

Guildhall Gainsborough
Lincolnshire DN21 2NA
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AGENDA

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

Corporate Policy and Resources Committee
Thursday, 14th April, 2022 at 6.30 pm
Council Chamber - The Guildhall

PLEASE NOTE DUE TO CAPACITY LIMITS WITHIN THE GUILDHALL WE WILL BE OPERATING A REDUCED PUBLIC VIEWING GALLERY

Those wishing to simply view the meeting will be able to watch live via:
<https://west-lindsey.public-i.tv/core/portal/home>

Members:

- Councillor Mrs Anne Welburn (Chairman)
- Councillor Jeff Summers (Vice-Chairman)
- Councillor Owen Bierley
- Councillor Matthew Boles
- Councillor Stephen Bunney
- Councillor Liz Clews
- Councillor Michael Devine
- Councillor Ian Fleetwood
- Councillor Paul Howitt-Cowan
- Councillor John McNeill
- Councillor Tom Regis
- Councillor Mrs Mandy Snee
- Councillor Robert Waller
- Councillor Trevor Young

1. Apologies for Absence

2. Public Participation Period

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

3. Minutes of Previous Meeting/s

To confirm as a correct record the Minutes of the previous meeting.

i) For Approval

Corporate Policy and Resources Committee meeting 10 February (TO FOLLOW) 2022

4. **Declarations of Interest**

Members may make declarations of Interest at this point or may make them at any point in the meeting.

5. **Matters Arising Schedule**

(PAGE 3)

Setting out current position of previously agreed actions as at 6 April 2022

6. **Public Reports for Approval:**

- i) Council Tax Discretionary Fund for Refund of Magistrates Court Fees (PAGES 4 - 8)
- ii) Customer Feedback Policy (previously Customer Experience Policy) (PAGES 9 - 31)
- iii) Review of Whistleblowing Policy (PAGES 32 - 50)
- iv) Budget and Treasury Monitoring - Qtr 4 2021/2022 (PAGES 51 - 87)
- v) Committee Timetable 2022-2023 (PAGES 88 - 100)
- vi) Committee Work Plan (PAGES 101 - 102)

7. **Exclusion of Public and Press**

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

8. **Exempt Reports for Approval:**

- i) Surestaff Business Plan 2022-23 (PAGES 103 - 120)
- ii) Hemswell Cliff Managed Estates Contract Renewal (PAGES 121 - 135)
- iii) RAF Scampton (PAGES 136 - 192)
- iv) Thriving Gainsborough 2024: Cinema and Leisure Scheme (PAGES 193 - 290)

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Wednesday, 6 April 2022

Corporate Policy & Resources Committee Matters Arising Schedule

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

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

Status	Title	Action Required	Comments	Due Date	Allocated To
Black	Additional P&D Info	Additional information requested regarding ICT measure set and response times, and complaint response times and upheld complaint data	additional info sent via email to Committee Members 25 February 2022	31/03/22	Claire Bailey

Agenda Item 6a



**Corporate Policy and
Resources**

Thursday 14 April 2022

Subject: Council Tax Discretionary Fund for Refund of Magistrates Court Fees

Report by:

Assistant Director – Change Management & Regulatory Services

Contact Officer:

Alison McCulloch
Revenues Manager

alison.mcculloch@west-lindsey.gov.uk

Purpose / Summary:

To consider and agree the proposal for the expenditure of the refund of Magistrates court fees.

RECOMMENDATION(S):

- To agree to option 1 being that the refund of Magistrates court fees be set aside for a council tax discretionary hardship fund to be set up for 2022/23.
- To agree that any additional refund of Magistrates court fees be added into the discretionary hardship fund for 2022/23 as and when they are determined by the Ministry of Justice.
- To agree that in the event of any discretionary fund being unpaid that any residual amount be made available for 2023/24 as a new discretionary fund.

IMPLICATIONS

Legal:

None

Financial :

The Ministry of Justice (MoJ) has agreed to pay West Lindsey District Council (WLDC) the sum of £24,605.45. This was a refund for overcharged Magistrates court fees plus interest paid for council tax liability orders applied for, between 1 April 2014 and 21 July 2018.

Further payments made by WLDC during this period, to the sum of £7,260.12, have been submitted to the MOJ and are currently in the process of being reconciled to our records. Applying the same interest rate of 1.73% this would be a further refund of £7,385.72.

Should this additional sum be agreed the total sum due to West Lindsey District would be **£31,991.17**.

Officer recommendation is Option 1 being that the refund of Magistrates court fees be set aside for a council tax discretionary hardship fund to be set up for 2022/2023.

FIN REF: FIN/192/22/SSc

Staffing :

None

Equality and Diversity including Human Rights :

None

Data Protection Implications :

All data is being collected in accordance with GDPR

Climate Related Risks and Opportunities :

None

Section 17 Crime and Disorder Considerations :

None

Health Implications:

None

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

Risk Assessment :

If any council tax payer requests a specific refund and they are entitled to it we can refund to their council tax account.

Call in and Urgency:

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

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

Yes

No

X

Key Decision:

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

Yes

X

No

1. Introduction

In 2018, The Court of Protection, Civil Proceedings and Magistrates Courts Fees (Amendment) Order 2018 (SI 2018/812) was issued. This order decreased certain fees charged for the issue of proceedings including the issue of council tax liability orders. Whilst these came into force on 21 July 2018 the fee reduction was effective from 1 April 2014.

The fees previously charged by the Magistrates Court for the issue of liability orders was £3.00 per order and this was reduced to 50p per order. Since this legislation came into force West Lindsey District Council has been paying the reduced charge of 50p.

Since 2018, there has been ongoing discussions between the Ministry of Justice (MoJ), the Local Government Association, the Institute of Revenues, Rating and Valuation (IRRV) and CIPFA as to how and when the reimbursement of the overcharged fees back to 2014 would be paid and whether there would be any restrictions imposed as to how the refunds could be spent.

No restrictions have been imposed and each local authority has been allocated a refund based on the amount of liability orders issued between 1 April 2014 and 21 July 2018.

2. The Refund

West Lindsey District Council will be refunded the sum of £24,605.45 being a refund of 9,516 liability orders at £2.50 each plus interest at approximately 1.73%.

Consideration must be given to how these refunds are dealt with and 3 options have been considered.

In the event of a council taxpayer demanding their £2.50 refund and, subject to them being entitled, it will be awarded as a direct award to their council tax account or, if a NIL balance and closed account, will be refunded via a BACS payment.

3. Options Considered

Option 1

As there is no expectation for the refunds to be allocated to individual council tax payers the funds could be utilised in a different way. It is proposed that the reimbursement of fees be used to set up a Council Tax Discretionary Hardship Fund for 2022/23.

Other local authorities are also taking this option as there are no restrictions on how this refund is spent.

This fund would enable council tax payers suffering financial hardship to be offered a solution towards paying their council tax liability. We have seen from the previous two years that the Government grant awarded to us to enable us to assist financially vulnerable council taxpayers has contributed to our high council tax collection rate and ensured that the Revenues team have been able to offer some financial assistance to those residents who do not qualify for council tax support but have found themselves on a low income. This has ensured that the council tax arrears have been kept to a minimum and, more importantly, ensured that as the local authority we have not had to place undue financial and thus mental health pressure on our most vulnerable residents.

Applications to the Council Tax Discretionary Hardship Fund could be accepted and awards, if appropriate, made until the fund is exhausted. The discretionary payments would be made in accordance with those agreed for the Council Tax Discretionary Hardship Policy in 2020. The intention would be to use all the fund up during the financial year 2022/23.

Option 2

Each individual account to be considered for a £2.50 refund at an estimated cost to the council of £24,492.50 being 9,516 accounts at £2.50 each.

For this award to be made each individual account would need to be accessed to see if the full court fees had actually been paid as sometimes these are written off after court if the council taxpayer has died or been declared bankrupt. In these cases, the council taxpayer would not be entitled to the refund.

We would also need to consider, if they had moved, whether a refund of £2.50 was economically viable. On initial estimates it would take an average of 5 minutes per account to determine whether a refund was appropriate, to action the refund on the council tax system and then to actually raise the refund if appropriate or recalculate future instalments. This would also then incur further postage costs for those council taxpayers not in receipt of e-bills.

For example – based on 9,516 Liability Orders (LOs)

9,516 LOs x 5 mins = 47,508 mins / 60 mins = 793 hours x £18.63 (Revenues Officer hourly rate) = £14,774

Taking this time involved to determine the refunds would actually cost the council at least £14,774 to award these refunds with additional payment costs.

This option would be cost prohibitive.

Option 3

The refund to be absorbed into West Lindsey's general fund which would benefit the council but not individual council taxpayers.



**Corporate Policy and
Resources Committee**

Thursday 14th April 2022

Customer Feedback Policy (previously Customer Experience Policy)

Report by:

Natalie Kostiuk
Customer Experience Officer

Contact Officer:

Natalie Kostiuk
Customer Experience Officer
natalie.kostiuk@west-lindsey.gov.uk

Purpose / Summary:

To inform Members of the Corporate Policy and Resources Committee of updates made to the Customer Feedback Policy (previously Customer Experience Policy) and to gain their agreement prior to it being implemented and published online.

RECOMMENDATION(S):

1. That Members of the Corporate Policy and Resources Committee welcome the amendments and additions that have been made to the Customer Feedback Policy (previously Customer Experience Policy).
2. That Members agree to the amendments and additions prior to it being implemented and published online.

IMPLICATIONS

Legal: None arising directly from this report.

Legal Services advised a review of the policy was required.

Financial: None arising directly from this report.

FIN REF: FIN/3/23/CPR/SL

Staffing: None arising directly from this report.

Equality and Diversity including Human Rights :

The policy updates have been reviewed by a member of the Disability Network, their comments were taken into account and necessary amendments were made. An Equality Impact Assessment has been completed which is included at the end of this report.

By understanding, in more detail about how customers interact with the Council means we will be able to address issues that are preventing them from access services in an equal manner.

Data Protection Implications: Any data or information submitted with customer feedback is handled in line with data protection and retention policies.

Climate Related Risks and Opportunities:

None arising directly from this report.

Section 17 Crime and Disorder Considerations:

None arising directly from this report.

Health Implications:

None arising directly from this report.

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

Not Applicable

Risk Assessment :
Not Applicable

Call in and Urgency:

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

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

Yes

No

X

Key Decision:

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

Yes

No

X

Purpose of report

This report is to advise the Corporate Policy and Resources Committee of the updates and amendments that have been made to the previous Customer Experience Policy, mainly in relation to the complaints process (what is covered/in scope) and unreasonable customer behaviour sections.

The policy has been renamed the Customer Feedback Policy in order to avoid any confusion with the new 'in progress' Customer Experience Strategy.

Agreement from members of the committee regarding the additions being made is required prior to the updated policy being implemented and published on the West Lindsey District Council website.

Background

In 2017 the West Lindsey District Council complaints process was reviewed and refreshed and the new Customer Experience Policy Complaints Process was implemented on the 1st January 2018.

Learning has taken place since the policy was implemented and feedback from various sources has been received, all this has been taken into account when the new Customer Feedback Policy has been written.

Following feedback via committee, management team, legal services and learning/experience over the last few years the Customer Experience Policy has been updated. In particular the complaints process side of things, what is in scope and what isn't and what action we will take when a customer or complainant becomes vexatious or difficult (this is in line with the recently updated difficult and challenging customer policy).

The policy has been reviewed by the Customer Services and Strategy Manager and Management Team, it has also been examined by a member of the Disability Network, their comments were taken into account and necessary amendments were made. An Equality Impact Assessment has been completed which is included at the end of this report.

The reasons why these updates have been carried out is because the Customer Experience Officer and Team Managers were keen to get a more stringent list in place of what is out of scope. This stems from us having to accept complaints regarding something that happened 20 plus years ago and officers having to spend weeks/hours of time investigating them in order to respond when in reality and in line with other authorities and the Local Government and Social Care Ombudsman we shouldn't be as it is not in the public interest to do so.

Feedback received via legal services suggested a review and updates were required in order to make it clear what action would be taken against difficult customers, including the fact that an injunction may be sought in some extreme cases and that we reserve the right to involve the police if appropriate, work has also taken place to ensure that it is in line with the current difficult and complex customer policy.

The Customer Feedback Policy will link to the new 'in progress' Customer Experience Strategy once it has been finalised later in the year.

Please find the updated policy on the next pages of this report.

The additions and any amendments that have been made are highlighted in yellow.

Appendix 1 – Draft Customer Experience Policy

Appendix 2 – Equality Impact Assessment for the Customer Feedback Policy 10.11.21

West Lindsey District Council Customer Feedback Policy

**Your feedback matters.
If you've got something to say we
want to hear it!**

Document History and Version Control

Date last amended	Version	Status	Approved by and when	Asset Owner	Next Review Due
December 2017	1.0	Completed	Customer First Board	N Kostiuk	January 2020
January 2020	2.0	Completed	Customer First Board 27/01/20	N Kostiuk	January 2021
April 2022	Title amended from Customer Experience Policy to Customer Feedback Policy	In progress	Corporate Policy and Resources Committee 14/04/22	N Kostiuk	April 2023

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Introduction

West Lindsey District Council are committed to delivering an excellent service, we want every Customer to have the best experience possible.

