduction of home working and using online options more than had previously been the case. He explained that it had provided the opportunity to review standard practices and to change and adapt as circumstances changed, however, stations had remained open throughout and there was now a greater return to face-to-face working.

Note: Councillor C. Grimble arrived at 6.35pm

Inspector Brockie provided Members with the staffing numbers across West Lindsey and explained how the district was split into areas, with Officers and PCSOs working out of each area. Response staff were based in Gainsborough and Market Rasen, with these Officers being those who would be responding to 999 calls. In addition, they were supported by the CID staff at Gainsborough as well as the specialist resources based at the headquarters in Nettleham.

Members heard that, in relation to the national uplift of 20,000 new Officers, there were 100 extra Police Officers projected to join Lincolnshire Police. This would lead to a number of positive changes, such as a new dedicated roads policing unit. He explained that there had not been a standalone unit for some time and not only would it open up opportunities for focussing on some of the known hot spots in the area, but it would also free up other resources to focus attention on other areas of need. There would also be a rural crime action team, the details of which were yet to be confirmed however, it was anticipated that this would reap positive results.

With regard to Neighbourhood Policing, there would be an uplift of 12 Officers across the Force, with one being located in Gainsborough. Numbers had been worked out centrally, with new Officers arriving in two tranches. It had been confirmed that Gainsborough would see their new Officer as part of the first tranche. With Response Policing being the largest department, they would see the most significant uplift, although numbers had not yet been confirmed.

Inspector Brockie explained to the Committee that the current focus for his team was supporting Community Gains, working with residents to identify the issues in their communities and support the projects they choose to make a difference. The first event had been held in September and the focus now was to spread the word across the area. He explained that where residents may be reluctant to approach the Police directly with their concerns, there were volunteers involved in the project who could be the voice-pieces for

their areas. There would be ongoing work to support this initiative with more events planned for the future. In addition to supporting Community Gains, there had also been renewed focus on working in partnership with other agencies, such as the Council, in order to identify where there were opportunities for addressing recurrent issues.

The Committee heard that the current priorities across the district were:

- Rural crime – with cross-district working using pooled resources and intelligence, rather than one area simply pushing the problem into neighbouring areas.
- The ‘Fatal Four’ – drink driving, using mobile phones, wearing seatbelts and speed. The majority of road traffic accidents were caused by one or more of these and so it was important to maintain focus on the key messages.
- Youth-related Anti-Social Behaviour – this was direct from community feedback and differed across the district. The focus was district-wide but the response would be according to the issues of the specific area. It was also noted that some reports were not ASB but actually a lowered tolerance to groups and noise, following the lockdowns throughout the pandemic.

There was also ongoing work for the re-establishment of the ‘Mini Police’ post-lockdowns, with it being re-introduced to schools across the county and PCSOs having received specialist training. It had proven a successful scheme in the past and the re-introduction was a positive step as we come out of the impact of the pandemic.

The Chairman thanked Inspector Brockie for a detailed and informative presentation and welcomed questions from Members.

There were multiple concerns raised regarding speeding throughout the district, especially on the country roads between villages. Inspector Brockie confirmed they undertook speed checks, in both marked and unmarked vehicles, as well as conducting other checks such as valid MOTs, insurance, and these vehicles and drivers were dealt with accordingly. In response to comments regarding speed limits and accident hotspots, it was explained that they were under the control of the County Council and whilst the police may feed into the Road Safety Partnership, for example highlighting hotspots, they had no power to influence speed limits. The Chairman enquired on behalf of a Speedwatch Community Group Supervisor whether there were any plans across Lincolnshire to bring the Speedwatch groups together, as happened in other areas of the country, in order to provide feedback to them. Inspector Brockie explained he was not aware of that situation and would undertake to find out more information.

There were questions from the Committee regarding online crime and rural crime, with Inspector Brockie explaining there were committed teams to investigating online scams, with messages shared as much as possible for victims to report such incidents to the police. In relation to rural crime, every reported incident was reviewed by Inspector Brockie on a daily basis but once the dedicated team was in place, it was expected the reporting and investigating of rural crime would be fed through them, although the details of the arrangement were yet to be confirmed.

There was significant discussion regarding drug use in the district, specifically issues encountered in certain areas of Gainsborough. Inspector Brockie reassured Members that he and his team were committed to addressing such issues however, they could not act

without the evidence to do so. There was an element of normalisation to such problems and so people did not choose to report incidents to the police. Inspector Brockie gave the example of requiring a warrant to undertake a house search, stating that the warrant would not be granted by a magistrate without sufficient evidence. That evidence came from members of the public reporting information to the police. He recognised that people did not always wish to do this, and highlighted the use of Crimestoppers as a way of anonymously reporting crime. Visiting Member Councillor T. Young expressed his concerns regarding the different information provided to him compared to the statistics reported by the police and it was again emphasised that residents needed to report their issues to the police in order for them to be addressed. This was recognised and Members also suggested that the Crimestoppers number be widely circulated for those who did not wish to contact the police directly.

A Member of the Committee enquired as to whether there was any guidance provided by the police for individuals or businesses in relation to personal safety, particularly in light of recent high profile incidents. It was recognised that there needed to be wider national debate however, it was the responsibility of businesses to ensure their staff were provided with, for example, lone worker guidance or personal safety equipment. There were comments from Members regarding the situation in Lincolnshire with streetlights being switched off and the impact this had on personal safety. Inspector Brockie explained he did not have any feedback to hand as to whether there were still recurrent issues raised through the police, but specific concerns could be taken to Lincolnshire County Council as they were responsible for the initiative. A Member of the Committee suggested the use of the website 'fix my street' to report lights that were off.

The Chairman thanked Inspector Brockie and voiced support for the Community Gains event, hoping it would be repeated and more widely publicised. She invited him to return to the Committee in future with an update on the new initiatives, it was agreed for this to be arranged with the Democratic and Civic Officer.

Note: The Committee adjourned at 7.32pm for Inspector Brockie to leave and reconvened at 7.37pm

20 REQUEST TO CONVENE A PROGRESS AND DELIVERY MEMBER WORKING GROUP

The Committee heard from the Performance and Programmes Team Manager, seeking approval for a time limited, cross-party Progress and Delivery Member Working Group as part of the process for setting the Council's Progress and Delivery measures and targets for 2022-23. It was explained that this had last been undertaken in 2019 and the purpose of the Member Working Group was to review all of the Council's proposed key performance indicators and corresponding targets; ensuring they reflected a balanced scorecard approach, were stretch based to reflect the Council's ambitions and enabled a transparent view of performance across the Council's service areas.

It was suggested that a group membership of five Councillors was preferable, with volunteers being sought from the Overview and Scrutiny Committee initially. Four Members volunteered to be involved, those being Councillors A. Lawrence, A. White, D. Rodgers and K. Panter.

The Chairman thanked those Members and, having been moved and seconded it was

RESOLVED that a time-limited, cross party Member Working Group, as part of the process for setting the Council's Progress and Delivery measures and targets for 2022-23, be commissioned.

21 FORWARD PLAN

A Member of the Committee enquired as to the details of the report regarding free parking for Christmas Markets, it was confirmed this information would be shared with him. With no further comments, the contents of the Forward Plan were **NOTED**.

22 COMMITTEE WORKPLAN

With no comments from Members, the work plan was **DULY NOTED**.

The meeting concluded at 7.45 pm.

Chairman

Overview and Scrutiny Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Overview and Scrutiny Committee meetings.

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

Matters arising Schedule

Status	Title	Action Required	Comments	Due Date	Allocated To
Black	Information re Free Christmas Parking	Details of the proposal to be shared with Members	Info sent via email 15 November 2021	30/11/21	Ele Snow



**Overview and Scrutiny
Committee**

**Tuesday, 23 November
2021**

Subject: Scrutiny of: Progress and Delivery Quarter 2

Report by: Assistant Director, Change Management and
Regulatory Services

Contact Officer: Darren Mellors
Performance and Programmes Team Manager

Darren.Mellors@west-lindsey.gov.uk

Purpose / Summary: To consider the recommendations arising from
the Council's policy committees with regards to
quarter two Progress and Delivery

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.

1 Introduction

- 1.1 Members of the Overview and Scrutiny Committee are required to scrutinise the challenge of the two policy committees to the content of the council's Progress and Delivery reports.
- 1.2 To assist this scrutiny, the relevant minutes are provided to the Committee, as well as the full Progress and Delivery report.
- 1.3 Minutes of the Prosperous Communities Committee, where the report was presented on 2 November 2021, are attached at Appendix 1.
- 1.4 Minutes of the Corporate Policy and Resources Committee, where the report was presented on 11 November 2021, are attached at Appendix 2.
- 1.5 The full Progress and Delivery report for quarter 2 of the financial year 2021-2022 is attached at Appendix 3.
- 1.6 Members are asked to examine the responses given to the report by these two policy committees and assure themselves that the appropriate level of challenge is being made to the information contained in the report.

Appendix 1

Extract from the Prosperous Communities Committee Meeting held on 2 November 2021

41 PROGRESS AND DELIVERY QUARTER 2, 2021-22

The Committee heard from the Performance and Programmes Manager with the report containing Progress & Delivery performance information for Quarter 2 2021/22, which covered the months of July through to September. Where Covid-19 had impacted performance, this was identified and explained within the narrative of the report.