We will listen to our Customers and want to know what you think about us. If you feel you have been provided with an excellent service we want to know, equally if you are dissatisfied with a service you have received we would like to hear about it. We are also interested in any comments you have about our services, as these will help us to learn and shape the services we provide in the future.

West Lindsey District Council welcomes, captures, investigates, responds and learns from Customer feedback so that it will help improve future Council services.

Scope (What is covered by this policy?)

This policy is designed to cover compliments, comments and complaints received through any channel that a Customer wishes to use, with regards to Council services.

Complaints covered under this policy:

- If you consider we have made a mistake in the way we provided a service
- If you consider there has been a significant delay in providing a service
- If you consider we have failed to deliver a service; this could include the quality or standard of service received
- If you consider our processes or policies have not been followed
- If you consider we have not met our legal, statutory or regulatory requirements
- If you consider we have not delivered a commitment or promise made
- If you consider our staff have not been helpful or have not conducted themselves correctly

Complaints not covered by this policy:

- **Initial requests for a service to be delivered:** If we do not deliver the service requested in an appropriate manner then a complaint may be submitted.
- **Complaints about Councillors:** Information on how to make a complaint about a Councillor can be found on our website via the following link:

<https://www.west-lindsey.gov.uk/my-council/my-councillors/complain-about-a-councillor/>

- **Requests for Information (Freedom of Information and Subject Access Requests):** These requests need to be made directly to the Councils Freedom of Information Team, this can be done via this link on the West Lindsey District Council website: <https://www.west-lindsey.gov.uk/my-council/how-the-council-works/information-and-information-governance/freedom-of-information/>

Via email to FOI@west-lindsey.gov.uk or by calling the Council on 01427 676676.

Dissatisfaction with the response to these requests should be directed to the Information Commissioners Office.

- **Any matter where there is an alternative statutory process or Council appeals process:** Please note where you have been served with a formal notice, fixed penalty or summons by the Council, which has a formal right of appeal under the specific legislation we will not consider any complaints in relation to this. If you disagree with the notice, summons or fixed penalty, you must appeal via the process set out within the legislation relating to it. The route of appeal is normally outlined in the documentation that you will have been served with. The Local Government Ombudsman would also expect any appeals or complaints related to the above to be raised in this way also.

This complaints process will not investigate the reasons why a formal notice, fixed penalty or summons has been served as this can be dealt with via the formal appeals process under that legislation. Any complaint regarding the behaviour or conduct of an officer who has been involved with serving a formal notice, fixed penalty or summons will be investigated but the formal notice, fixed penalty or summons action will not be put on hold whilst that investigation is carried out.

- **Complaints made more than one year after the customer became aware of the issue:** - this is because complaints of this nature can be difficult to investigate fully or fairly.
- **Complaints made one year after a decision was made:** this is because complaints of this nature can be difficult to investigate fully or fairly.
- **Complaints regarding the qualifications of our staff:** All Council staff are employed based on their suitability and relevant qualifications for the role. This policy does not cover complaints that question whether or not a particular staff member is qualified to fulfil their role. This type of complaint will not be accepted under this policy. Please note that this does not apply to complaints where you feel that staff have not acted appropriately.
- **Complaints about data protection:** Any concerns about how the Council has processed personal data should initially be raised with the service responsible for the data to enable any issues to be resolved. Should there remain concerns on how the Council handles data the customer should contact the Data Protection Officer for advice and guidance.
Email: dpo@west-lindsey.gov.uk
- **Complaints that have already exhausted our process:** If the complaint has previously been investigated and received a final written decision or the complaint has already been referred to the Local Government and Social Care Ombudsman (LGSCO) it will not be considered again.

Definitions

Compliment – A compliment is a polite expression of praise or admiration for a service received. A compliment could be about a person, a team, a service, a single event or a chain of circumstances that made your experience a positive one.

Comment – A comment is a verbal or written remark expressing an opinion or reaction about a standard of service, policy or decision made by West Lindsey District Council. Maybe you have a suggestion about something we could do differently.

Complaint – A complaint is any expression of dissatisfaction or concern about the way in which a service is provided or the standard of that service or lack of action on the part of the Council or its employees. A complaint could be about a standard of service, a failure to meet your expectations or an action or lack of action or because you found it difficult to access our services – anything which you feel is unacceptable.

How to submit your Feedback

Ideally all complaints should be submitted in writing where possible, we want to make it as easy as possible for you to submit your feedback to us, you can do this by:

- Completing a feedback form online here: <https://www.west-lindsey.gov.uk/feedback>
- Emailing the Customer Experience Team on experience@west-lindsey.gov.uk
- Write us a letter and send it to:

The Customer Experience Officer
West Lindsey District Council
The Guildhall
Marshalls Yard
Gainsborough
Lincolnshire
DN21 2NA

- Calling our Customer Service Team on 01427 676676.

What will happen when you submit a Compliment

Customers don't always have the time to let us know if they have been particularly pleased with our service so when they do we want to make sure we learn from what we did right and do it more! We will ensure that the positive feedback is shared with the service and if appropriate the individual involved and acknowledge your compliment with a response within 7 days.

What will happen when you submit a Comment

Comments are important because they could help us shape the way services look or influence decisions we make in the future.

We can't guarantee that we can always make the suggested or requested changes but we will reply to you within 14 days to acknowledge your comment and if applicable respond to the comment you have made.

Please Note – we are only able to respond to you as above if you submit your contact details with your feedback, a name and email address are always helpful so we can get back to you as quickly as possible.

What will happen when you submit a Complaint

The Council operates a one stage complaints process which is dealt with by an independent officer, the Customer Experience Officer.

When you submit your complaint you will receive an acknowledgement letter or email to confirm receipt and to advise you of the next steps and time scales for further contact and response.

When submitting a complaint the customer should provide as much detail as possible, this should include:

- Details of the service or officer that you have been dealing with/making contact with
- An explanation of what has happened or what you feel has gone wrong
- Information on when it happened (or should have happened)
- Details of the complaint, why and how you feel we could have done things differently
- What you think we should do to put things right – what is the desired outcome
(Please note your desired outcome will be considered but we are only able to work within our legal powers and statutory duties, we are not able to guarantee that we can always make the changes you request or expect)
- Your preferred method of contact and your contact details – complaint responses will be sent by email if an email address is provided. To receive a written response an email address or residential address is required.

All complaints received will be considered on their individual merits and after initial considerations a decision will be made on whether the complaints policy should be implemented. This decision will be made by the Customer Experience Officer in consultation with a Service Manager from the relevant department and if required, the Councils Senior Management Team or Legal Services. If it is decided that the complaints policy is not the most appropriate way for your concerns to be dealt with you will be advised of the reasons why.

If full information as listed above is not provided then the complaint investigation will not commence until the Customer Experience Officer has all of the details required, this could extend the response time beyond 21 days.

When your complaint has been received the Customer Experience Officer may need to make contact with you to discuss your concerns. At this stage any further information to aid the investigation of your complaint will be requested.

You will normally receive a response to your complaint within 21 days. However, if your complaint is very complex and requires detailed investigation you will be contacted to advise you of this and will be informed of the expected response date.

Anonymous complaints

Anonymous complaints will be recorded and considered by the Customer Experience Officer in conjunction with the appropriate Service Manager to decide whether the matters raised require further investigation.

Who will deal with your Complaint

Your complaint will be investigated by an independent officer, the Customer Experience Officer, in conjunction with the Manager for the service concerned. If appropriate members of the Council's Senior Management Team and legal services will be consulted.

The Customer Experience Officer is an independent officer, although they are employed by the Council they have no allegiance to any of the services provided by the Council.

Quality Assurance Board

The Quality Monitoring Board which consists of the Customer Experience Officer, the Chief Executive or nominated delegate, the Assistant Director of Operational and Commercial Services and the Customer Strategy and Services Manager meets as and when required to discuss upheld complaints and any reoccurring issues. The purpose of the Quality Assurance Board is to:

- Discuss the details of complaint investigations and findings.
- Agree on responses for more serious complaints and those where the Council is found to be at fault.
- Ensure quality and consistency in complaint investigation and responses.
- Agree on suitable and fair remedies for complaints that are upheld where required.

Complaints – Upheld

Where we have made a mistake or failed to provide the expected standard or quality of service, we will acknowledge and apologise for this. We will also set out the actions we will take to put things right and improve our services. This could include:

- Reinstating a service to a Customer.
- Changing how we deliver our services.
- Reviewing and amending information about our services.
- Reviewing Council policies or procedures.
- Providing appropriate staff training and guidance.

Complaints – Not Upheld

Where we have investigated and do not uphold the complaint, we will:

- Explain the reasons for our decision clearly.
- Provide any relevant evidence to support the decision.
- Inform Customers how to progress their complaint if they remain dissatisfied.

If you are not satisfied with the response to your complaint:

Local Government and Social Care Ombudsman

If you have been through our complaints procedure and are still unhappy, you can ask the Local Government and Social Care Ombudsman to review your complaint.

The Ombudsman investigates complaints in a fair and independent way - it does not take sides. It is a free service.

The Ombudsman expects you to have given us chance to deal with your complaint, before you contact them. If you have not heard from us within a reasonable time, it may decide to look into your complaint anyway. This is usually up to 12 working weeks but can be longer for more complex complaints.

About the Ombudsman

The Local Government and Social Care Ombudsman is the final stage for complaints about councils and some other organisations providing local public services.

There are some matters the Ombudsman cannot or will not investigate. In these cases it will explain clearly the reason for its decision. More details can be found on their website.

Contact

Website: www.lgo.org.uk Telephone: 0300 061 0614

Opening hours

Monday to Friday: 10am to 4pm (except public holidays)

Learning from Customer Feedback

We collect and review feedback from our Customers, and use this information to drive service improvement, the learning from complaints will be monitored by the Quality Assurance Board.

All formal Customer complaints are recorded on the Council's tracking system. Data about complaints is collated and shared across the Council to identify performance trends and review how we handle and respond to Customer feedback. This includes:

- How well we meet our target response times.
- How effective we are in capturing complaints across the Council.
- How Customers prefer to contact us.

Customer complaints are regularly reviewed across the Council to identify how we can improve our services. This includes:

- Service Managers making operational improvements in response to specific complaints.
- Identifying elements of a complaint which may be present in the delivery other services; and ensuring that the actions are applied across the Council.
- Regular review of upheld complaints at directorate and corporate performance reviews to identify issues that need addressing.
- Development of action plans to improve services, based on specific issues or trends in complaints.

The Council will publish information about complaints – to inform Customers about how we handle complaints and show how we make changes as a result of Customer feedback via a web page on our website and an annual report to Councilor's.

Responsibilities of the Council in relation Customer Feedback

- To acknowledge and respond to feedback within the defined timescales.
- To advise the Customer of the expected date for a full response to any complaint made.
- If the complaint is complex and cannot be responded to within the defined timescales, the Customer will be kept fully informed.
- When responding, the Council will advise the Customer what it is able to do, or is not able to do as a result of the feedback.
- Admit when a mistake has been made and apologise.

- Learn from feedback and share that learning across the Council.
- If this policy does not cover the Customers complaint, the Council will explain the reasons why and advise what to do next.
- Co-operate with the Local Government Ombudsman if the Customer decides to take their complaint further.

Responsibilities of Customers complaining to the Council

- Provide as much detail as possible to enable the Council to conduct a full investigation.
- Allow the Council to conduct the investigation and respond within the defined timescales.
- If further contact is made regarding the complaint, ensure reference numbers are provided.
- Follow our process and move on to the Ombudsman if they remain unhappy.
- Not be aggressive or abusive to Council officers.

Confidentiality and Data Protection

Any personal data provided to the Council will be managed in line with the requirements of the General Data Protection Regulations. The Council will use this information to respond to the Customer and improve services.

Personal data will be kept anonymous in producing and sharing information about complaints with other services and partners. Personal information will be shared with the internal Quality Assurance Board when complaints are being assessed. More information on the West Lindsey District Council Privacy Notice can be found here <https://www.west-lindsey.gov.uk/privacy/> . Any data we keep will be retained for 3 years in line with the Council's Retention and Disposal Schedule.

If you would like more information on Data Protection please contact the West Lindsey District Council Data Protection Officer on DPO@west-lindsey.gov.uk

If you are unhappy with our handling of personal data you have a right to complain to the Information Commissioner's Office (ICO). Their contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Complaints under the Fluency Duty

Since November 2016, Public Authorities in England and Wales have a duty to ensure that staff employed in customer facing roles have sufficient proficiency in spoken English for the performance of their role.

Customers can make a complaint if they feel that a public authority has failed in this duty. The complaint may be made by a member of the public or someone acting on their behalf.

A complaint about a public sector member of staff's accent, dialect, manner or tone of communication, origin or nationality will not be considered a legitimate complaint about the fluency duty.

Public authorities are not obliged under the Code of Practice to respond to complaints that are vexatious, oppressive, threatening or abusive. Therefore complaints which are without foundation and/or intended to result in harsh or wrongful treatment of the person subject to the complaint should not be taken forward. However legitimate complaints must be taken seriously.

On receipt of a legitimate complaint we must assess its merits against the necessary standard of spoken English fluency required for the role in question. This should be undertaken through an objective assessment against clear criteria set out in the person specification or the level of fluency descriptors relevant to the job description of the role in question.