Members heard that as well as the discussion of performance information for Quarter 2, it was also recommended to delete the measure EN04 “percentage of licensed properties in the South West Ward” as the selective licensing scheme ended in July 2021 meaning it was no longer possible to collect data for this measure. It would, however, be replaced for the next financial year.

As an exception report, those measures that had performed above or below agreed tolerances for two consecutive periods would be discussed with a pause at the end of each portfolio to allow for any questions to be asked.

Within the quarter two report, 57% measures had exceeded their target, 19% were within tolerance and 24% were performing below agreed target. In addition, 69% of measures had exceeded their target for two quarters or more whilst the remaining 31% had been below target for two quarters or more.

Prior to commencing the read through of the report, a Member of the Committee commented that it was important for the impact of Covid-19 to be recognised, whilst also ensuring that it was not used as a ‘catch-all’ for any under-performance. This was agreed, with recognition given through the report for those areas where the impact had been greatest.

Corporate Health

There had been a slight decrease in customer satisfaction compared to the same period last year however performance was still within agreed tolerances. There had been a reduction in calls volume and the performance of answering calls within 21 seconds. A review was to be undertaken to establish the cause of this.

Finance & Property Services

Performance was returned as green as rental portfolio voids had performed better than target

Homes & Communities

There were five performance measures that had performed better than target for at least two consecutive periods. Conversely, four measures had performed worse than target for two consecutive periods; these measures related to Home Choices and Homes, Health & Wellbeing. For Home Choices the measures below tolerance

for two consecutive periods were regarding number of households and the number of nights in B&B accommodation. A plan had been introduced to reduce B&B stay and produce consistent exit plans for persons within temporary accommodation. It was anticipated that increased monitoring of cases should help to reduce B&B stay, and the team were also working with their partner Framework to reduce complex cases holding up spaces in the leased accommodation. It was expected to see the impact of this plan in next quarter's P&D report.

For Homes, Health & Wellbeing, two measures had performed worse than target for two consecutive periods and these measures included average number of days from DFG referral to completion and long-term empties brought back into use. The number of days taken to complete Disabled Facilities Grant applications was steadily decreasing. A report taken to Overview and Scrutiny committee in September highlighted the issues currently being faced when delivering DFG's which included the availability of both contractors and materials. It was agreed by the Overview and Scrutiny to undertake an internal review of the DFG processes to highlight any areas where timescales could be improved. This work was scheduled to be undertaken during November and December.

The overall number of long-term empty homes remained low and equated to just 1% of the district's housing stock. The focus for empty homes work remained the Viable Housing Solution, which was looking at a specific area within Gainsborough. Complaints in regards to the worst empty properties were still being dealt with reactively using the Council's existing powers. Compulsory Purchase Orders in regards to specific empty properties were in the process of being pursued. It was not believed that at this stage any further interventions are needed to address this.

A Member of the Committee enquired as to whether the target regarding long-term empty properties to be brought back into use was realistic or whether it was set too high. The Performance and Programme Manager did not have the information to hand but confirmed he would find out. Likewise, in response to a question as to whether the Council worked with ACIS in regards to DFGs, he confirmed he would clarify that information and share with Members after the meeting.

Operational and Commercial Services

There were six performance measures that had performed better than agreed targets for at least two consecutive quarters. On the flip side; there were four measures whose performance was below target for two consecutive quarters. The first of which was Leisure Facilities usages for the Gainsborough centre. Restrictions had now been lifted and both centres were fully open. SLM were working hard to build up the centres, increase the membership and develop more activities for all age groups. SLM were also working to develop a Social Wellbeing Programme to incorporate a range of suitable activities for the referral scheme.

In regards to Markets, quarter two saw traders being able to fully return to the market. Officers were currently working on a Market Traders Grant scheme to help support traders on the general market and farmers market following the impact of the pandemic.

There was significant discussion regarding the lack of outreach services within leisure facilities. It was described that the request for outreach work had been very clear and it was disappointing that this had not yet occurred. It was explained that the contract manager was working closely with SLM regarding this and it was very much a focus of the leisure facilities portfolio. The impact of the pandemic was recognised, however, it was felt that there had been sufficient time passed for plans to have been actioned and again, there was disappointment voiced that this was not yet happening.

There was support from Members regarding the number of litter picks supported by the Council, with several Members commenting the involvement in their communities. Additionally, the Operational Services response to fly-tipping was commended.

Democratic Services

There were no measures where performance was below or above target for two consecutive periods. Apologies were given as there was an error within this section of the report. The performance for attendance at member training events (KPI DS02) should have read as green and not red.

Planning & Regeneration

There were four measures which had performed better than target for at least two consecutive periods, all of which relate to the Council's Development Management service. There had been no measures that had performed below target for at least two consecutive periods.

Change Management and Regulatory Services

Nine measures had performed above their targets for two consecutive periods and there were four that had performed below their targets. Of these four; NNDR Collection rate had been below target for the first half of the year due to the award of Emergency Relief Payments as detailed in the quarter one P&D report. This was beginning to show signs of improvement as instalments become due and were either paid or recovery action was able to be taken to secure payment. The Council continued to work with businesses to ensure they received all the reliefs to which they were entitled.

The number of Planning Enforcement reports received continued to exceed the Council's ability to respond. Additional resources were in place and the number of cases opened this year did exceed the number closed, which had resulted in some of the time delays for closure of cases and time taken to provide an initial response. A review of longer-term cases had been undertaken. Temporary agency support had also been brought in to assist

The number of food hygiene inspections was gradually increasing as the volume of Covid-19 related complaints and responsibilities reduced. There was still a general resource challenge in relation to meeting the target number of inspections in the Food Standards Agency recovery plan and steps were being taken to ensure that additional resources were in place to achieve this. Staff vacancies within Environmental Protection and subsequent issues recruiting into these vacancies

had resulted in issues within the service. These vacancies were going out to advert shortly.

A Member of the Committee sought clarification on the details of the environmental protection requests, to what they were related. It was explained that they related to the statutory environmental protection powers and covered complaints such as noise, odour, pollution and water quality. The number of requests had increased significantly since pre-pandemic levels and continued on that trend. It was highlighted that it was not a service concern, however the volume of requests was highlighted as being significantly more than the Council would expect to receive.

Having reached the conclusion of the report, the Committee had the opportunity to ask any further questions. A Member of the Committee wished to highlight the outstanding performance of the Planning Department, especially given it was a service that could come against frequent criticism. The outcome of the appeals often went in the favour of the Council and was testament to the work undertaken by the team.

Having been moved and seconded, the Chairman took the vote and it was

RESOLVED that

- a) the performance of the Council's services had been assessed through agreed performance measures and areas where improvements should be made, having regard to the remedial measures set out in the report, be indicated; and
- b) the deletion of key performance indicator EN04 "% of licensed properties in the Gainsborough South-West Ward" be approved, as the cessation of the Selective Licensing Scheme in July 2021 means it is no longer possible to collect data for this performance measure. EN04 to be replaced with a new measure to monitor wider activity relating to Selective Licensing as part of the annual review of the Council's Progress and Delivery measures that is currently underway.

Appendix 2

Extract from the Corporate Policy and Resources Committee Meeting held on 11 November 2021

46 PROGRESS AND DELIVERY QUARTER 2, 2021-22

The Committee heard from the Performance and Programmes Manager with the report containing Progress & Delivery performance information for Quarter 2 2021/22, which covered the months of July through to September. Where Covid-19 had impacted performance, this was identified and explained within the narrative of the report.

The Chairman took the opportunity to extend her thanks to Ellen King, the Officer who had previously presented the P&D reports, and sent congratulations from the Committee on her new role.

Members heard that as well as the discussion of performance information for Quarter 2, it was also recommended to delete the measure EN04 “percentage of licensed properties in the South West Ward” as the selective licensing scheme ended in July 2021 meaning it was no longer possible to collect data for this measure. It would, however, be replaced for the next financial year.

As an exception report, those measures that had performed above or below agreed tolerances for two consecutive periods would be discussed with a pause at the end of each portfolio to allow for any questions to be asked.

Within the quarter two report, 57% measures had exceeded their target, 19% were within tolerance and 24% were performing below agreed target. In addition, 69% of measures had exceeded their target for two quarters or more whilst the remaining 31% had been below target for two quarters or more.

Corporate Health

There had been a slight decrease in customer satisfaction compared to the same period last year however performance was still within agreed tolerances. There had been a reduction in calls volume and the performance of answering calls within 21 seconds. A review was to be undertaken to establish the cause of this.

Finance & Property Services

Performance was returned as green as rental portfolio voids had performed better than target

Homes & Communities

There were five performance measures that had performed better than target for at least two consecutive periods. Conversely, four measures had performed worse than target for two consecutive periods; these measures related to Home Choices and Homes, Health & Wellbeing. For Home Choices the measures below tolerance for two consecutive periods were regarding number of households and the number of nights in B&B accommodation. A plan had been introduced to reduce B&B stay

and produce consistent exit plans for persons within temporary accommodation. It was anticipated that increased monitoring of cases should help to reduce B&B stay, and the team were also working with their partner Framework to reduce complex cases holding up spaces in the leased accommodation. It was expected to see the impact of this plan in next quarter's P&D report.

For Homes, Health & Wellbeing; two measures had performed worse than target for two consecutive periods and these measures included average number of days from DFG referral to completion and long-term empties brought back into use. The number of days taken to complete Disabled Facilities Grant applications was steadily decreasing. A report taken to Overview and Scrutiny committee in September highlighted the issues currently being faced when delivering DFG's which included the availability of both contractors and materials. It was agreed by the Overview and Scrutiny to undertake an internal review of the DFG processes to highlight any areas where timescales could be improved. This work was scheduled to be undertaken during November and December.

The overall number of long-term empty homes remained low and equated to just 1% of the district's housing stock. The focus for empty homes work remained the Viable Housing Solution, which was looking at a specific area within Gainsborough. Complaints in regards to the worst empty properties were still being dealt with reactively using the Council's existing powers. Compulsory Purchase Orders in regards to specific empty properties were in the process of being pursued. It was not believed that at this stage any further interventions are needed to address this.

Members of the Committee enquired as to further details regarding the long-term empty properties and whether the percentage figure could be expressed as a number of houses, instead of or as well as, the percentage figure. Additionally, it was suggested that it would be useful to have statistics as to where the empty properties were located. The Housing and Environmental Enforcement Manager explained that 1.5% equated to approximately 500 houses and Gainsborough typically had around a third of the total amount across the district. It was possible to provide numbers and percentages, although this had been moved away from in the past as there had been more focus on the number of properties without recognition of how many could actually be dealt with through enforcement powers.

It was also questioned as to how resources were allocated to bring empty properties back into use, to which it was explained that in the past, there had been a very proactive grant scheme however action was now more through the enforcement route.

Operational and Commercial Services

There were six performance measures that had performed better than agreed targets for at least two consecutive quarters. On the flip side; there were four measures whose performance was below target for two consecutive quarters. The first of which was Leisure Facilities usages for the Gainsborough centre. Restrictions had now been lifted and both centres were fully open. SLM were working hard to build up the centres, increase the membership and develop more activities for all age groups. SLM were also working to develop a Social Wellbeing Programme to incorporate a range of suitable activities for the referral scheme.

In regards to Markets, quarter two saw traders being able to fully return to the market. Officers were currently working on a Market Traders Grant scheme to help support traders on the general market and farmers market following the impact of the pandemic.

A Member of the Committee highlighted the difficulties at the Trinity Art Centre with ongoing pressure due to staff sickness and sought reassurance that there were contingency plans in place. The Chief Executive explained there was a re-structure underway which would resolve the current issues.

Democratic Services

There were no measures where performance was below or above target for two consecutive periods. Apologies were given as there was an error within this section of the report. The performance for attendance at member training events (KPI DS02) should have read as green and not red.

The Chairman highlighted that attendance at development sessions was within the power of Members and asked for Group Leaders to help ensure Members did attend sessions.

Planning & Regeneration

There were four measures which had performed better than target for at least two consecutive periods, all of which relate to the Councils Development Management service. There had been no measures that had performed below target for at least two consecutive periods.

There were repeat comments from a Member of both policy committees regarding the performance of the Planning Department and asked for thanks to be passed on.

Change Management and Regulatory Services

Nine measures had performed above their targets for two consecutive periods and there were four that had performed below their targets. Of these four; NNDR Collection rate had been below target for the first half of the year due to the award of Emergency Relief Payments as detailed in the quarter one P&D report. This was beginning to show signs of improvement as instalments become due and were either paid or recovery action was able to be taken to secure payment. The Council continued to work with businesses to ensure they received all the reliefs to which they were entitled.

The number of Planning Enforcement reports received continued to exceed the Council's ability to respond. Additional resources were in place and the number of cases opened this year did exceed the number closed, which had resulted in some of the time delays for closure of cases and time taken to provide an initial response. A review of longer-term cases had been undertaken. Temporary agency support had also been brought in to assist

The number of food hygiene inspections was gradually increasing as the volume of Covid-19 related complaints and responsibilities reduced. There was still a general resource challenge in relation to meeting the target number of inspections in the

Food Standards Agency recovery plan and steps were being taken to ensure that additional resources were in place to achieve this. Staff vacancies within Environmental Protection and subsequent issues recruiting into these vacancies had resulted in issues within the service. These vacancies were going out to advert shortly.

Having reached the conclusion of the portfolios, Members of the Committee were invited to make further comments. With regard to Member Development, it was noted by the Chairman of the Governance and Audit Committee that the Annual Report had been received that same week and there would be communications in the new year regarding online training options for Councillors, this would allow individuals to undertake sessions as and when it was convenient for them. Additionally, he enquired as to why the P&D report was received at both policy committees when there seemed to be little change between both versions of the presented report.

The Chief Executive explained that historically, there had not been such crossover between committee membership and, as the Prosperous Communities Committee had their own budget, separate to that which was overseen by the Corporate Policy and Resources Committee, there had previously been portfolios that warranted greater scrutiny by one committee or the other. It was acknowledged that this could be reviewed afresh.

There was further discussion regarding the environmental protection requests and whether it was possible to identify any cause for the significant increase. It was explained that the figure predominantly demonstrated the increase in requests but it was important to see whether they were dealt with in time. It would be possible to look at the data in greater detail and ascertain whether there was any preventative work that could be undertaken.

The final comments were in relation to climate change and sustainability and whether there were measures in place as a part of the P&D reporting. It was surmised that, as the strategy had only recently been adopted, performance measures would be incorporated in future years.

Having been moved and seconded it was unanimously

RESOLVED that

- a) the performance of the Council's services had been assessed through agreed performance measures and areas where improvements should be made had been indicated, having regard to the remedial measures set out in the report.
- b) the deletion of key performance indicator EN04 "% of licensed properties in the Gainsborough South-West Ward" be approved, as the cessation of the Selective Licensing Scheme in July 2021 means it is no longer possible to collect data for this performance measure. EN04 to be replaced with a new measure to monitor wider activity relating to Selective Licensing as part of the annual

review of the Council's Progress and Delivery measures that is currently underway.



Progress and Delivery Report

Quarter Two (Jul-Sep) 2021/22

Executive Summary

Introduction

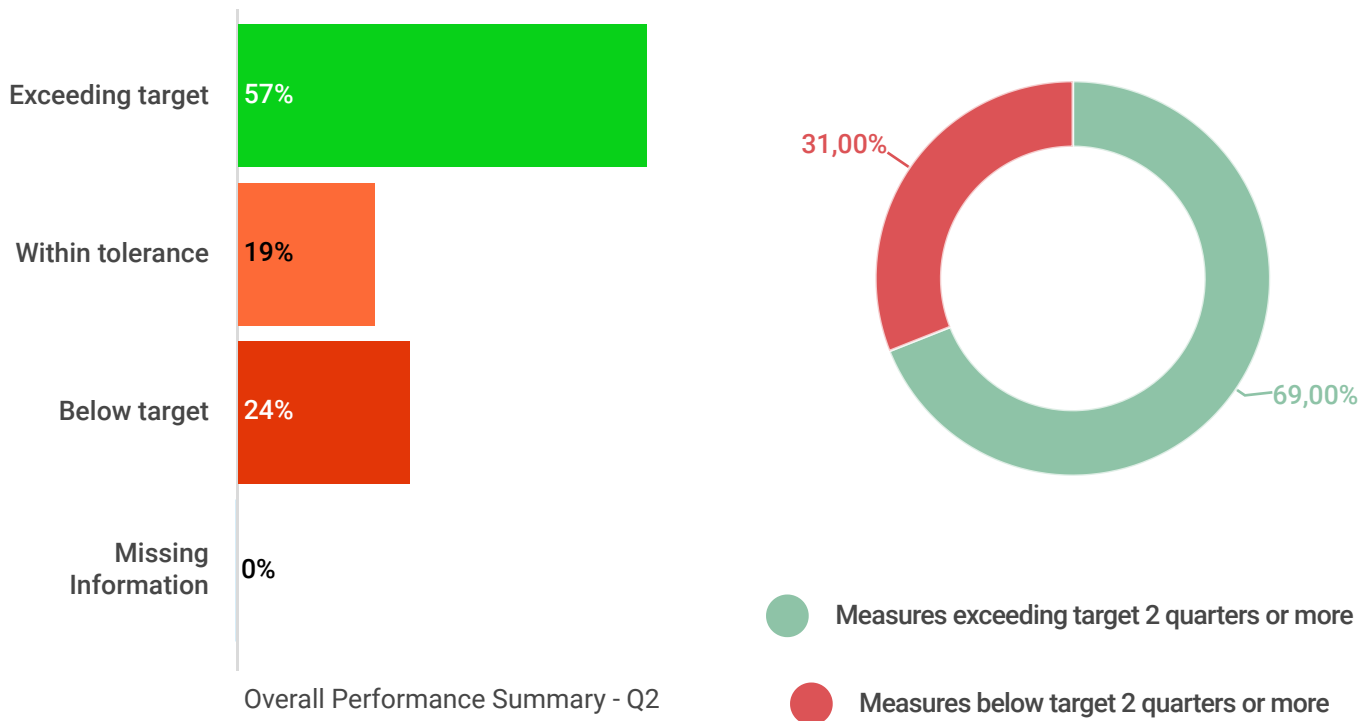
This report presents a detailed summary of Council performance for quarter two, (July - September) of 2021-2022. In line with the Council's senior structure, performance information in this report is grouped by portfolio and is based on the performance measures and targets approved by Corporate Policy and Resources Committee in January 2021. Each section of the report begins with an overall summary of portfolio performance, including measures which have been above or below target for at least two consecutive quarters. This is followed by a one page performance summary for each service within that portfolio. Key information includes performance by exception (above or below target) and narrative relating to service activity for the quarter. Where performance is below target, additional information has been included to explain: why this is the case, what remedial action is being taken to improve performance and when performance is expected to be back on track. Where new performance measures have been introduced, in line with standard practice, targets are not assigned for the first 12 months. Instead, performance data will be included in all P&D reports for 2021/22 in order that members have appropriate data to agree targets for 2022/23. Such new measures are highlighted within the relevant section of the report.