If the complaint is upheld we must consider what steps can be taken to meet the fluency duty. This may include training, retraining, redeployment or dismissal.

Members of staff who are subject to a complaint under this Code of Practice should be notified and kept fully informed at each stage of the complaints process.

Complaints must be dealt with efficiently and brought to a timely conclusion.

We have a duty of care towards our employees and should consider their wellbeing, being mindful of the impact complaints may have. Staff should be provided with appropriate support to protect them against vexatious complaints and ensure that they are not subject to unnecessary fluency testing.

Complaints, Whistleblowing and Safeguarding

If a complaint or allegation is made against a member of staff, elected Member or volunteer working on behalf of the Council which relates to the safeguarding of children the matter should be referred initially to the Council's Lead Safeguarding Officer. The complaint/allegation will be investigated by the appropriate authority – Children's Social Care (Social Services) and/or the Police. The complaint or allegation may also be referred to the Local Authority Designated Officer (LADO) within the Lincolnshire Safeguarding Children Board as per the procedures set out in the Council's Safeguarding Children Policy.

If any complaint or allegation is substantiated and the person is dismissed, resigns or ceases to provide his/her services or the Council ceases to use the person's services the Team Manager for People & Organisational Development will refer the allegation details directly to the Disclosure and Barring Service.

Unreasonable complainant behaviour and unreasonably persistent complainants (vexatious complaints)

Generally, dealing with a complaint is a straightforward process but in a minority of cases people pursue their complaints in a way which can either impede the investigation or have significant resource issues for the Council. These actions can occur while the complaint is being investigated, or once the investigation into the complaint has concluded. For this reason the Council uses the terms 'unreasonable complainant behaviour' and 'unreasonably persistent complaints'.

If we feel that you are being unreasonable or persistent the Quality Monitoring Board will assess the situation to ensure that any customer who we deem to be a 'persistent or vexatious complainant' is dealt with appropriately, whilst ensuring that other customers or Council staff are not adversely affected. (It is acknowledged that sometimes inappropriate behaviour is triggered by wider mental health issues, where we identify such matters we will raise them in accordance with our internal safeguarding processes).

The definition for these is set out below:

"Unreasonable and unreasonably persistent complainants are those complainants who, because of the frequency or nature of their contacts with the authority, hinder their, or other people's, complaints."

A complaint or complainant could be considered to be unreasonable or vexatious when:

- The complainant persists in pursuing their complaint after the Complaints Policy has been fully implemented and exhausted
- The complainant submits repeated or an unacceptable high number of abusive communications in connection with the same complaint or with minor additions, amendments or variations
- The complainant, whilst addressing a registered complaint has made excessive demands on the resources and time of staff. This could include a number of contacts by telephone, letter, in person or via e-mail or the use of a 'scatter gun' approach by pursuing complaints with several members of the organisation
- The complainant refuses to accept the decision made on a complaint, and repeatedly argues points that have already been either considered or investigated and responded to with no new evidence being provided

- The complainant refuses to co-operate with the formal complaints process and any requests made resulting in lengthy delays in the investigation process
- The complainant changes the basis of the complaint as the investigation proceeds and/or makes unjustified complaints about staff members who are dealing with the complaint
- The complainant has been personally abusive or verbally aggressive or has harassed the Council on repeated occasions despite documented evidence of this being described to the complainant as unacceptable
- The complainant publishes statements or derogatory information about the Council or the services it provides, including individual staff members
- The complainant is known to have recorded telephone conversations, face to face discussions or meetings without the prior knowledge and consent of other parties involved

If the Council considers that a complainant meets the above criteria the following procedure will be implemented:

- The customer will be informed in writing the reasons why we feel their behaviours or actions are unacceptable
- The customer will be given the opportunity to change their behaviours within a reasonable timescale prior to any further action being taken
- If the unacceptable behaviour persists the Customer Experience Officer will gather evidence and the matter will be discussed by the Quality Monitoring Board. The Quality Monitoring Board will review the gathered evidence and make a decision regarding any potential restrictions that will be applied to the customer.

The Quality Monitoring Board can apply restrictions to the ways a customer that is displaying unacceptable behaviour or is acting in a vexatious manner can access Council services which may include one or more of the following:

- Future contact with the Council could be restricted to written correspondence only
- Future contact with the Council could be limited to a single point of contact
- The Council will not respond to any further contact, unless there are genuine service request needs (e.g. missed bins, payment of council tax, etc)
- The customers right to enter the Guildhall will be restricted or removed
- Legal action may be taken including injunctions or court orders (the Council reserves the right to involve the police at any time during our process if felt appropriate)

Details of the restrictions that have been implemented will be shared with relevant staff. This information will also be registered on the customer's record whilst the restrictions remain in place.

There is no right of appeal to West Lindsey District Council regarding the implementation of this section of the policy. However, the customer would be directed to the Local Government and Social Care Ombudsman (LGSCO) if they disagreed with the application of any such restrictions.

Complaining about a Councillor

This policy does not cover complaints made about Councillors.

The Localism Act 2011 introduced a new regime for standards and dealing with complaints against members. Every local authority is required to adopt a Code of Conduct that sets out rules governing the behaviour of its Councillor's. All elected, co-opted and independent members of local authorities, including parish councils are covered by the Code of Conduct.

Information on how to make a complaint about a Councillor can be found on our website via the following link:

<https://www.west-lindsey.gov.uk/my-council/my-councillors/complain-about-a-councillor/>

Complaints about Councillors breaching the Code of Conduct are dealt with by the Monitoring Officer who can be contacted at: The Monitoring Officer, West Lindsey District Council, The Guildhall, Marshalls Yard, Gainsborough, Lincolnshire, DN21 2NA or by email MonitoringOfficer@west-lindsey.gov.uk

**If you would like a copy of this document in large print, audio, Braille or in another language:
Please telephone 01427 676676 or email
customer.services@west-lindsey.gov.uk**

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01427 676676 अधिक जानकारी के लिए रगि

01427 676676 További információ gyűrű

01427 676676 Lai iegūtu vairāk informācijas gredzenu

01427 676676 Norėdami gauti daugiau informacijos žiedo

01427 676676 Aby uzyskać więcej informacji na ring

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West Lindsey District Council
Guildhall, Marshall's Yard
Gainsborough
Lincolnshire, DN21 2NA

Part 1: Equality Impact Screening/Pre-Assessment*

<p>Name of Policy/Function/Strategy to be assessed: WLDC Feedback Policy</p>	<p>Section/Directorate: Customer Services</p>
<p>Name of person responsible for assessment: Natalie Kostiuk – Customer Experience Officer Lyn Marlow – Customer Strategy and Services Manager</p>	<p>Date of Screening: Wednesday 10th November 2021</p>
<p>Policy Aims</p>	
<p>What is the purpose of the policy/function/strategy? What are its intended outcomes?</p> <p>To advise and guide customers on how to submit feedback and complaints, the policy explains the transparent process and includes explanation of what will happen when a complaint has been submitted in order to manage customer expectations.</p>	
<p>Who are the main stakeholders in relation to the policy/function/strategy?</p> <p>Customers, Staff Members, the Ombudsman, Members and our Partners.</p> <p>Consultation has taken place with the Disability Network who examined the process and fed back their comments, amendments were made following comments received.</p>	
<p>Do the identified stakeholders stand to be positively or negatively affected by the policy/function/strategy?</p> <p>This policy has a Positive impact, feedback received is used as a learning and improvement tool and where required to put things right for the customer. No restrictions exist in the policy.</p>	
<p>Does this policy/function/strategy support the Council’s stated equality objectives? (see overleaf.) Does it serve to impede them? Please explain.</p> <p>No it doesn’t impede them, it supports them, the policy is available in various languages and there are various methods in which the customer can submit feedback.</p> <p>Equality Objectives</p> <ol style="list-style-type: none"> 1. Improve access to public services and basic amenities for elderly and disabled people through more efficient provision of Council services to sustain and improve their quality of life 	

* Part 1 should be completed by the Lead Officer and signed by the Service Manager. Refer to the [Internal EIA Guidance](#) for more information on what EIAs are, why they are important, when they should be completed, who should be involved, and how they should be done.

2. Improve opportunities for youth to effectively engage in the community and to develop employment skills
3. Reduce mental and physical health inequalities within the district by providing support and promoting an active and healthy population
4. Promote safe and secure communities by fostering good relations between different groups of people.
5. Ensure participation and community engagement from all sectors of society for an accessible and connected district

Preliminary Impact Assessment

	Yes	No	Unsure
1. Will this policy or function have an impact on:			
a. How services are delivered to the public?	X	<input type="checkbox"/>	<input type="checkbox"/>
b. Human Resources Policies?	<input type="checkbox"/>	<input type="checkbox"/>	X
2. Have any aspects of your policy/strategy already been covered by other EIAs?	<input type="checkbox"/>	X	<input type="checkbox"/>
a. If yes, please indicate which ones and the dates. Also indicate which new/additional aspects would be covered under this EIA.			

If you answered Yes or Unsure for question1 please proceed to Part 2 of the EIA, which is to be completed with a small team of people.

Otherwise, if you are satisfied that there would be no additional benefit to completing a full impact assessment (noting that many issues with no apparent relevance may have hidden impacts) then please have your Service Manager sign and date this sheet to indicate that the EIA has been fully completed at this stage.

Manager's Signature: 	This document may be published on the website - YES
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Agenda Item 6c



**Corporate Policy &
Resources Committee**

Thursday, 14 April 2022

Subject: Whistleblowing Policy Review

Report by: Assistant Director People & Democratic Services

Contact Officer: Emma Redwood
Assistant Director People & Democratic
01427 676591
emma.redwood@west-lindsey.gov.uk

Purpose / Summary: To review the Council's Whistleblowing Policy

RECOMMENDATION(S):

That Corporate Policy and Resources committee approve the reviewed Whistleblowing Policy and this is adopted by the council.

Delegated authority be granted to the Chief Executive to make minor housekeeping amendments to the policy in future, in consultation with the chairman of CP&R committee and chairman of JSCC.

IMPLICATIONS

Legal: Public Interest Disclosure Act 1998

Public bodies, such as this Council, are required to have a Whistleblowing policy and to ensure that workers are not victimised or dismissed for raising their concerns internally, or subjected to any other detriment.

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

Financial : None directly arising from this report

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

Staffing : None directly arising from this report

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

Equality and Diversity including Human Rights :

The Whistleblowing Policy applies to all employees equally and provides clarity as to expectations of all, regardless of equality group.

Data Protection Implications :

None

Climate Related Risks and Opportunities:

None

Section 17 Crime and Disorder Considerations:

The Whistleblowing Policy allows for staff to come forward and report their concerns without the fear of reprisals in any form

Health Implications:

None

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

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

Risk Assessment :
Not applicable

Call in and Urgency:

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

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

Yes

No

x

Key Decision:

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

Yes

No

x

Background

The Council's whistleblowing policy was last reviewed in 2019. Following an annual report to the Governance and Audit Committee regarding whistleblowing activity, members recommended the policy be reviewed and take in to account feedback from G&A (June 2021).

Recommendations from G&A:

That the Joint Staff Consultative Committee and Corporate Policy and Resources Committee, when reviewing the Whistleblowing Policy consider the following recommendations:

- 1) That reference to guidance on Whistleblowing published by the Department for Business, Innovation and Skills be incorporated into the Whistleblowing Policy; **Government website has been included, more up to date**
- 2) That consideration be given to including the option of whistleblowing to, or at least consulting with, an independent person - for example our Internal Auditors (currently Assurance Lincolnshire) or Members (including Independent Members). **Included in section How the Council Will Respond, includes involvement of Internal Audit, Independent Member not deemed appropriate**
- 3) That the Whistleblowing Policy should incorporate details of training on the Policy to Officers both upon commencing employment and subsequently at appropriate regular intervals. **This has been included in the policy**
- 4) The role of Members in Whistleblowing should be considered and guidance provided on what to do if an Officer whistleblows to a Member. **Included that members report the matter to the Monitoring Officer.**
- 5) Consideration should be given to expand the guidance to whistleblowers on the process and likely consequences of whistleblowing. There should be a greater emphasis on managing the expectations of whistleblowers. **Clarity is given in the policy, however it depends on the nature of the issue as to how it may proceed.**
- 6) Consideration should be given to a separate whistleblowing telephone number and email with a dedicated Officer responsible for monitoring and taking appropriate action, Alternatively, if this is already in place its prominence in the policy should be increased. **Separate email and telephone number has been secured for reporting, this is dealt with by Lincolnshire County Council Counter Fraud and Investigations Team and is included within the reviewed policy.**

Scope

The policy applies to all employees. For the purpose of this policy only, the term "employees" also includes contractors and suppliers working for or on behalf of the council, on council premises or elsewhere. You can also use our whistleblowing reporting arrangements if you are a councillor, contractor, supplier, partner or member of the public. Protection however only applies to our workers.

This section has been updated with in the draft.

Main changes in draft

The changes within the draft policy have been left as tracked changes for ease of the committee establishing what has changed and how.

The main emphasis has been focused on giving more clarity on items.