During Quarter three, the Performance and Programmes Team are working with key stakeholders, including a Progress and Delivery Member Working Group, to review all of the Council's Progress and Delivery measures and targets ready for 2022/23. The results of this review will be presented back to Corporate Policy and Resources Committee on 13th January 2022 for approval. Separately, it is recommended that one of the Council's key performance indicators within the Enforcement service, "percentage of licensed properties within the Gainsborough South-West ward (EN04) be removed. The Selective Licensing scheme came to a close in July 2021, therefore it will not be possible to collect data for this measure going forward. Prosperous Communities Committee will consider revised proposals in November and the results of this will be fed into the annual review of P&D measures that is currently underway, resulting in a proposed new indicator that measures Licensing Scheme activity across the district as a whole.

The Impact of COVID-19 on Council Performance

The Coronavirus pandemic continues to impact on Council performance. As of 19th July 2021, all COVID restrictions were lifted in England though the impact of the pandemic on some Council services remains. Where this is the case, the narrative of the report will be used to explain what the continuing impact is, what mitigating actions are in place and when business as usual is expected to return. This will allow progress to be tracked as the Council progresses from COVID response to COVID recovery, subject to any changes in national legislation.

Overall Summary of Council Performance - Quarter 2



Quarter Two Performance by Portfolio

Portfolio	No of measures *	Measures exceeding target	Measures within tolerance	Measures below target	Missing Info
Corporate Health	10	8	1	1	0
Finance and Property	1	1	0	0	0
Homes and Communities	12	5	2	5	0
Operational and Commercial	19	10	4	5	0
People and Democratic Services	2	0	1	1	0
Planning and Regeneration	4	4	0	0	0
Change Management and Regulatory Services	20	11	5	4	0

* Includes only those performance measures for which a target has been assigned.

Corporate Health

- **CH02 - Customer satisfaction** has decreased slightly compared to the same period last year. Where satisfaction was recorded as low, this relates to customers not receiving a timely response, or the level of service they expected, or a customer is not in agreement with a planning decision. Any significant comments received have been fed back to the relevant service areas for consideration and action where appropriate. A total of 47 complaints were received during quarter two, a reduction of 30% on the same period last year. Conversely, the number of compliments has increased to 265 which represents a 56% increase on the same period last year.
- **CH05 - Call volumes** have reduced by over 2,000 calls compared to the same period last year. A six monthly review will be undertaken to try to establish what is impacting the low level of performance. At present, this measure relates to all calls received by the Council, rather than just those to the main switchboard number where call handling rates are higher. This measure is being reviewed as part of the annual P&D review and as part of the review of the Customer Experience Strategy (both currently underway) to ensure additional data can be provided relating to email handling and response times.

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
CH01 - Time taken to pay invoices	10 days	14 days	9.6 days		⤴
CH02 - Average Customer satisfaction rating out of 5 stars	3.9 stars	3.5 stars	3.5 stars		⤵
CH03 - % of complaints where the Council is deemed at fault	32%	45%	15%		⤴
CH04 - Average number of days to resolve a complaint	7 days	21 days	9 days		⤵
CH05 - % of calls answered within 21 seconds	73%	85%	66%		⤵
CH06 - Average number of staff sickness absence days per FTE	0.69 days	0.6 days	0.62 days		⤴
CH07 - Recorded Health and Safety incidents	10	NTS	12	...	⤵
CH08 - Server and system availability	100%	98%	100%		⤴
CH09 - Data breaches resulting in action by the Information Commissioner's Office	0	0	0		⤴
CH10 - % of Freedom of Information (Fol) requests processed in the statutory time limit	100%	100%	100%		⤴
CH11 - Number of subsequent challenges to Fol requests	0	0	0		⤴

Finance & Property Performance Summary

Services included:

- Property and Assets



Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
PA04 - Rental Portfolio Voids	10%	12%	7%	<div></div>

Measures where performance is below target for at least two consecutive quarters

There are no measures where performance is below target for two consecutive quarters.

Property and Assets

- At £48,209 rental income from car parks continues to improve and is up by 92% on the same period last year.
- At £155,084 income from received assets is down 18% compared to the same point last year due to loss of rent from the sale of housing stock.
- PA04 - Rental portfolio voids remain low with interest in the commercial property market still high.

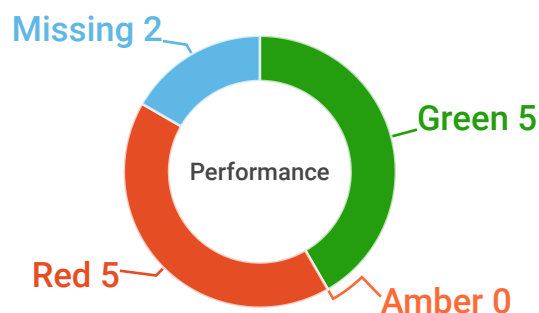
Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
PA04 - Rental portfolio voids	10%	12%	7%	<div></div>	<div></div>

Homes & Communities Performance Summary

Services included:

- Home Choices
- Homes, Health and Wellbeing
- Communities



Measures where performance is above target for at least two consecutive quarters













KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
HC02 - Number of households in temporary accommodation	5	5	5	Green
HC03 - Number of households housed from the Housing Register	63	12	49	Green
HC07 - Homeless Prevention	65	48	61	Green
HC08 - Homeless Relief	21	14	22	Green
HSG03 - Long-term empty properties as a % of all housing stock	1%	2%	1%	Green

Measures where performance is below target for at least two consecutive periods

KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
HC04 - Number of households in B&B accommodation	33	0	33	Red
HC05 - Number of nights spent in B&B accommodation	489	0	349	Red
HSG01 - Average number of days from DFG referral to completion	201 days	120 days	173 days	Red
HSG04 - Number of long-term empty properties brought back into use	0	25	0	Red

Home Choices

- HC02 - It is still necessary for us to be judged for the number of bed and breakfast nights so that we are held accountable for why we have to use this form of accommodation. A bigger review of temporary and interim accommodation is currently in the initial stages to try and bring the number of households in bed and breakfast closer to 0.
- HC03, HC04 and HC05 - The beginning of September meant a plan was introduced to reduce B&B stay and produce consistent exit plans for persons within other temporary accommodation. Increased monitoring of cases should help to reduce B&B stay but also work with our partner Framework to reduce complex cases holding up spaces in the leased accommodation. This involves tasking Framework officers with duties and also ensuring that if rules are broken, then warnings or eviction notices are served promptly. It has been found that persons within temporary accommodation have breached their licence conditions causing issues within temporary accommodation but have not been given warnings. Persons in B&B accommodation will now be given an agreement to sign outlining acceptable and unacceptable behaviours which should help frame their expectations of the council when providing temporary accommodation. Several complex cases were waiting for assessments from adult social care and then once assessed officers were stuck waiting for support to be provided and for alternative accommodation to be sourced. Those cases who have been in temporary accommodation for more than 3 months are due to limited assistance from other agencies which means the supported accommodation is deemed too low needs which puts pressure on Home Choices at an already pressurised time. The Team Manager is meeting with a representative from LPFT to try and work out a pathway on how we can work together better and more streamlined to minimise time spent in all temporary and interim accommodation.
- HC06 - Officers are working hard to ensure applications are processed in a timely manner. Whilst we are reliant on registered providers for properties we are ensuring people are registered for them promptly.
- HC07 and HC08 - A combination of staff leave, long term sickness and increase of cases resulted in a lot of "fire fighting" for officers which meant less outcomes were achieved during the month of August. In September the Team manager returned from maternity leave which has assisted the team with understanding their capacity and identifying the priorities to be focused on with each case. The senior officer meets with supported housing providers to try and move cases on into other accommodation but due to their increasing needs of alcohol, drug abuse, mental health and previous offending this is very difficult to find other accommodation providers who will accept this.

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
HC02 - Number of households in temporary accommodation	8	5	5		
HC04 - Number of households in B&B accommodation	N/A	0	33		N/A
HC05 - Number of nights spent in B&B accommodation	280		349		
HC06 - Number of households who have been housed from the Housing Register	48	19	49		
HC07 - Homeless Prevention	44	48	61		
HC08 - Homeless Relief	39	14	22		
HC09 - Homeless prevention cases as a % of total approaches	N/A	65%	51%		N/A

Homes, Health and Wellbeing






- HSG01 - The number of days taken to complete Disabled Facilities Grant (DFG) applications is continuing to steadily decrease. There have been 56 grants completed year to date. In addition, the team are starting to collate information regarding the different types of adaptations, the associated time-scales and the outcomes of those grants on people in terms of being able to remain living independently within their home.

A report taken to Overview and Scrutiny committee in September highlighted the issues currently being faced when delivering DFG's which included the availability of both contractors and materials, rising costs, changes in OT capacity and experience along with some other areas where improvements can be made such as procurement of works. It was agreed by committee that although WLDC are doing all they can to deliver the best service possible, an internal review of the process could help to highlight any areas where timescales can be improved.

There are also a number of measures that have already been implemented which include the appointment of a Strategic Lead for Lincolnshire who will be focusing on embedding DFG's as part of a system wide approach, the updating of the way in which DFG's are recorded to ensure that accurate information can be fed back to committee, better feedback from customers so outcomes can be monitored and reported along with other changes which have and will continue to have an impact on the delivery of the service. The internal review has been started and is due to be completed by the end of March 2021 with a view to implement any suggested changes in the new financial year.

- HSG04 - At 499 for quarter two, the overall number of long term empty homes remains low and equates to just 1% of the district's total housing stock. There are no longer any policy interventions for this work area, however, the focus for P3 and the Viable Housing Solution in Gainsborough is to look at bringing empty properties back into use ahead of purchasing on the open market. The new Homes, Health and Wellbeing team have started to target some properties that have high levels of council tax debt to do some intensive work to try to bring these properties back into use. The Council also works with other housing providers to acquire empty properties that can be brought back into use to meet a specific housing need. Complaints in regards to the worst empty properties are still being dealt with reactively using the Council's existing powers. Compulsory Purchase Orders in regards to specific empty properties are in the process of being pursued. It is not believed that at this stage any further interventions are needed to address this.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
HSG01 - Average number of days from DFG referral to completion	196 days	120 days	173 days		
HSG03 - Long-term empty properties as a % of all housing stock in the district	N/A	2%	1%		N/A
HSG04 - Long-term empty properties brought back into use	2	25	0		

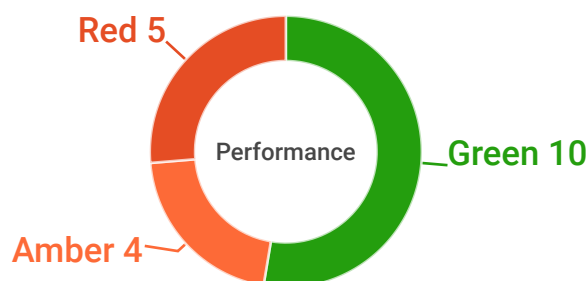
Communities

- CCTV - Initial phases of the Safer Streets programme are completed with over 30 CCTV locations upgraded and new AI servers installed. The work will continue with the next phases seeing new locations added in Gainsborough.
- Community Grants - During Q2 we are seeing an increase in grant activity as more projects get underway following pandemic lockdown periods. To date this financial year the Councillor Initiative Fund has made 46 awards totalling £12,268.91 and the Match Funding Grant has made 7 awards totalling £36,445.07.
- Open and Green Spaces - Lincolnshire County Council's bid to the Treescapes Fund has been successful and WLDC are expected to receive an allocation of approximately 500 to 600 trees. These will be for planting on WLDC owned green spaces and woodlands near Gainsborough.
- Hemswell Cliff - During Q2 Hemswell Cliff Parish Council has agreed to adopt playparks in the village currently maintained by the Hemswell Resident Management Company. This follows work by WLDC providing the managed estate service and Hemswell Resident Management Company providing the financial investment to make various repairs bringing them up to an adoptable standard.
- Community Broadband - During Q2 we have continued to support communities with accessing voucher schemes for infrastructure improvements. Community Broadband Champion meetings continue to be hosted by WLDC and regular liaison is taking place between key partners such as LCC and broadband providers.
- Employment and Skills - Kickstart Scheme for WLDC has started during Q2 with all agreements confirmed with Lincoln College and DWP. A total of 5 vacancies within WLDC have been provided through this scheme helping to support employment of young people. A jobs fair event is currently being planned working with DWP due to take place in Q3.

Operational & Commercial Performance Summary

Services included:

- Building Control
- Contracts Management
- Crematorium
- Garden Waste
- Leisure Contract
- Trinity Arts Centre
- Operational Services
- Street Cleansing
- Markets



Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
GW01 - Number of bins sold	27,643	25,197	28,289	■
GW02 - Subscription take-up	58.8%	56%	60.3%	■
GW04 - Missed garden waste collections	0.1%	0.2%	0.1%	■
SC03 - The number of volunteer litter picks supported by the Council	29	18	18	■
SC04 - % of reported fly-tipping cases removed within target time	97%	90%	98%	■
WC03 - Amount of residual waste collected per household	41.21kg	45kg	41.16kg	■

Measures where performance is below target for at least two consecutive quarters

KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
LE102a - Gainsborough Leisure Centre usage	63,072	78,750	67,302	■
LEI05 - Number of outreach users	0	293	0	■
MKT03 - Average number of paid for market stalls - Tuesday	31	37	33	■
TAC03 - Average spend per head on secondary sales	£0.12	£2.30	£1.49	■

Building Control



All KPIs within this service area are performing within expected tolerance levels.

- Whilst income has stayed ahead of expected levels throughout quarter two, market share fell slightly during August due to an increase in competitor applications. September saw a fall in the Council's own applications, which is usual for this time of year when the construction industry begins to slow down towards the end of the year. Despite this, at 74% the Council's market share remains within agreed tolerance levels.

Crematorium

- Targets are not assigned for LFC01 / 02, with performance instead monitored against the direction of travel. LFC03 is a new measure introduced for 2021/22. As is standard practice, targets are not assigned for new measures, with performance included in all P&D reports for 2021/22 in order that members have the appropriate baseline data to agree a target for 2022/23.
- The easing of restrictions has seen the chapel back to accommodating full capacity, increasing the footfall significantly. Although face coverings are not mandatory, staff continue to wear facemasks and observe social distancing in order to ensure the chapel is as COVID safe as possible for staff and visitors.
- The service's reputation is slowly growing as the number of users is constantly increasing, Funeral Directors are advising that many families are now actively requesting to use Lea Fields, rather than waiting using the service as the preferred choice of Funeral Directors.
- Lea Fields was lucky enough to become a finalist at the recent Association of Public Service Excellence (APSE) awards; and although the service didn't win this year, it is still a privilege to have reached the finalist stage having won the award last year.
- The team have now appointed two Kickstart placements, who are due to start in October. The aim is to offer training to facilitate them to complete a recognised cremation certification course within their six month placement which will benefit them greatly in gaining future employment. The team is currently in the process of recruiting a fourth, full time member of our team which will increase the service's resilience as we approach a busier period.







Crematorium Performance Measures

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
LFC01 - Income received	£80,038	N/A	£122,672.30	N/A	⬆
LFC02 - Number of services held	112	N/A	154	N/A	⬆
LFC03 - % of total cremations that are direct funerals	N/A	N/A

Garden Waste

- Please note that the garden waste service is based on a calendar year rather than the civic or financial year as per other Council services.
- GW02 - New subscriptions continue , with 362 new subscriptions during quarter two which is a 2% increase on the same period last year. Website subscription continues to be the customer's preferred method of choice for signing up to the service and the team will continue to promote this for the 2022 season.
- GW03 - Missed Bins have been monitored closely with any issues identified and resolved quickly.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
GW01 - Number of bins sold	27,145	25,197	28,289		
GW02 - Subscription Take-Up	58.3%	56%	60.3%		
GW03 - Missed garden waste collections	0.07%	0.2%	0.1%		




Contracts Management



All KPIs within this service area are performing within expected tolerance levels.

Leisure Contract





- This area has a number of new performance indicators for 2021/22 (LEI02b, LEI03a and b, and LEI04). As is standard practice, targets are not assigned for new measures, with performance included in all P&D reports for 2021/22 in order that members can agree targets for 2022/23 based on appropriate baseline data.
- LEI02 - With restrictions being lifted both centres are now fully open. Leisure providers SLM are working hard to build up the centres, increase the membership and develop more activities for all age groups. In addition to the main activities (gym, swim and dance classes) the following are underway: Easy Line/Senior Circuits (over 50s). Walking Cricket which is currently averaging 12 participants per week. Walking Netball, which is currently averaging 8 participants per week. After school sports activity delivery at Hemswell Cliff Primary School. Badminton sessions with Gainsborough Disability Network. A weekly Parkinson's group which runs once per week in the Active Seniors Hub. SIT Fitness, which is a twice weekly seated exercise class in Active Seniors Hub. And finally, a partnership with Market Rasen Primary School for use of the facilities at Market Rasen Leisure Centre three times per week.
- The participation levels at both leisure centres are currently resulting in a small surplus on operational costs. The Council is therefore no longer providing financial support for operational costs. However; the level of activity required to meet the management fee has yet to be achieved, with any unpaid amounts supported from the Sales Fees and Charges Covid Grant and ongoing recovery over the life of the contract.
- LEI05 / 06 - SLM are working with the VCS to develop a 'Social Wellbeing Programme' which will incorporate a range of suitable activities to address the common social and wellbeing needs of clients through a referral process. They will utilise the Active Seniors Hub at the West Lindsey Centre to run consultations, courses, workshops and events. In addition, SLM's partnership with One You Lincolnshire has been re-started to provide an integrated health scheme which offers services for exercise, weight management, mental health, smoking and alcohol reduction. At the present time, SLM do not have a fully qualified GP Exercise Instructor, although this position is currently out to advert and two staff are currently undertaking course and it is hoped that the scheme will be fully resourced by the end of quarter three.
- Areas for future planning include developing girls football at Market Rasen, creating a junior cricket provision and working with the VCS to explore a return to care homes, and offering a young mums' soft play morning for vulnerable or isolated young parents.