Training / Awareness

On line fraud training is provided to all employees, this includes information on the Councils whistleblowing arrangements.

Whistleblowing policy is also incorporated into the staff induction process.

Further awareness sessions will be rolled out and communication sent to all staff when the policy is updated.

Whistleblowing Policy

Review date November 2021 and January 2022 by JSCC
Needs new branding adding

JSCC Approved – 3 October 2019



- 1 -

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Introduction

1. Employees are often the first to realise that there may be something seriously wrong within the council. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the council. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.
2. The Public Interest Disclosure Act 1998 protects employees who report wrongdoing within the workplace but it is the aim of this policy to ensure that as far as possible our employees are able to tell us about any wrongdoing at work which they believe has occurred or is likely to occur.
3. The council recognises that employees may not always feel comfortable about discussing their concerns internally, especially if they believe that the council itself is responsible for the wrong doing.
4. The aim of this policy is to ensure that employees are confident that they can raise any matter with the council that concerns them in the knowledge that it will be taken seriously, treated as confidential and that no action will be taken against them.
5. The council is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we expect employees, and others that we work and deal with, who have serious concerns about any aspect of the council's work to come forward and voice those concerns. It is recognised that most cases will have to proceed on a confidential basis.
6. This policy makes it clear that employees can do so without fear of victimisation, subsequent discrimination or disadvantage. This whistle-blowing policy is intended to encourage and enable employees to raise serious concerns within the council rather than overlooking a problem or 'blowing the whistle' outside.
7. ~~The policy applies to all employees and those contractors working for the council, for example, certain agency staff, builders, apprentices, certain trainees, homeworkers etc. It also covers suppliers and those providing services under a contract with the council from their own premises.~~
The policy applies to all employees. For the purpose of this policy only, the term "employees" also includes contractors and suppliers working for or on behalf of the council, on council premises or elsewhere. You can also use our whistleblowing reporting arrangements if you are a councillor, contractor, supplier, partner or member of the public. Protection however only applies to our workers.
8. The procedures are in addition to the council's complaints procedures and other statutory reporting procedures which may apply. Managers are responsible for making employees aware of the existence of these procedures.

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The responsible officers

The council's monitoring officer has overall responsibility for the maintenance and operation of this policy. The ~~people and organisational development team manager~~

Monitoring Officer will maintain a record of concerns raised and the outcomes (but in a form which does not endanger confidentiality) and will report as necessary to the council. The council's Section 151 officer will be responsible for investigating allegations of fraud or financial irregularity. Other offences will be investigated by managers or a member of the council's management team.

Aims and scope of this policy

This policy aims to:

- Encourage employees to feel confident in raising serious concerns and to question and act upon concerns about practice
- Provide avenues for employees to raise those concerns and receive feedback on any action taken
- Ensure that employees receive a response to their concerns and that managers are aware of how to pursue them
- Reassure employees that they will be protected from possible reprisals or victimisation if they have a reasonable belief that they have made a disclosure in good faith

~~There are existing procedures in place to enable employees to lodge a grievance relating to their own employment.~~

If your concern relates to your own treatment as an employee, you should raise it under the Grievance Procedure. The whistleblowing arrangements are not intended to give staff a further opportunity to pursue a grievance or complaint once the relevant employment procedures have been exhausted.

If a customer has a concern about services provided to them, it should be raised as a complaint using the complaints procedure.

Complaints of misconduct by Councillors are dealt with under a separate procedure, further information can be found on the website.

The whistle-blowing policy is intended to cover major concerns that fall outside the scope of other procedures.

These include:

- Conduct which is an offence or a breach of law
- Failure to comply with any legal obligations
- Disclosures related to miscarriage of justice
- Health and safety risks, including risks to the public as well as other employees
- Damage to the environment
- The unauthorised use of public funds
- Possible fraud and corruption
- Other unethical conduct
- Deliberate concealment of any of the above

Thus, any serious concerns that employees have about any aspect of service provision or the conduct of officers, members of the council or others acting on behalf of the council can be reported under the whistle-blowing policy.

This may be about something that:

- Makes employees feel uncomfortable in terms of known standards, their experience or the standards they believe the council subscribes to
- Is against the council's procedure rules and policies
- Falls below established standards of practice
- Amounts to improper conduct

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Safeguards against harassment and victimisation

The council is committed to good practice and high standards and wants to be supportive of employees.

The council recognises that the decision to report a concern can be a difficult one to make. If what is being said is believed to be true, employees should have nothing to fear because they will be doing their duty to the council and those for whom we are providing a service.

The council will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action, including disciplinary action if necessary, to protect employees when they raise a concern in good faith.

Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect the employee who raises an issue.

Confidentiality

All concerns will be treated in confidence and every effort will be made not to reveal an employee's identity if he/she so wishes. At the appropriate time, however, an employee may need to come forward as a witness.

Anonymous allegations

This policy encourages employees to put their name to an allegation whenever possible.

Concerns expressed anonymously are much less powerful and will only be considered in exceptional circumstances at the discretion of the council.

In exercising this discretion, the factors to be taken into account would include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources
- Consideration of the damage that could be caused to an individual or group of people if the allegation is not proven

Untrue/vexatious allegations

If an employee makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against him/her.

If, however, an employee is found to have made an allegation maliciously or for personal gain then this will constitute a misconduct and will be dealt with in accordance with the disciplinary procedure.

How to raise a concern

Members of the public are encouraged to report any concerns. You should, however, follow the complaints process if your concern is about a particular service that we have provided you. If any person genuinely believes that someone is committing a crime they should immediately report their suspicions.

You can report via the confidential hotline and email address: 0800 0853716 whistleblowing@lincolnshire.gov.uk

~~As a first step, a~~ An employee should normally raise concerns with ~~his/her~~ their immediate line manager or manager. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if an employee believes that management is involved, ~~he/she~~ they should approach the ~~people and organisational development team manager~~ Monitoring Officer.

We advise that you make it clear that you are raising your concerns under the Council's whistleblowing arrangements – this will help managers respond in line with this policy.

Contact details –

Email: MonitoringOfficer@west-lindsey.gov.uk

Telephone: 01427 676591

If, exceptionally, the concern is about the Chief Executive of the Council your concern should be raised with the Leader of the Council who will decide how the investigation will proceed.

If a Councillor is contacted regarding a potential whistleblowing allegation, they should contact the Monitoring Officer at the earliest possible opportunity.

We strongly encourage you to seek advice before reporting a concern to anyone external. If you are unsure who to contact, the independent charity Protect can advise you. They offer a free and confidential helpline on 020 3117 2520.

Concerns may be raised verbally or in writing. Employees who wish to make a written report are invited to provide:

- the background and history of the concern (including relevant dates)
- the reason why they are particularly concerned about the situation

Although employees are not expected to prove beyond doubt the truth of an allegation, they will need to demonstrate to the person contacted that there are reasonable grounds for their concern. The earlier a concern is expressed, the easier it is to take action.

Employees may wish to consider discussing their concern with a colleague first and they may find it easier to raise the matter if there are two (or more) employees who have had the same experience or concerns.

Employees may invite their trade union or a friend to be present during any meetings or interviews (off site if they prefer) in connection with the concerns they have raised.

How the council will respond

The council will respond to employees' concerns, not forgetting that testing out concerns is not the same as either accepting or rejecting them.

Where appropriate, the matters raised may be:

- advice only
- resolved by agreed action without the need for investigation
- Be investigated (~~in accordance with the Financial Crime Response Plan contained within the Prevention of Financial Crime, Anti Fraud and Corruption and Anti Bribery Policy~~) by management and/or internal audit, or through the disciplinary process
- Be referred to the police
- Be referred to the external auditor
- Form the subject of an independent inquiry

In order to protect individuals and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.

The overriding principle which the council will have in mind is the public interest. Concerns or allegations which fall within the scope of specific procedures (for example, grievance, disciplinary or discrimination issues) will normally be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required (e.g. suspension), this will be taken before any investigation is conducted.

Within 10 working days of a concern being raised, the responsible officer will write to the employee who raised it:

- Acknowledging that the concern has been received
- Indicating how we propose to deal with the matter
- Giving an estimate of how long it will take to provide a final response
- Confirming whether any initial enquiries have been made
- Confirming what support mechanisms there are in place for the employee
- Informing the employee whether further investigations are necessary and, if not, why not

The amount of contact between the officers considering the issues and the employee who raised them will depend on the nature of the matters, the potential difficulties involved and the clarity of the information provided. If necessary, the council will seek further information from the employee.

The council will take steps to minimise any difficulties which employees may experience as a result of raising a concern. For instance, if an employee is required to give evidence in

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criminal or disciplinary proceedings, the council will arrange for ~~him/her~~them to receive advice about the procedure.

The council accepts that employees need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform the employee who reported the matter of the outcome of any investigation.

Raising a concern at work can be a difficult experience and we would remind employees of the council of the Employee Assistance Programme which is a 24/7 confidential helpline: Telephone 0800 917 6470

How the matter can be taken further

This policy is intended to provide employees with an avenue within the council to raise concerns. The council hopes employees will be satisfied with any action taken. If an employee is not satisfied and feels it is right to take the matter outside the council, ~~the Audit Commission is the designated independent organisation nominated for this purpose by the council.~~

The following are also possible contact points:

- The external auditor – they are completely independent from the council
- The employee's trade union
- Citizens' Advice Bureau
- A relevant voluntary organisation, for example, Protect, was Public Concern at Work (PCAW)
- Relevant professional bodies or regulatory organisations
- The police

Contact details are set out in the Appendix to this policy.

If an employee does take the matter outside the council, ~~he/she~~they should ensure that confidential or legally privileged information is not disclosed. The council's monitoring officer can provide further advice on this.

We would like to remind you that employees are not to report any Council related issues to the media – to do so may be considered a breach of the Council's Disciplinary Policy and Code of Conduct

Training

Employees will be made aware of this policy through the induction process. The policy is available on the Council's website and internal Minerva site. Training and awareness sessions will be provided to managers and responsible officers to ensure that there is an understanding of this policy and their responsibilities within it.

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Monitoring

The effectiveness of the council's whistle-blowing code will be monitored annually and it will be updated where/when necessary.

Employees' rights

The policy does not prevent employees from exercising their right to report to relevant outside bodies nor prevent anyone from having rights under the Public Interest Disclosure Act 1998.

Data protection

Purpose and legal basis for processing

When an individual makes a disclosure our purpose is to investigate and take appropriate action.

The legal basis we rely on to process personal data is article 6(1)(e) of the General Data Protection Regulation (GDPR), which allows us to process personal data when this is necessary to perform our public tasks as a local authority. In this instance we will be complying with the provisions of the Public Interest Disclosure Act 1998.

If the information individuals provide us in relation to the disclosure contains special category data, such as health, religious or ethnic information the legal basis we rely on to process it is article 9(2)(g) of the GDPR (which also relates to our public task and the safeguarding of individuals fundamental rights) and Schedule 1 part 2(6) of the Data Protection Act 2018 which relates to statutory and government purposes.

What we need

We need enough information from individuals to investigate the disclosure, including any evidence to support it. This normally includes identity, contact details and any other information given to us about individuals involved in the complaint. We will treat the information provided confidentially.

Individuals can contact us anonymously if they prefer but we are more likely to be able to investigate potential wrongdoing if we are confident that the person making the disclosure is in a position to make an informed complaint. It will also mean we are better able to feedback information about any action we have taken, if we can.

Why we need it

We need to know the details of the complaint so that we can decide on our compliance with the relevant legislation and take appropriate action where necessary.

What we do with it

We will treat the information individuals provide as confidential and won't disclose it without lawful authority. But to look into a matter properly, we will usually need to disclose some information to the person or organisation concerned. We can discuss this with individuals, but they should clearly indicate any information that they don't want us to share from the outset.

If possible, we will give individuals feedback about any action we take as a result of their disclosure. However, this feedback will be restricted.

We will use personal information to process disclosures and to check on the level of service we provide. We may compile and publish statistics showing such information as the number of disclosures we receive, but not in a form that identifies anyone.

How long we keep it

For information about how long we hold personal data, see our retention schedule.

What rights do individuals have?

We are assessing reports of potential breaches of the law, so individuals have the right to object to our processing of their personal data. There are legitimate reasons why we may refuse objections, which depend on why we are processing it.

For more information on your rights please see our full privacy notice

Do we use any data processors?

No

Appendix

Contact details for external organisations

External Auditor
Mazars
Park View House
58 The Ropewalk
Nottingham
NG1 5DW
Tel: 0115 964 4744

UNISON East Midlands
UNISON Regional Centre
Vivian Avenue
Nottingham
NG5 1AF
Tel: 0800 0857 857
E-mail: eastmidlands@unison.co.uk

Citizens' Advice Bureau
Guildhall
Marshall's Yard
Gainsborough
DN21 2NA
Tel: 01427 810914
Website: www.citizensadvice.org.uk

Protect – (was Public Concern at Work)
The Green House
244-254 Cambridge Heath Road
London E2 9DA
Tel: Whistleblowing Advice Line 020 3117 2520
www.pcaw.co.uk
Email: UK advice line: whistle@protect-advice.org.uk

Lincolnshire Police
Lincolnshire Police Headquarters
Deepdale Lane
Nettleham
Lincs
Tel: 01522 532222

[Further information can be found at:](#)

[ACAS – Advisory, Conciliation and Arbitration Service](#)
Telephone: 0300 123 1100
<https://www.acas.org.uk/archive/whistleblowing>

[Government Website: Whistleblowing for employees](#)
<https://www.gov.uk/whistleblowing>

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[Links to other Policies / Procedures](#)

[Prevention of Financial Crime Anti-Fraud and Corruption and Anti-Bribery Policy – council website](#)

[Grievance Procedure – internal Minerva site](#)

[Officer Code of Conduct – internal Minerva site](#)

[Complaints Procedure – council website](#)

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Policy Statement

West Lindsey District Council has a commitment to equal opportunities.