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
LEI01 - Customer satisfaction with leisure events and facilities	99%	75%	97%		
LEI02a - Leisure Facilities Usage - Gainsborough	36,000	78,750	67,302		
LEI02b - Leisure Facilities Usage - Market Rasen	4,882	N/A	10,965	N/A	
LEI03a - Number of individual users - Gainsborough	N/A	N/A	7,826	N/A	N/A
LEI03b - Number of individual users - Market Rasen	N/A	N/A	1,415	N/A	N/A
LEI04 - Number of users visiting the Leisure Centres at least three times per week	N/A	N/A	4,637	N/A	N/A
LEI05 - Total number of outreach users	0	293	0		
LEI06 - Number of users referred through the Health Lifestyle Scheme		N/A	294	N/A	

Trinity Arts Centre

- TAC05 and TAC06 are new performance measures for 2021/22. As is standard practice, new measures are not allocated targets with performance included in all P&D reports for 2021/22 in order that Members can agree targets for 2022/22 based on baseline data.
- TAC04 / 05 - For the first part of quarter two (June and part of July), the centre was only operating to accommodate community groups and engagement activities. In August, the Centre presented four performances of a free play, two of which were performed in Market Rasen and two were performed in Gainsborough. Mid September saw TAC present its first live indoor production to a paying audience; The Retro Rock Show with further community productions following soon after.
- Consumer confidence remains low but most productions are performing better than expected in the given climate. It appears the introduction of ticket insurance has helped boost ticket purchases.
- TAC06 - With September being the start of a new academic year, TAC had the most hires it has ever had with the centre now operating seven days a week from 9m until 9pm. The impact TAC has on the local community is very tangible and the new decoration and services are being received very well by users of the centre.
- At present, TAC is combating a temporary staffing crisis operating more hours than there are staff available. This is due to staff sickness, and a shortage of returning casual staff who have secured permanent employment elsewhere. Currently the Centre Manager and the Technical Manager are stepping up to make sure business is maintained and the centre remains open for community use.




Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
TAC03 - Average spend per head on secondary sales	£0	£2.30	£1.49		
TAC04 - Audience figures	0	234	340		
TAC05 - Total number of performances and screenings held	N/A	N/A	8	N/A	N/A
TAC06 - Total number of engagement activities held	N/A	N/A	109	N/A	N/A

Markets

- During quarter two all traders have been able to return to the market. The Tuesday market has seen a take up of 433 paid for stalls and the Saturday market has seen a take up of 155 paid for stalls in total.
- Stall rents were reintroduced in June 2021, which has generated £8,534 in income during quarter two. Officers are currently working on a Market Traders Grant scheme to help support traders on the general market and farmers market following the impact of the pandemic. The scheme, which will be available to traders from January 2022, will effectively allow traders to claim back any rents paid throughout 2021/22.
- A further support package has been agreed with Marshalls Yard until April 2022, which will deliver two events to run alongside the General Market. The Gainsborough Food Festival was held over the weekend of 31 July/1 Aug, this was a two day event and was held in the town centre and on Market Street, the event was well received / supported and helped support the local community, shops, charities and the Gainsborough Market.
- For quarter two, there has been an average of 12 traders per month attending the Farmers Market, however some traders are still cautious as a result of the pandemic and are yet to return. The Gainsborough Farmers Market has been relocated to the Town Centre on an interim basis to help with social distancing.
- Consultants Quarterbridge are currently undertaking a market review looking at options for the delivery of markets throughout the district in Gainsborough, Market Rasen and Casitor. Phase one of the review has now been completed, with phases two and three due to be completed in the autumn of 2021.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
MKT02 - Average number of paid for market stalls - Saturday	15	14	12		
MKT03 - Average number of paid for market stalls - Tuesday	29	37	33		

Street Cleansing

- SC03 - The service continues to have strong links with communities and the relaxation of restrictions meant that the Great British Spring Clean was able to go ahead as planned in June. The number of volunteer litter picks being supported by the Council has steadily decreased during this financial year. This is a result of community groups and residents retaining the equipment provided meaning that they don't have further need for assistance from the Council. With the majority of community groups now having the equipment they need to continue their litter picks, this performance indicator is likely to become redundant by the end of 2021/22.
- SC04 - There has been a decrease of fly-tipping incidents during quarter two, with 348 instances recorded compared to 451 in quarter one. Period two has seen a decrease in the number of fly tipping incidents recorded, there were 348 instances of fly tipping in period two against 451 for period one, a 22.83% decrease. Compared to the same period last year, there has been a 58.8% reduction in fly-tipping incidents although levels remain high compared to pre-pandemic levels. Household Waste Recycling Centres (HWRCs) are now fully reopen and operating as normal.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
SC03 - Number of volunteer litter picks supported by the Council	23	18	18	<div></div>	<div></div>
SC04 - % of fly-tipping removed within the service level agreement	99%	90%	98%	<div></div>	<div></div>

Waste Services

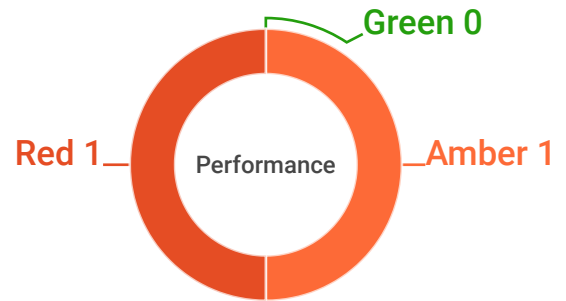
- WC02 - The recycling rate is exceeding target as a result of the increase in garden waste subscriptions. Contamination rates of mixed dry-recycling (MDR) continues to increase and is currently over 30%. The Council is working with the Lincolnshire waste partnership to be able to offer a more comprehensive recycling collection service and to reduce the amount of contamination within the recycling stream. A new county wide MDR mix has been agreed and a full paper and card collection has been rolled out in Boston & North Kesteven which has already resulted in a significant decrease in contamination levels. The Council is currently in the process of taking a paper to full Council regarding a roll-out of paper and card collection in West Lindsey. In addition, the Lincolnshire Waste Partnership is currently in talks with the Department for Environment, Food and Rural Affairs regarding a roll-out of food waste collections before the 2023 deadline, although the pandemic is likely to lead to delays in this timeline.

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
WC02 - Recycling Rate	50%	50%	54%	<div></div>	<div></div>
WC03 - Amount of residual waste collected per household	42.58kg	45kg	41.16kg	<div></div>	<div></div>
WC04 - Missed black and blue bin collections	267	380	315	<div></div>	<div></div>

People and Democratic Services

Services included:

- Democratic Services



Measures where performance is above target for at least two consecutive quarters



There are no measures where performance is below target for two consecutive quarters.

Measures where performance is below target for at least two consecutive quarters





There are no measures where performance is below target for two consecutive quarters.

Democratic Services

- DS02 - Attendance at training events was lower than the target for the reporting period. Three sessions were held; all of which were non-mandatory.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
DS02 - Attendance at Member training events	51%	45%	25%		

Planning & Regeneration Performance Summary

Services included:

- Development Management



Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
DM04 - % of major planning applications determined on-time	100%	90%	100%	
DM05 - % of non-major planning applications determined on-time	100%	80%	100%	
DM06 - % of major planning appeals allowed	0%	8%	0%	
DM07 - % of non-major planning appeals allowed	0%	8%	4%	

Measures where performance is below target for at least two consecutive quarters



There are no measures where performance is below target for two consecutive quarters.