It seeks to ensure that no potential or current employee receives less favourable treatment than another on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and orientation.

West Lindsey District Council

تامول عمل انم دي زم قباصع 676676 72410

За повече информация пръстен 01427 676676

Lisainformatsiooni ring 01427 676676

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01427 676676

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www.west-lindsey.gov.uk





Corporate Policy and
Resources

Thursday, 14 April 2022

**Subject: Budget and Treasury Monitoring - Quarter 4 2021/2022
(1st April 2021 to 31st March 2022)**

Report by:	Assistant Director, Finance, Business and Property Services
Contact Officer:	Sue Leversedge Business Support Team Leader sue.leversedge@west-lindsey.gov.uk
Purpose / Summary:	This report sets out the revenue, capital and treasury management activity from 1 April 2021 to 31 March 2022.

RECOMMENDATION(S):

REVENUE

- a) Members accept the forecast out-turn position of a £0.187m net contribution to reserves as of 31st March 2022 (see Section 2) relating to business-as-usual activity.
- b) Members approve the use of Earmarked Reserves (2.4.1).
- c) Members accept the use of Earmarked Reserves during the quarter approved by the Chief Finance Officer using Delegated powers (2.4.2).
- d) Members approve the amendment to the fees and charges schedules (2.3.2), to be effective immediately.
- e) Members accept the Revenue budget carry forwards of £0.856m approved in year (Appendix 3).

CAPITAL

- f) Members accept the current projected Capital Outturn as detailed in

3.1.1.

- g) Members approve the capital budget carry forwards of £2.449m, and to bring forward budget of £0.051m from 2022/2023 into 2021/2022, as detailed at 3.1.2.

TREASURY

- h) Members accept the report, the treasury activity and the prudential indicators.

IMPLICATIONS

Legal: None arising as a result in this report.

Financial : FIN/2/23/CPR/SL

REVENUE

The draft revenue forecast out-turn position for 2021/2022 is currently reflecting a net contribution to reserves of £0.187m relating to business-as-usual activity as of 31st March 2022.

When then considering the impact of Covid-19 we are currently forecasting that the additional costs and loss of income forecast for the financial year, offset by savings, will total a net pressure of £1.13m. This will leave a balance of £0.399m remaining against the Covid Support funds held to support Covid recovery (total £1.529m).

The summary of forecast Covid financial implications are contained within the report at 2.2.8.

A summary of the forecast out-turn position relating to business as usual activity:

Summary of Out-turn Position 2021/2022		
	£ 000	
FORECAST OUTTURN AS AT 28.02.22	(1,043)	BEFORE CARRY FORWARDS
CARRY FORWARDS : BASE BUDGET-APPROVED IN YEAR	93	ALREADY APPROVED
CARRY FORWARDS : USE OF EARMARKED RESERVES	342	ALREADY APPROVED
SUB-TOTAL:	(608)	
SERVICE CARRY FORWARD REQUESTS	421	Pending Approval by Management Team 04.04.22
NET CONTRIBUTION (TO) / FROM GENERAL FUND BALANCES:	(187)	
TOTAL CARRY FORWARDS:	856	

The forecast General Fund Balance as of 31 March 2022 is £3.981m (excluding carry forwards). This is £1.481m above the minimum working balance of £2.5m agreed by this Committee.

The items with significant variances are contained within this report at 2.1 and 2.2.

CAPITAL

The Capital Forecast Out-Turn for 2021/2022 is £7.228m, a variance of £2.603m against the approved budget of £9.831m. The variances and requests for carry forwards/drawbacks of £2.603m are detailed at 3.1.2.

Both the revenue and capital figures are subject to change once the actual outturn position is finalised, and the final outturn will be reported to Corporate Policy and Resources in June 2022.

TREASURY

The Treasury Management activities during the reporting period are disclosed in the body of this report. Total external borrowing is currently £21.5m; however, no additional borrowing will be required this financial year.

There have been no breaches of Treasury or Prudential Indicators within the period of this report.

Average investments for the period (Jan-Mar) were £22.77m, which achieved an average rate of interest of 0.855% (Oct-Dec was 21.626m, 0.727%).

Staffing:

Salary budgets for 2021/2022 were set based on an estimated 0% pay award. The actual pay award for the year has been confirmed at 1.75%, payable in March 2022 backdated to April 2021.

There is a forecast 1.27% (£0.151m) surplus for the year against revised employee budgets due to a number of vacancies across services, some of which have been covered by interim or agency staff.

This is after the 2% (£0.183m) Vacancy Factor included within the 2021/2022 Budget, which was applied to salary budgets for posts which are on our organisational establishment (basic pay, superannuation and national insurance).

Without the vacancy factor, there would be a 2.82% (£0.334m) surplus across all employee budgets.

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

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

Climate Related Risks and Opportunities: None arising as a result if this report.

Section 17 Crime and Disorder Considerations: None arising as a result of this report.

Health Implications: None arising as a result of this report.

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

Risk Assessment: This is a monitoring report only.

Call in and Urgency:

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

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

Yes

No

Key Decision:

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

Yes

No

1. Executive Summary

This report provides the oversight of financial performance for:

REVENUE

- 'Business as Usual' Revenue Forecast Out-Turn (after carry forwards) – Contribution to Reserves £0.187m. (-1.42% of Net Revenue Budget – see 2.1 for details of significant variances).
- The net impact of Covid-19 on services during 2021/2022 is £1.13m (being costs and loss of income, offset by savings and additional income received). Balances held to support the Council for this purpose total £1.529m, leaving a balance of £0.399m in reserves (see 2.2.8 for details).
- Carry forwards approved during the year of £0.856m (see Appendix 3 for details).
- Net surplus of £1.043m (including carry forwards) to be transferred to the General Fund Balance. This would result in a Fund balance as of 31 March 2021 of £4.837m (£3.981m excluding carry forwards).

CAPITAL

- Capital Forecast Out-Turn: £7.228m, a variance of £2.603m against current budget £9.831m, this is made up of:
- Anticipated Slippage of £2.449m (see section 3.1.2).
- Bring forward from 2022/2023 budget of £0.051m in relation to Rough Sleeper Accommodation Project and LEAP – Supported Accommodation. (see section 3.1.2).
- Underspend of £0.276m on six schemes (see section 3.1.2):
- Overspend of £0.002m on Private Sector Renewal
- Amendments to four schemes:
 - Request for Capital budget of £0.03m funded from the Welcome Back Fund grant. This grant has previously received approval to spend but we did not have the split between revenue and capital at that time.
 - Request to reduce the Customer Relationship Management Budget by £0.003m for Software Costs to be transferred to revenue.
 - Request to reduce the CCTV Expansion Budget by

£0.032m for 5-year line connection fee to be transferred to revenue.

- £0.075m Request to reinstate the Capital Budget for the Website replacement scheme, previously approved in 2021/2022 MTFP for spend in 2022/2023. Spend is to be rephased to 2021/2022.

TREASURY MANAGEMENT

- Treasury Management Report and monitoring:
- Investments held as at 31 March 2022 were:
 - Average investment interest rate for October to December was 0.855%.
 - Total Investments at the end of Quarter 4 was £22.77m.

The tables below reflect investment movements and prudential borrowing analysis:

	Qtr 3	Qtr 4
Investment Movements	£'000	£'000
Investments B/fwd (at 31.12.2021 incl. bank)	20,602	22,219
Add/(Less) Capital expenditure	(943)	(10,198)
Add/(Less) PWLB/Other LA Borrowing in year	0	0
Add/(Less) Net Revenue Expenditure	(1,563)	5,911
Add/(Less) Net Collection Fund Movement (Ctax/NNDR)	20,237	74,956
Add/(Less) Working Capital Movement	(16,114)	(70,118)
Investments c/fwd (at 31.03.2022)	22,219	22,770

Our prudential borrowing position reflects actual borrowing undertaken from the Public Works Loans Board/Other Local Authorities and the amount of internal borrowing required to meet the actual costs of borrowing up to the 31 March 2022.

	Qtr.3	Qtr. 4
Prudential Borrowing	£'000	£'000
Total External Borrowing (PWLB), and	16,500	16,500
Other Local Authorities	3,500	5,000
Internal Borrowing	19,425	17,925
Total Prudential Borrowing at 31.03.2022	39,425	39,425

With the invasion of the Ukraine by Russian Forces, we are seeing changes in economic forecasts, inflation projections and price increases all of which will have future impact on the Council. We continue to monitor the situation and will be undertaking a review of the Medium Term Financial Plan as at end September. We will report back to members in November of updated forecasts.

In addition we have reviewed all our Treasury and none of our investments have direct links with Russia.

There is further information in relation to the Economic impacts at Appendix 2 to the Treasury Management Update.

REVENUE BUDGET MONITORING QUARTER 4
(1st April 2021 to 31st March 2022)
Forecast Outturn for 2021/2022

2. The Revenue Budget forecast for 'business as usual' out-turn currently stands at a net contribution to reserves of £0.187m as detailed in the table below.

This is after taking account of £0.856m of revenue budget carry forwards. The details of which are provided at **Appendix 3**.

Details of headline variances by Cluster can be found below at 2.1 and 2.2.

Details of the Covid-19 financial implications can be found at 2.2.8.

SERVICE CLUSTER	2021/2022					
	Original Budget	Revised Budget	Forecast Outturn	Outturn Variance before Cfwds	Carry Forwards	Outturn Variance after Cfwds
	£	£	£	£	£	£
Our People	1,529,000	2,196,000	1,915,005	(280,995)	288,000	7,005
Our Place	3,778,100	4,222,100	3,793,343	(428,757)	199,100	(229,657)
Our Council	6,372,700	6,722,300	6,058,870	(663,430)	368,600	(294,830)
Controllable Total	11,679,800	13,140,400	11,767,218	(1,373,182)	855,700	(517,482)
Corporate Accounting:						
Interest Receivable	(124,600)	(136,200)	(216,500)	(80,300)	0	(80,300)
Interest Payable	377,700	383,500	372,100	(11,400)	0	(11,400)
Investment Income	(1,434,900)	(1,434,900)	(1,436,760)	(1,860)	0	(1,860)
Precepts and Levies	2,574,700	2,574,700	2,572,300	(2,400)	0	(2,400)
Movement in Reserves:						
To / (From) General Fund	(1,943,700)	4,731,500	4,731,500	0	0	0
Use of Specific Reserves	(3,011,800)	(2,575,900)	(2,575,900)		0	0
Contribution to Specific Reserves	4,719,000	4,731,500	4,731,500	0	0	0
Repayment of Borrowing	442,900	442,900	823,000	380,100	0	380,100
Net Revenue Expenditure	13,279,100	21,857,500	20,768,458	(1,089,042)	855,700	(233,342)
Funding Total	(13,279,100)	(14,191,400)	(14,144,600)	46,800	0	46,800
NET SUBSIDY FROM / (CONTRIBUTION) TO RESERVES FOR THE YEAR	0	7,666,100	6,623,858	(1,042,242)	855,700	(186,542)

Carry Forwards - approved in year	93,300
Carry Forwards - approved at year end	421,300
Carry Forwards - use of Earmarked Reserves	341,100
Total Carry Forwards	855,700

2.1 The significant movements being;

Cluster	EXPENDITURE	Total £000	Direction of Travel
	BUDGET UNDERSPENDS		
	Salary (<i>savings</i>) / pressure. Includes 2% vacancy factor £183k. Includes est. 1.75% pay award.	(£151)	↑
Our Council	Corporate Contingency budget not required.	(£20)	↔
All Clusters	Reduced spend on legal services.	(£67)	↑
	PRESSURES		
Movement in Reserves	Voluntary Revenue Provision - Commercial Properties.	£180	↔
Our Council	Software Licence Fee nationwide increase.	£52	↔
Our Council	Telephony costs - continued compliant connection to the Voter Registration Process and the DWP Benefits system.	£23	↔
Our Council / Our Place	Fuel - increased costs.	£23	↓
	Various forecast outturn variances <£10k	£60	↑
		£100	

Cluster	INCOME	Total £000	Direction of Travel
BUDGETED INCOME EXCEEDED			
Corporate Accounting-Interest Received and Paid	Interest Receivable £80k, Interest Payable £11k.	(£91)	↑
Our Council	Green Waste service income target exceeded - service subscriptions £46k, new bin sales £24k.	(£70)	↑
Our Council	Bulky Waste Collections income has exceeded the target for the year.	(£24)	New
Our Place	Planning Pre Application advice income forecast above budget for the year.	(£27)	↑
Our Place	Planning Fee Income has exceeded budgeted levels.	(£80)	New
Our Place	Civil Parking Enforcement fines received.	(£16)	New
Our Place	Shopping Trolley reclaimed income.	(£53)	↔
BUDGETED INCOME NOT ACHIEVED			
Funding	Government Grants - budget set at estimated value of £0.159m. The final settlement was announced in March as £0.112m	£47	↑
Our Place	Property Services - loss of rental income due to transfer of Housing Stock to P3.	£27	↔
		(£287)	
TOTAL VARIANCE		(£187)	

2.2 Significant items (>£10k) of note by Cluster:

2.2.1 Movement in Reserves

- The total Voluntary Revenue Provision (VRP) for 2021/2022 is £0.374m. It is proposed to use £0.194m of the Commercial Contingency budget to offset this cost.

The balance of £0.18m is to be met from in year surplus, if there are sufficient balances at year-end, following the closure of accounts.

Alternatively, the £0.18m balance will be funded from the Valuation Volatility Reserve if required.

The forecast outturn reported at Qtr. 4 2021/2022 includes the VRP as a use of in year surplus. Without this transaction, the forecast outturn is a **net contribution to reserves** of £0.367m.

2.2.2 Interest & Investment Income

- (£0.091m) - Interest receivable on investments is forecast to be £0.08m above budget for the year, and interest payable on borrowing is forecast to be £0.011m less than budget for the year.

2.2.3 Our Council

- £0.369m approved carry forwards into 2022/2023 (see Appendix 3 for details).
- (£0.07m) - Income from Green Waste service received above budget for the year. £0.046m is from service subscriptions, and £0.024m from the sale of new bins.
- (£0.020m) – being the balance of a corporate contingency budget which is not required.
- (£0.024m) – Income from bulky waste collections received above budget for the year.
- £0.052m - Pressure for software licenses. This is the result of a nationally agreed framework and an increase in the number of licensed users. The ICT Team will over the next year look to reduce these costs by converting some users to an alternative license model, and by reviewing the applications used and suggesting alternative approaches to reduce costs.
- £0.023m – Pressure for telephony costs. To ensure the continued compliant connection to the Voter Registration Process and DWP Benefits system. The Council has engaged in a procurement exercise with a reduced requirement to try to reduce further costs.
- £0.023m – increased fuel costs due to market price for fuel, and the use of fuel cards during the transition period when moving depot sites (from late July to early December 2021).

2.2.4 Our People

- £0.288m approved carry forwards into 2022/2023 (see Appendix 3 for details).

2.2.5 Our Place

- £0.199m approved carry forwards into 2022/2023 (see Appendix 3 for details).
- £0.006m - There is a pressure on market fee income due to charges being suspended for April and May in support of traders in their financial recovery from Covid-19 impacts. Charges were reinstated from 1st June 2021. This pressure will be offset by the use of the Commercial Contingency budget.
- £0.067m - reduced spend on legal services is forecast for 2022/2023 (£0.027m within Development Management).

- £0.027m – the transfer of housing stock to P3 has realised a net pressure for the year, due to loss of rental income.
- (£0.027m) – The forecast income for planning pre-application advice is expected to be greater than budget, based on activity for this period.
- (£0.08m) – Planning fee income has exceeded the budget for the year, due an increase in planning applications in the final quarter of the financial year.
- (£0.053m) of income has been received to date for the Shopping Trolley scheme. This scheme was not introduced to generate income but to help keep communities free of abandoned shopping trolleys, and we anticipate the number of reclaimed trolleys to reduce as supermarkets take action.
- (£0.016m) additional income from civil parking enforcement fines have been received. This income will be monitored during 2022/2023 to establish whether there is an ongoing increase in fines issued, and subsequent income received.

2.2.6 Funding

£0.047m reduction in funding against the budget. The budget was set at an estimated value of £0.159m. The final settlement was announced in March 2021 as £0.112m.

2.2.7 Establishment

A 2% vacancy factor against salary budgets was approved for 2021/2022 through the MTFP, which equates to a reduction of £0.183m.

Salary budgets for 2021/2022 were set based on an estimated 0% pay award. The actual pay award for the year has been confirmed at 1.75%, payable in March 2022 backdated to April 2021.

Current vacancy levels after costs of interim staffing resources is forecast to achieve a further £0.151m budget underspend for the year; this represents 1.27% of the overall employee revised budget. This is detailed by cluster as follows:

Cluster	Sum of variance £
Our Council	(175,131)
Our People	(81,118)
Our Place	(78,069)
2% Vacancy Factor	183,400
Grand Total	(150,918)

2.2.8 Financial Implications of Covid-19

We have monitored the ongoing financial implications of the Covid-19 pandemic and updated Members regularly during the year.

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The additional costs and loss of income forecast for the financial year, offset by savings, total a net pressure of £1.13m. This will leave a balance of

£0.399m remaining against the Covid Support funds held to support Covid recovery (total £1.529m).

Of this balance, £0.232m has been approved to support the ongoing implications of the pandemic in 2022/2023 and 2023/2024.

The balance of unallocated Covid Support funds being £0.167m.

The tables below present the financial impact of Covid-19 on the Council for 2021/2022.

Full Year 2021/2022 Financial Summary	£000
LA Covid Support Grant 20/21 - Balance Remaining Held in Earmarked Reserves	(434)
Earmarked Reserve Approved 21/22 MTFP	(500)
LA Covid Support Grant 21/22	(510)
Additional grant for loss of income 21/22	(85)
Total Covid-19 Support Funds Held	(1,529)
Total Covid-19 pressure 21/22	1,130
Net Covid-19 Allocation Balance Remaining 21/22	(399)

Approved use of Covid-19 Allocation 22/23	158
Approved use of Covid-19 Allocation 23/24	74
Net Covid-19 Allocation Balance Unallocated	(167)

Covid-19 Pressures	2021/22 Actuals £000
Loss of income due to service closures / changes - services covered by Sales, Fees and Charges Compensation Grant for the period Apr - Jun 2021 (Qtr 1)	162
Loss of income due to service closures / changes	623
Cost Pressures - Covid costs funded from Support Grant *	561
Other Income Received to Support Services	(12)
Savings	(204)
Total Pressures	1,130

* Cost Pressures - Covid costs funded from Support Grant	£000
Additional Resources - agency, backfilling, overtime	391
Economic Development - additional resources for project development	48
Theatre - cost of equipment to comply with Covid regulations	17
Democratic Representation - hire of premises and equipment to hold meetings	21
ICT Team - headsets / licences / training	26
ICT Team - additional laptop provision for Covid virtual working (capital)	14
Health & Wellbeing - Leisure Management contractor support	12
Other costs <£10k	32
	561

Costs are mitigated by savings achieved and other income received to support services.

£0.595m of the Covid Support Funds are held within base budgets for 2021/2022.

Member approval is requested to release the balance of £0.535m from the Covid Support Fund held within earmarked reserves (see 2.4.1).

2.3 Fees and Charges

2.3.1 £4.254m has been received in Fees and Charges up to the end of the period against a budget of £4.08m, a surplus of £0.174m.

The most significant areas of additional income forecast for the year being:

- Planning fee income £0.08m
- Garden Waste subscriptions £0.046m
- Planning pre-application advice £0.027m
- Garden Waste sale of new bins £0.024m
- Bulky Waste collections £0.024m
- Civil Parking Enforcement fines £0.016m

The significant areas of forecast income losses due to the ongoing impact of Covid-19, which are included in the claim against the Local Government Income Compensation Scheme for Lost Sales, Fees and Charges, are:

- Trinity Arts Centre box office takings £0.062m
- Local Tax Collection – Court Costs Recovered £0.132m
- Car Park income (season tickets and parking fees) £0.082m

2.3.2 Amendments to Fees and Charges 2022/2023

a) Crematorium

- An error in the 2022/2023 fees and charges schedule has been identified when the service came to publish the rates for the new year, where an amount has been included under VAT in error. The table below shows the original fee on the top line, with the corrected fee on the second line.

	2021/22	Proposed Increase / (Decrease)		2022/23	VAT Amount	2022/23 Charge Inc. VAT	VAT Rate
	£	% Type	or £	£	£	£	
Memorial Service (45mins)	£232.00	2.5%	£5.80	£237.80	£1.00	£238.80	X
Memorial Service (45mins)	£232.00	2.6%	£6.00	£238.00	£0.00	£238.00	X

- A fee for ‘mulberry tree – per leaf with motif’ was allowed for in the fees and charges schedule approved for 2022/2023 within the narrative beneath the schedule for the Crematorium:

** Sanctum 2000 vault/Barbican memorial/Mulberry tree – additional artwork/photo plaque can be provided – POA (plus admin fee £10 - £30 dependent on requirements)

The Crematorium Manager has requested to include the ‘mulberry tree – per leaf with motif’ as a separate line on the schedule and remove from the narrative below the schedule. This would make the option more accessible to the customer, without the need for them to request a price.

	2021/22	Proposed Increase / (Decrease)		2022/23	VAT Amount	2022/23 Charge Inc. VAT	VAT Rate
	£	% Type	or £	£	£	£	
Mulberry Tree - per leaf with motif, space leased for 5 years	£165.83	0.5%	£0.84	£166.67	£33.33	£200.00	S

b) Land Charges – CON29R

The CON29 form is used to request information held by a local authority about a property.

This fee is set by Lincolnshire County Council highways department, and is recharged as part of the search fee issued by West Lindsey District Council.

The rate to be applied was notified after fees and charges for 2022/2023 were submitted for Committee approval, but we have requested earlier notification for future years.

The table below shows the original fee on the top line, with the corrected fee on the second line.

		2021/22		Proposed Increase / (Decrease)		2022/23		VAT Amount	2022/23 Charge Inc. VAT	VAT Rate
		£	%	£	£	£	£	£	£	
CON 29R	Lincolnshire County Council Fee	£23.10	3.9%	£0.90	£24.00	£4.80	£28.80		S	
CON 29R	Lincolnshire County Council Fee	£23.10	3.9%	£16.90	£40.00	£8.00	£48.00		S	

2.4 2021/2022 Use of and Contribution to Reserves

2.4.1 Use of Reserves – Member Approval Required

The following use of Earmarked Reserves is greater than £0.05m and requires the approval of Corporate Policy and Resources committee:

- £0.535m from the Finance Budget Risks Reserve to release the Covid Support Funds held within earmarked reserves, as detailed at 2.2.8.

2.4.2 Use of Reserves – Delegated Decision

The Chief Finance Officer has used delegated powers to approve the use of earmarked reserves up to £0.05m – total approved £0.026m.

- £0.015m from General Fund Balances. Engagement of consultants to assist with the review and action relating to the public service reform agenda, and how the five components of the reform plan can be accomplished.
- £0.007m from the Insurance Fund Reserve. Insurance excess incurred during 2021/2022.
- £0.001m from the Enforcement Costs – Housing and Planning Reserve. Enforcement costs incurred during 2021/2022 which are not recoverable within the financial year.

2.5 Grants

As at 1st April 2021 we had an amount of £0.885m relating to grants received which had yet to be expended. Budget provision will be created throughout the financial year as required to deliver projects in accordance with grant terms. The forecast balance as at 31st March 2022 is £0.579m

2.5.1 Successful Grant Bids and New Grant determinations

The following grants have been received/awarded during this period:

Grant Issued By	Name of Grant	£
Department for Levelling Up, Homes and Communities	Covid 19 Additional Relief Fund	1,408,044
Department for Levelling Up, Homes and Communities	Omicron Hospitality & Leisure Grant	1,098,108
Department for Levelling Up, Homes and Communities	Levelling Up Funding	388,829
Department for Levelling Up, Homes and Communities	Rural Services Delivery	248,834
Department for Levelling Up, Homes and Communities	New Home Bonus	179,785
Department for Levelling Up, Homes and Communities	Additional Restrictions Grant	161,098
Department for Levelling Up, Homes and Communities	Reopening the High Street	45,502
Department Business, Energy & Industrial Strategy	New Burdens Grant -Re Covid19	39,080
Department for Levelling Up, Homes and Communities	Homelessness Prevention	37,646
Department for Levelling Up, Homes and Communities	Lower Tiers Services Grant	21,460
Department for Work and Pensions	Kickstart Grant	10,802
Department for Levelling Up, Homes and Communities	Rough Sleepers Initiative	10,000
Department for Levelling Up, Homes and Communities	Pavement Licences	4,917
Department for Levelling Up, Homes and Communities	Welcome Back Fund	4,744
		3,658,848

Other Items for information

2.6 Planning Appeals

In Quarter 4 2021/2022, to the end of March 2022, there were 9 appeals determined – 3 allowed and 6 dismissed.

There are no live application for costs.

Period	Number of Appeals	Allowed	Dismissed
January	3	2	1
February	4	0	4
March	2	1	1
Total for Quarter 4	9	3	6

2.7 Aged Debt Summary – Sundry Debtors Aged Debt Summary Quarter 4 Monitoring Report

At the end of March 2022, there was a total of £0.219m outstanding debt in the system over 90 days. The majority of this debt was over 150 days old and mainly comprised of:

- Environmental Protection & Licensing £0.053m – the debt recovery process is under way for all debt over 90 days, payment plans are being put in place where possible.
- Housing Benefits overpayments £0.03m the majority of which will look to be recovered through ongoing entitlement or where appropriate on agreed repayment schedules.
- Housing £0.014m – the majority of which are in the process of debt recovery, or a payment plan is being implemented.