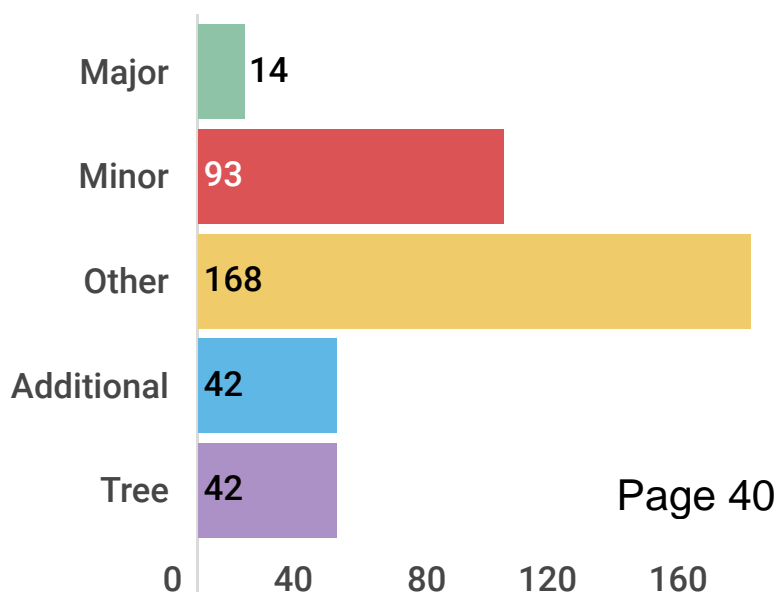
Development Management

- A total of 435 planning applications were received during quarter two and, while this is an 8% decrease on quarter one, the number of applications remains high and is a 2% increase on the same period last year. The service is currently averaging just under five major planning applications per month for 2021/22 so far.
- Planning application fee income (£252,612) and pre-application fee income (£24,202) have brought £276,814 income in total during quarter two. This is a 28% increase on quarter one, despite receiving fewer applications, and is reflective of some of the larger applications bringing in higher fees. Income is 25% higher than the same period last year, demonstrating strong performance in this area.
- Of the nine major development applications determined in quarter two, all were determined in time. Two-thirds of those determinations were made within the statutory 13 week time period without requiring an extension of time.
- The service also determined 100% of non-major applications (232 out of 232) 'in time'. Of these, 70% were determined within the statutory 8 week period.
- A total of 8 appeal decisions against non-major decisions were received during quarter two, of which five were dismissed. This means that allowed appeals account for 4% of all reportable non-major decisions during the quarter. Allowed appeals account for 2% of overall non-major decisions made in 2021/22 so far.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
DM04 - % of major planning applications determined on-time	100%	90%	100%	■	⌵
DM05 - % of non-major planning applications determined on-time	99%	80%	100%	■	⌶
DM06 - % of major planning appeals allowed	N/A	8%	0%	■	N/A
DM07 - % of non-major planning appeals allowed	N/A	8%	4%	■	N/A

Breakdown of Planning Applications by Type for Quarter Two



A total of 435 planning applications were received during quarter two. Of these:

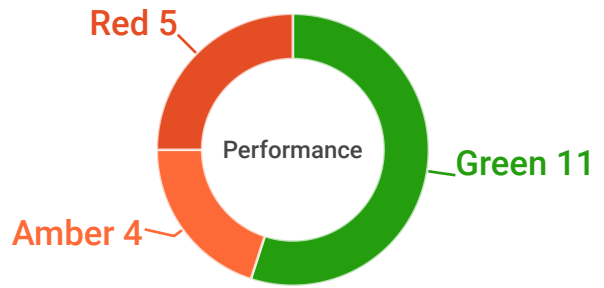
- 14 were major applications
- 93 were minor applications
- 160 were other applications
- 168 were additional applications
- 42 were tree applications

Change Management & Regulatory Services

Performance Summary

Services included:

- Council Tax and NNDR
- Enforcement
- Housing Benefit and Council Tax Support
- ICT
- Local Land Charges
- Licensing
- Regulatory Services
- Systems Development







Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
CT02 - No of properties on the Council Tax base per FTE	5,515	5,000	5,456	■
CT03 - Council Tax in-year collection rate	28.73%	55.43%	55.72%	■
EN04 - % of licensed properties in the Gainsborough South-West Ward	97%	90%	98%	■
EN05 - % housing enforcement cases closed within 6 months	85%	75%	100%	■
LI04 - % of licensing applications processed within target time	100%	96%	100%	■
RG02 - % of registered food premises rated 3* or above	98%	96%	98%	■
RG05 - % of environmental protection cases closed within 6 months	99%	75%	98%	■
SYS01 - LLPG Standard	Gold	National Standard	Gold	■
SYS03 - % of Systems Development requests processed within target time	96%	80%	100%	■

Regulatory Services & Change Management

Performance Summary Continued







Measures where performance is below target for at least two consecutive quarters

KPI	Q1 (2021/22)	Target	Q2 (2021/22)	Perf
CT04 - NNDR in-year collection rate	30.2%	56.2%	53.7%	
EN03 - Number of community safety requests closed following compliance	33	60	30	
RG03 - % of FSA scheduled inspections completed on time	2%	98%	13%	
RG04 - Number of environmental protection requests received	280	125	332	

Council Tax and NNDR

- CT03 - Recovery action has continued throughout quarter two with liability Court hearings continuing to be held every month remotely. A recovery timetable is in place through to the end of the financial year which enables the team to take action in respect of non-payment of council tax.
- A council tax hardship fund was able to be established again this year using the surplus balance carried forward from last year and a new Government grant for 2021/22. This has enabled the Council to provide £111,003.95 in financial support to 194 council tax account holders who have and are still suffering from financial hardship as a result of the pandemic.
- A single person discount (SPD) review has also taken place during quarter two. A total of 1,963 review forms were issued and the status of 1,553 number of accounts has been confirmed. 410 customers have either advised us of another person over the age of 18 living with them or have not returned their review form resulting in the SPD being cancelled. This review is still in its latter stages and full details will be confirmed during quarter three.
- CT04 - NNDR collection rate has been below target for the first half of the year due to the award of Emergency Relief Payments as detailed in the quarter one P&D report. This is beginning to show signs of improvement as instalments become due and are either paid or recovery action is able to be taken to secure payment. The Council continues to work with businesses to ensure they receive all the reliefs to which they are entitled.



Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
CT02 - Number of properties on the Council Tax base per FTE	5,533	5,000	5,456		
CT03 - Council Tax in-year collection rate	55.43%	55.43%	55.72%		
CT04 - NNDR in-year collection rate	56.2%	56.2%	53.7%		

Housing Benefit and Council Tax Support

- BEN03 - Processing times during improved in July despite the service receiving 40 more new claims than in June which affected overall performance for the quarter (though this is still better than target). As a result of the July increase in claims, the team were diverted to make sure all new claims were acknowledged and contact made for further information from the customer if necessary.
- As of September, the team remains one staff member short, in addition to covering colleagues who continue to work on Test and Trace Support Payments which has proved erratic and unpredictable throughout July and August. Now that the summer holiday season has ended, the team have been able to improve processing times and have taken on claim reviews based on a risk score provided by the Department for Work & Pensions.
- Housing Benefit claims are still being lost to the Universal Credit system with 148 Housing Benefit claims lost and 98 Council Tax Support claims closed since April 2021. As a result, the cost per live claim has risen from £5.52 in quarter one to £5.98 in quarter two through performance remains within agreed tolerance levels for this indicator.







Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
BEN03 - End to end processing times	3.8 days	5 days	4.5 days		

Enforcement

- EN03 - The number of Planning Enforcement reports received continues to exceed the Council's ability to respond. Additional resources are in place and the number of cases opened this year (183) does exceed the number closed (178) with an average of one case per day being closed. However, cases are also being opened at a rate of one per day which has resulted in some of the time delays for closure of cases and time taken to provide an initial response. For comparison, in 2020/21 a total of 206 cases were closed; by the end of quarter two this year, 178 cases have been closed with six months of the year remaining. Likewise, 183 cases have been opened this year so far compared to a total of 287 in 2020/2021. There is no suggestion that the rate of reporting will decrease for the remaining six months of the year. The aim of reducing the caseload to under 100 by December 2021 is still being worked towards, however if the rate of reporting continues at its current levels it is unlikely that this will be achieved. A review of longer term cases has been undertaken and one officer is being asked to focus on these and progress them, therefore lower risk cases are not being prioritised in the same manner, which in turn has led to complaints regarding quality of service, which in turn take up additional officer time. The temporary agency resource is in place until March 2022 and is likely to be needed beyond this.
- EN04 - Within the Housing Standards work area the Selective Licensing scheme came to a close in July, therefore no figures for licensed premises in the Gainsborough South-West ward will be available beyond this time. Prosperous Communities Committee will consider revised proposals in November and the results of this will be fed into the annual review of P&D measures that is currently underway. It is recommended that EN04 is removed from the current set of P&D indicators for the remainder of 2021/22 as it is no longer possible to collect data for this measure.
- EN05 - The level of housing standards reports received is increasing back to pre-pandemic levels with access to properties no longer limited. It is unclear whether this will be an ongoing backlog and the volumes of reports for quarters two and three will help to inform this.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
EN03 - Number of community safety cases closed following compliance	21	60	30		
EN04 - % of licensed properties within the Gainsborough South-West ward	92%	90%	98%		
EN05 - % of housing enforcement cases that are closed within six months	68%	75%	100%		

ICT

- IT01 - The demand in this quarter was at its highest level for 12 months and comes on top of of the data centre project and work to improve the remote working capacity. The interventions and analysis that are in place will improve logged requests from early next year.
- IT02 - The average hours to close a ticket increased due to a number of older complex tickets being resolved and closed.

ICT Performance Measures

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
IT01 - Number of helpdesk requests received	289	N/A	771	N/A	N/A
IT02 - Average number of hours taken to action a helpdesk request	17 hrs, 2 mins	N/A	28 hrs, 8 mins	N/A	⬇
IT03 - Number of change management requests received	244	N/A	313	N/A	N/A
IT04 - Number of change management requests completed	81	N/A	104	N/A	N/A

Systems Development

- Proactive monitoring of systems ensures targets are met. LLPG Standard is measured nationally against 9 set criteria, so the service needs to ensure each criteria is managed and provides accurate information.




Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
SYS01 - LLPG Standard	Gold	National Standard	Gold	■	⬆
SYS04 - % of Systems Development requests completed within target time	93%	80%	100%	■	⬆

Local Land Charges

- LC06 - this is a new measure for 2021/22. As is standard practice, targets are not assigned to new measures for the first year, with performance included in all P&D reports for 2021/22 in order that members have the relevant baseline data to agree a target in 2022/23.
- It has continued to be a high period of demand with a continued higher than average number of searches being received. A total of 942 searches were received during quarter two, compared to 920 at the same time last year with both of these figures remaining significantly higher than pre-pandemic levels.
- LC05 - Despite continued high demand, improvement put in place as a result of a service recovery plan and a recent Together 24 service review (as detailed in the quarter one P&D report) have led to significant improvements in performance for the time taken to process a search. Searches took an average of 4.7 days to complete during quarter two which represents a 77% improvement compared to the same period last year. Improvements to the service have resulted in fewer calls to customer services which has allowed the Land Charges team to take back handling of their calls whilst at the same time still being able to focus on processing searches.
- The team has taken the opportunity over the last three months to provide additional training to the permanent staff in the team in order to build resilience going forward. Workloads will continue to be monitored alongside the implementation of the new Local Land Charges system. During quarter two, 100% of the 942 searches received were processed within the target time of 10 days.



Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
LC04 - Market Share	N/A	40%	34%		N/A
LC05 - average number of days to process a search	21.3 days	10 days	4.7 days		
LC06 - % of searches processed within target time	N/A	N/A	100%	N/A	N/A

Licensing

- The licensing service is on target in terms of the expected income and there does not appear to be any downturn in relation to recovery from Covid. At £50,551, the income from quarter two has exceeded the income from quarter one and the more complex inspection work that was delayed due to the pandemic is now starting to commence with the income reflecting this.
- Likewise, the number of applications received has increased in quarter two with a total of 251 for quarter two compared to 157 in quarter one . The focus within the work area is on the processing of applications to ensure that this recovery can continue. There is an ongoing issue in regards to resources within the work area and steps are being taken as part of a Together 24 service review currently underway in this service to ensure that a revised way of working and structure review can be put in place.









Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
LI04 - % of licensing applications processed within target time	100%	96%	100%		

Regulatory Services

- RG03 - The number of food hygiene inspections is gradually increasing as the volume of covid related complaints and responsibilities reduces. There is still a general resource challenge in relation to meeting the target number of inspections in the Food Standards Agency recovery plan and steps are being taken to ensure that additional resources are in place to achieve this. The challenge has been exacerbated by the vacancies referred to below, which have meant the focus of some officer work has been diverted to the areas where there are current vacancies. A further report detailing and updating the current position is going to Management Team and then Regulatory Committee in the coming months and additional resources are likely to be needed in the short term to ensure the Council's obligations are met.
- RG04 - Within the environmental protection work area there is an ongoing issue with two staff vacancies, whereby recruiting two qualified Environmental Health Officers has not proved successful on two occasions. Plans are being developed to revise these posts in order to advertise them again successfully. The ongoing demand has had to be met via the existing minimal officer resource, utilising officers from other work areas to assist as needed. Payment of overtime has occurred and agency staff options have also been in place for a period of time. Generally the demand within the work area remains consistent and the number of requests received in the year to date is beyond the previous years averages, with only one month seeing less than 100 requests for service. The focus within the work area is to address the resourcing issues as soon as possible.

Performance exceptions

KPI	Q2 (2020/21)	Target	Q2 (2021/22)	Perf	DoT
RG02 - % of registered food premises rated at 3* or above	98%	96%	98%		
RG03 - % of food safety inspections completed	1%	98%	13%		
RG04 - Number of environmental protection requests received	272	125	332		
RG05 - % of environmental protection requests closed within 6 months	99%	75%	98%		

Full Forward Plan for All Committees as at 15 November 2021 (O&S)

Purpose:

This report provides a summary of reports due at all Committees for the remainder of the civic year.

Recommendation:

1. That members note the contents of the report

Date	Title	Lead Officer	Purpose of the report	Date First Published
CORPORATE POLICY AND RESOURCES				
16 DECEMBER 2021				
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	
16 Dec 2021	Additional resource for Levelling Up Fund	Elaine Poon, Local Development Order and Major Projects Officer	Seeking for additional resource to prepare for Levelling Up Funding bid prior to funding announcement	
16 Dec 2021	Market Rasen Leisure Centre, Swimming Pool Business Case	Tracey Bircumshaw, Assistant Director of Finance and Property Services and Section 151 Officer	To feedback to members the business case for a swimming pool at Market Rasen Leisure Centre.	
16 Dec 2021	Upgrade of Current Income Management system	Lyn Marlow, Customer Strategy and Services Manager	To request approval for capital and revenue expenditure for the upgrade of the current Income Management System	
11 Nov 2021	Information Classification and Handling Policy	John Bingham, Assistant Data Protection and Freedom of Information Officer	The purpose of this document is to define the policies and standards that will be applied to maintain the confidentiality, integrity and availability of the information systems supporting	

Page 51	11 Nov 2021	Information Governance Policy	John Bingham, Assistant Data Protection and Freedom of Information Officer	the business functions of the council. information is a vital asset that the organisation is reliant on, both for the provision and for the efficient management of services and resources. It is essential that there is a robust information governance management framework and policies to ensure that information is effectively managed and that the risks of loss of information confidentiality, integrity and availability are reduced.	
	13 JANUARY 2022				
	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	
	10 FEBRUARY 2022				
	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	To follow the format of previous years	

Team Manager (Interim)

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.
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14 APRIL 2022

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	
14 Apr 2022	Parking Strategy	David Kirkup	The parking management service is renewing its parking strategy. This report will submit the strategy to members for information and approval	

COUNCIL

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	Local Council Tax Support Scheme 2022/23	

Manager

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
7 Mar 2022	Opting-In to Public Sector Audit Appointments Ltd	Tracey Bircumshaw, Assistant Director of Finance and Property Services and Section 151 Officer	Public Sector Audit Appointments Limited (PSAA), being an appointing person for the purposes of the Regulations, invites West Lindsey District Council (the authority) to become an opted-in authority in accordance with the Regulations	

4 APRIL 2022

4 Apr 2022	Annual Treasury Report	Caroline Capon, Corporate Finance Team Leader	Annual Treasury Report for 2021/22	
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GOVERNANCE AND AUDIT

8 MARCH 2022

8 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. For the External Auditor to explain the process of the External Audit of the Statement of Accounts and approach to	24 March 2021
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the Value for Money audit 2021/22.

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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JOINT STAFF CONSULTATIVE

LICENSING

OVERVIEW AND SCRUTINY

PROSPEROUS COMMUNITIES

7 DECEMBER 2021

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
7 Dec 2021	West Lindsey Tenancy Strategy	Sarah Elvin, Housing Communities Project Officer	The report will seek approval for the amended Tenancy Strategy to be adopted
7 Dec 2021	Voluntary and Community Sector Grants 2022/23	Grant White, Enterprising Communities Manager	To approve a one year extension of grant funding and begin a broader review of future VCS grants.

25 JANUARY 2022

25 Jan 2022	Future of West Lindsey Markets	Ady Selby, Assistant Director of Commercial	For decision following receipt of Phases 2 and 3 Quarterbridge reports
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and Operational Services

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.
25 Jan 2022	Proposals for Platinum Jubilee Celebrations	Katie Storr, Democratic Services & Elections Team Manager (Interim)	To outline further proposals for Jubilee celebrations.
2 Nov 2021	The Lincolnshire Domestic Abuse Strategy 2021	Rachel Parkin, Home Choices Team Manager	Outline of The Lincolnshire Domestic Abuse Strategy and its implementation into West Lindsey District Council practices.

15 MARCH 2022

15 Mar 2022	Corporate Enforcement Policy	Andy Gray, Housing and Enforcement Manager	To review and approve the Corporate Enforcement Policy	24 March 2021
15 Mar 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
15 Mar 2022	West Lindsey Housing Strategy refresh	Sarah Elvin, Housing Communities Project Officer	The report will be looking to approve the refresh of the housing strategy	

3 MAY 2022

3 May 2022	Selective Licensing - Future Proposals	Andy Gray, Housing and Enforcement Manager	To provide Councillors with final proposals for any future Selective Licensing Scheme	24 March 2021
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REGULATORY

9 DECEMBER 2021

9 Dec 2021	Food, Health and Safety Work Plan - Mid Year	Andy Gray, Housing and	To update regulatory committee on the	
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Update		Enforcement Manager	mid year position in regards to the Food Standards Agency Recovery Plan.
10 MARCH 2022			
10 Mar 2022	Cafe/Pavement Licenses - Future Proposals	Andy Gray, Housing and Enforcement Manager	To consider options for future delivery of this service, subject to any legislation extension or change.
10 Mar 2022	Cafe/Pavement Licenses - Review of Sub Delegation	Andy Gray, Housing and Enforcement Manager	To advise committee as to the current position in regards to the sub delegation to LCC

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
23 November 2021		
Focus on Health	Ele Snow to arrange	Invitation to NHS - to consider the provision of community health services at the JCH
Progress and Delivery	Darren Mellors	To consider the report as presented to the policy committees
18 January 2022		
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
22 February 2022		
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
29 March 2022		
TBC		
26 April 2022		
Draft Annual Report	Ele Snow	To present the draft O&S Annual Report for recommendation to Annual Council