The level of outstanding debt for the same period 2020/2021 is provided below for information.

2020/2021 Total £	Month	90 – 119 days £	120 – 149 days £	150+ days £	2021/2022 Total £
227,938	Quarter 1 - ending May 2021	8,813	8,120	163,504	180,437
370,266	Quarter 2 - ending Sept 2021	47,871	3,217	158,630	209,718
345,840	Quarter 3 - ending Dec 2021	16,097	13,499	189,805	219,401
224,602	Quarter 4 - ending Mar 2022	1,971	10,229	206,593	218,793

2.8 Changes to the Organisation Structure

2.8.1 Housing Benefits Restructure - The restructure has been approved following the retirement of a Benefits Assessment Officer, to allow the team to continue to function whilst more working age Housing Benefit customers migrate onto Universal Credit.

The changes are effective from 1st April 2022, and the financial implications of the change is a small saving of £0.001m in 2022/2023.

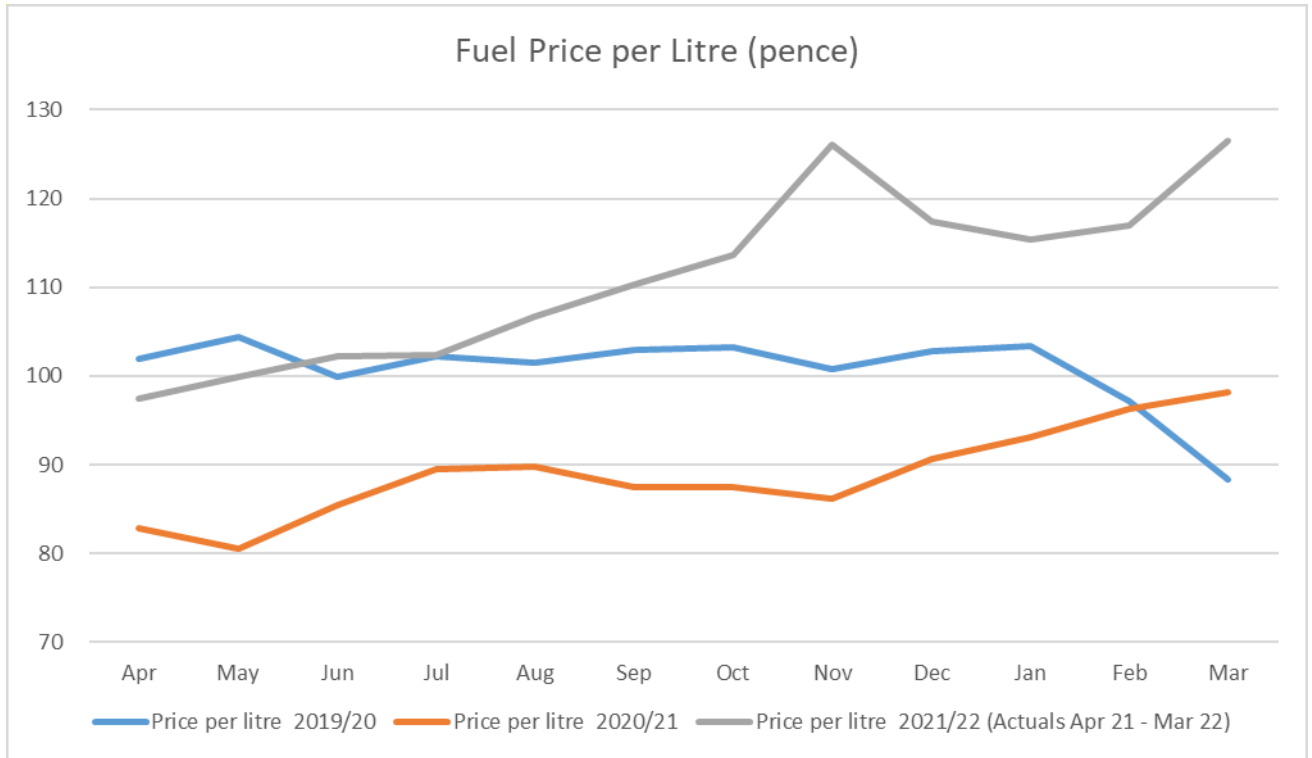
2.8.2 Planning Enforcement Resources – a Planning Enforcement Officer post has been increased from a Band 6, to a career grade Band 6-8. This is in response to the service requirements of the policy and service demand, and to reflect the experience, competency and qualifications required by the post holder.

The financial implication of the change in 2021/2022 is a pressure of £0.001m.

2.9 Fuel

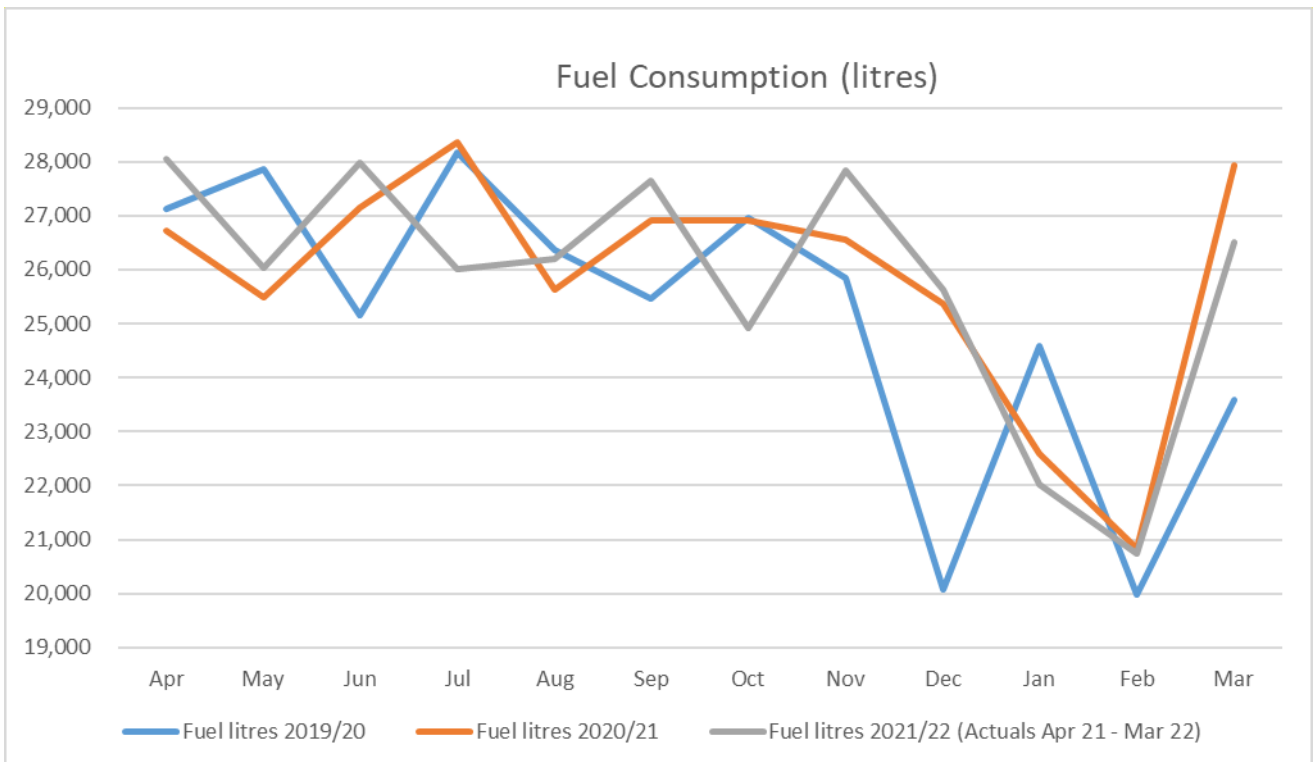
2.9.1 The chart below shows the actual price paid per litre of fuel, in pence, during 2019/2020 and 2020/2021. The prices shown for 2021/2022 are actuals to date, for the period April to March 2022.

During the period from late July to early December 2021 a combination of fuel cards and fuel from the existing depot site tanks have been used to deplete the stock held in the tanks, pending the transfer to the new site. The fuel tank at the new depot site was available for use from early December 2021.



2.9.2 The chart below show the actual volume of fuel purchased, in litres, during 2019/2020 and 2020/2021. The volumes shown for 2021/2022 are actuals to date, for the period April to March 2022.

There is a drop in fuel purchased December to February, which reflects the pause in Garden Waste collections.



3.1 CAPITAL BUDGET MONITORING – Quarter 4

3.1.1 The Capital Budget out-turn for schemes totals £7.228m against a revised budget of £9.831m. This has resulted in a variance of £2.603m, of which a net £2.399m is requested for carry forward/draw back and £0.204m being the net underspend on scheme budgets.

3.1.2 Approvals to Carry Forward £2.449m, are requested as detailed in the table below, with the most significant being;

- £0.530m Local Authority Delivery Grant Phase 2 – Green Homes Grant – the grant has been extended to 30.6.2022.
- £0.057m Disabled Facilities Grant – Money is all allocated to projects but delays in getting the work completed before 31.3.2022.
- £0.050m Market Rasen 3 Year Vision – individual projects have not been able to complete prior to 31.3.2022.
- £0.050m Hemswell Masterplan Public Realm Improvements – project to spend in 2022/23.
- £0.050m Gainsborough Heritage Regeneration THI – spend anticipated in 2022/23 alongside the LUF Bid.
- £0.250m 5-7 Market Place Redevelopment – delays to the commencement of the building works.
- £0.681m Gainsborough Growth – Grant for Development Cinema – delays to the purchase of the land slip 2022/23.
- £0.046m CCTV Expansion – completion expected early 2022/23.
- £0.066m Income Management System work expected to commence in April 2022.
- £0.100m Hemswell Cliff Investment for Growth – to be a focus for 2022/23
- £0.091m Vehicle Replacement Programme – vehicles on order but to be delivered 2022/23
- £0.100m of the remaining Depot budget to be slipped to 2022-23 for the build of the Wash Bay – costings are still being obtained.
- £0.050m Carbon Efficiency – light replacement to be carried out in 2022/23
- £0.047m Document Management System – project to go live early 2022/23
- £0.209m Thriving Gainsborough LUF – slip to 2022/23.
- £0.020m Telephony – project to complete in 2022/23

The remaining £0.053m is made up of small carry forward requests as detailed in the summary table below.

Included in the net carry forward amount are claw backs totaling £0.051m. Approval is sought to bring forward this funding from 2022/23 for the following schemes:

- £0.042m Rough Sleeper Accommodation Project
- £0.009m LEAP – Supported Accommodation

The net underspend position of £0.204m relates to schemes that have either underspent or overspent or schemes that are requesting amendments.

- £0.002m Private Sector Renewal - this has been financed from Investment for Growth Reserve.

Schemes that have underspent are:

- Crematorium Phase 2 - £0.034m
- Property Flood Resilience - £0.005m
- Capital Enhancements to Council Owned Assets - £0.015m
- Additional Laptop Provision for Virtual Working - £0.022m.
- New Depot £0.200m

Approval is sought for amendments/additions to the following schemes:

- There is a request for the approval of a Capital budget of £0.030m from the Welcome Back Fund. This grant has previously received approval to spend but we did not have the split between revenue and capital at that time.
- Customer Relationship Management System - £0.003m for Software Costs to be transferred to revenue.
- CCTV Expansion – Approval is sought to transfer £0.032m to revenue to cover the cost of a 5 year line connection fee.
- £0.075m Request to reinstate the Capital Budget for the Website previously approved in 2021-22 MTFP for spend in 2022-23. Spend is to be rephased to 2021-22.

All amendments to the schemes will be made at the year end when the capital schemes have closed and the final outturn has been confirmed. The position reported reflects the estimated outturn at this point and will be subject to further change.

3.1.3 The out-turn position and narrative for capital schemes is provided in the table below;

Capital Investment Programme 2021/22

Corporate Priority / Scheme	Stage (1 April 2021)	Stage	Actuals to 28/02/2022	Original Budget 2021/22	Revised Budget 2021/22	Contingency Budget	Revised Budget Excluding Contingency Budget	Forecast Outturn 2021/22	Over/ (Underspend) Against Revised Budget 2021/22	Carry Forward Requests/ Drawbacks	Contingency Budget Spent	Comments
			£	£	£	£	£	£	£	£	£	
Vulnerable Groups & Communities												
Extra Care Provision Scheme	Stage 1	Stage 1	0	1,500,000	0	0	0	0	0	0	0	
LEAP - Supported Accommodation	-	Stage 3	0	0	20,000	0	20,000	28,570	0	8,570	0	Scheme approved Sept 2021 it is anticipated this will be finalised in 22/23 - minor drawback from 22/23 anticipated.
Property Flood Resilience	-	Stage 3	24,749	0	34,200	0	34,200	29,409	(4,791)	0	0	Claims submitted in 21/22 - these will be funded from external grant - the claim will be made once all applications have been received.
Rough Sleeper Accommodation Project	-	Stage 2	42,000	0	0	0	0	42,000	0	42,000	0	The grant was to be paid on completion of a Grant Funding Agreement, it was finalised sooner than anticipated so the spend came out this financial year instead of the projected 2022/2023.
Local Authority Delivery Grant Phase 2 - Green Homes	-	Stage 3	0	0	560,000	0	560,000	30,497	0	(529,503)	0	Agreement took longer than anticipated to sign with Eon who are delivering the scheme on our behalf. Funding was due to all be spent by 31st March 2022 but Government extended the deadline of spend until 30th June 2022.
Health and Wellbeing												
Disabled Facilities Grants	BAU	BAU	775,150	857,714	977,140	0	977,140	920,550	0	(56,590)	0	All the DFG budget has been committed but due to a shortage of contractors not all work will be finalised before 31.3.2022.
Private Sector Renewal	Stage 3	Stage 3	46,000	98,547	43,842	0	43,842	46,000	2,158	0	0	Small overspend - project is now finished.
Market Rasen Leisure Centre	Stage 4	Stage 4	(435)	0	0	0	0	0	0	0	0	
Economy												
Market Rasen 3 year vision	Stage 3	Stage 3	0	200,000	50,000	0	50,000	0	0	(50,000)	0	Budget reapproved by PC & CPR in September for historic building grant scheme. Scheme developed and opened to applicants in Qtr. 3 21/22. A number of building owners have raised interest in the scheme since open, however due to individual project timelines none are expected to be in a position to draw down funds in this financial year.
Hemswell Masterplan - Public Realm Improvements	Stage 2	Stage 2	0	0	50,000	0	50,000	0	0	(50,000)	0	£10k c/£ spend in April/May 2022 to purchase wet pour base for a play park and additional play equipment to aid the play parks adoption by Hemswell Cliff Parish Council to be slipped to 22/23. £40k to be carried over to 2022/2023 and spent in conjunction with the £100k Investment for Growth for Building Regeneration / Community Space.
Crematorium	Stage 4	Stage 4	(7,330)	0	0	0	0	0	0	0	0	
Crematorium Phase 2	Stage 3	Stage 3	9,160	154,000	154,000	0	154,000	120,000	(34,000)	0	0	May be a small underspend on this project need final confirmation on values due to contractor.
Gainsborough Heritage Regeneration - THI	Stage 2	Stage 2	0	402,000	50,400	0	50,400	0	0	(50,400)	0	Building owners have been withholding applications due a lack of confidence and uncertainty due to COVID and the announcement of LUF funding which is supplementary to this scheme. Interested building owners have started coming forward following the results of LUF bid have been communicated, however due to project timelines no applicants will be in the position to draw down funds in this financial year.
Gainsborough Shop Front Improvement Scheme	Stage 3	Stage 3	5,300	70,000	5,300	0	5,300	5,300	0	0	0	
Economy												
5-7 Market Place - Redevelopment	Stage 3	Stage 3	2,184	342,300	250,000	0	250,000	0	0	(250,000)	0	Delays to start of building works due to limiting factors such as quantity surveyor availability and other professional services such as legal. Expecting to have paid out £40k preliminary costs and £150k relating to GLEP LOTS grant and match funding before year end. Original scheme budget included contingency of £59.5k (10%), this has been slipped into 2022/23 as at Qtr. 1.
Trinity Arts Centre Improvement Projects	Stage 3	Stage 3	15,750	279,800	20,500	0	20,500	20,500	0	0	0	
Gainsborough Growth - Grant for development (Cinema)	Stage 2	Stage 2	0	2,390,000	718,916	0	718,916	37,500	0	(681,416)	0	Deposit paid for Land Purchase
Riverside Walk Acquisition	Stage 3	Stage 3	99,770	0	415,000	0	415,000	415,000	0	0	0	
Saxilby Industrial Units	Stage 4	Stage 4	(15,000)	0	0	0	0	0	0	0	0	
The Sun Inn - Capital Grant	Stage 3	Stage 3	0	0	0	0	0	0	0	0	0	
Hemswell Cliff Investment for Growth	Stage 2	Stage 2	0	100,000	100,000	0	100,000	0	0	(100,000)	0	Focus for spend is to invest in rejuvenation of run down building to provide a community space. Its location can facilitate links with community and business park which is an aim of the Masterplan. Focus 2022/2023 is to gain funding agreement for community space within ex-sergeants mess (currently New Owners Charity). No spend to date due to no engagement with previous owner and no feasible opportunities within business park arose during this financial year.
Thriving Gainsborough - LUF	-	Stage 3	0	0	259,300	0	259,300	50,000	0	(209,300)	0	LUF Budget needs to be slipped to 2022/23
Welcome Back Fund	-	Stage 3	0	0	0	0	0	30,000	30,000	0	30,000	Welcome back Fund has been approved to spend - this is the capital element which will be financed from Grant receipts.

Corporate Priority / Scheme	Stage (1 April 2021)	Stage	Actuals to 28/02/2022	Original Budget 2021/22	Revised Budget 2021/22	Contingency Budget	Revised Budget Excluding Contingency Budget	Forecast Outturn 2021/22	Over/ (Underspend) Against Revised Budget 2021/22	Carry Forward Requests/ Drawbacks	Contingency Budget Spent	Comments
			£	£	£	£	£	£	£	£	£	
Public Safety & Environment												
Vehicle Replacement Programme	BAU	BAU	347,560	438,400	438,400	0	438,400	347,560	0	(90,840)	0	
Depot Review	Stage 3	Stage 3	1,980,915	1,650,000	2,467,607	500,000	1,967,607	2,167,607	(200,000)	(100,000)	300,000	Depot is now operational - still awaiting final invoices. The original scheme budget included £500k contingency budget (10%). £200k of the contingency has been spent. £100k requested to slip to 2022/23 for construction of wash bay
CCTV Expansion	Stage 3	Stage 3	120,929	0	199,265	0	199,265	120,930	(32,000)	(46,335)	0	The scheme is not quite complete as at 31.3.2022 carry forward is required at year-end due to contractor/supplier delays. £32k is to be reallocated to revenue to cover the cost of a 5 year line connection fee.
Housing Growth												
Unlocking Housing - Living over the Shop	Stage 3	Stage 3	0	0	30,400	0	30,400	30,400	0	0	0	
Housing Infrastructure (Southern SUE)	Stage 3	Stage 3	980,480	218,784	2,193,784	0	2,193,784	2,193,784	0	0	0	
Finances												
Financial Management System	Stage 3	Stage 3	149,452	145,000	198,150	0	198,150	198,150	0	0	0	
Capital Enhancements to Council Owned Assets	BAU	BAU	25,857	50,000	76,000	0	76,000	50,000	(15,000)	(11,000)	0	The budget is based on the Asset Management Plan, but, before work is undertaken external consultants are asked to review the life of an asset and if the works need undertaking or can be delayed and sometimes events occur outside of the Council's control that means some works are brought forward or may not have been on the plan i.e. death of a tenant and work required on a property to enable the property to be re let. Slippage of £11k for completion of Market electric sockets
Carbon Efficiency	Stage 3	Stage 3	0	210,000	50,000	0	50,000	0	0	(50,000)	0	Scheme for light replacement to be slipped to 2022/23.
Rhymond House Conservatory	Stage 3	Stage 3	0	0	20,000	0	20,000	0	0	(20,000)	0	The works quote came in at £150k all parties agreed a total cost of £60k for the works, therefore, all 3 parties have had to reconsider the project.
Customer												
Telephony (incl. Contact Centre)	Pre-Stage 1	Pre-Stage 1	0	20,000	20,000	0	20,000	0	0	(20,000)	0	Work is ongoing and will slip into April 2022.
Income Management	Stage 1	Stage 1	0	0	86,240	0	86,240	20,250	0	(65,990)	0	Work commenced but due to complete August 2022.
3 D Secure Payment Software	Stage 3	Stage 3	0	0	12,000	0	12,000	2,500	0	(9,500)	0	Final implementation stage will be Summer 2022 with the system upgrade.
Customer Relationship Management System	Stage 3	Stage 3	5,144	0	20,000	0	20,000	5,144	(3,304)	(11,552)	0	Software costs - budget to be reduced to revenue.
Website Replacement	-	-	0	0	0	0	0	75,000	75,000	0	0	Reinstate budget previously agreed for 2022-23 in MTFP 2021-22. May be some slippage
Staff & Members												
ERP Systems (Phase 2)	Stage 2	Stage 2	0	200,000	0	0	0	0	0	0	0	
Document management system	Stage 3	Stage 3	20,475	70,000	75,000	0	75,000	28,563	0	(46,437)	0	
Storage Refresh	Stage 3	Stage 3	199,247	0	200,000	0	200,000	199,247	(753)	0	0	
Additional Laptop Provision for Covid Virtual Working	Stage 1	Stage 3	13,633	0	35,600	0	35,600	14,000	(21,600)	0	0	Number of laptops required is less than initially expected.
Total Capital Programme Gross Expenditure			4,840,989	9,396,545	9,831,044	500,000	9,331,044	7,228,461	(204,290)	(2,398,293)	330,000	

3.2 Acquisitions, Disposals and Capital Receipts

3.2.1 The Council has not made any asset acquisitions during Quarter 4.

3.2.2 The Council has had no asset disposals during Quarter 4.

3.2.3 Capital Receipts - The total value of capital receipts at the end of Quarter 4 totalled £0.47m relating to:

- £0.088m from the Housing Stock Transfer Agreement share of Right to Buy receipts.
- £0.184m Loan repayments.
- £0.024m for the Council's share of the proceeds of two plots of land.
- £0.034m Repayments of Disabled Facilities Grant (DFG).
- £0.140m from the sale of Lea Road School.

4. TREASURY MONITORING – Quarter 4 (Jan – Mar 2022)

The Treasury Management Strategy Statement (TMSS) for 2021/2022, which includes the Annual Investment Strategy, was approved by the Council on 01 March 2021. It sets out the Council’s investment priorities as being:

- Security of capital;
- Liquidity; and
- Yield.

The Council will aim to achieve the optimum return (yield) on its investments commensurate with proper levels of security and liquidity. In the current economic climate it is considered appropriate to keep investments short term to cover cash flow needs, but also to seek out value available in periods up to 12 months with highly credit rated financial institutions, using our suggested creditworthiness approach, including a minimum sovereign credit rating and Credit Default Swap (CDS) overlay information.

4.1 Officers can confirm that there have been no breaches of Prudential Indicators as detailed at 4.7 below.

4.2 Interest received (Jan-Mar) has been in excess of the 7 day average libid (-0.07%) with an average yield of 0.799% (including CCLA) and 0.139% (excluding CCLA). It has recently been impossible to earn the level of interest rates commonly seen in previous decades. However, With the recent successive rises in the Bank rate (March 2022, 0.75%) some improvement is being seen. Despite this, investment returns are expected to remain low. The Council budgeted to receive £0.090m of investment income, the forecast outturn is now £0.158m.

4.3 Interest Rate Forecasts

The Council’s treasury advisor, Link Group, have provided the following forecasts on 7 February 2022:

Link Group Interest Rate View		7.2.22											
	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
BANK RATE	0.75	1.00	1.00	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
3 month av. earnings	0.80	1.00	1.00	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20
6 month av. earnings	1.00	1.10	1.20	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30
12 month av. earnings	1.40	1.50	1.60	1.70	1.70	1.60	1.60	1.50	1.40	1.40	1.40	1.40	1.40
5 yr PWLB	2.20	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30	2.30
10 yr PWLB	2.30	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40
25 yr PWLB	2.40	2.50	2.50	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60
50 yr PWLB	2.20	2.30	2.30	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40	2.40

Appendix 1 details Link Asset Services detailed commentary on Interest Rate Forecasts (as at end of March).

Appendix 2 provides information in relation to the Economic impacts of the invasion of Ukraine by Russian Forces.

4.4 Investment in Local Authority Property Fund (CCLA)

The total the Council has invested now stands at £3m (of an approved £4m). Interest is receivable on a quarterly basis with Q3 due during January.

4.5 New External Borrowing

No further temporary borrowing was undertaken in the fourth quarter of the financial year.

The Council's total external borrowing stands at £21.5m.

It is anticipated that no further borrowing will be undertaken during this financial year and that borrowing at the end of 2021/2022 will be £21.5m.

4.6 Borrowing in advance of need

The Council has not borrowed in advance of need during the period ending 31 March 2022.

4.7 Compliance with Treasury and Prudential Limits

It is statutory duty for the Council to determine and keep under review the affordable borrowing limits. The Council's approved Treasury and Prudential Indicators (affordability limits) are included in the approved Treasury Management Strategy (TMS).

During the financial year to date the Council has operated within these treasury and prudential indicators and in compliance with the Council's Treasury Management Practices.

The prudential and treasury Indicators are shown below and take into account the revisions to the Capital Programme as detailed in section 3 of this report.

	Original £'000	Q3 £'000	Q4 £'000
Treasury Indicators			
Authorised limit for external debt	45,000	45,000	45,000
Operational boundary for external debt	40,062	30,000	39,425
External Debt	31,000	20,000	21,500
Long term Leases	0	0	0
Investments	(12,133)	(19,219)	(15,326)
Net Borrowing	18,867	781	6,174
Prudential Indicators			
Capital Expenditure	9,396	8,876	7,017
Capital Financing Requirement (CFR)*	41,340	39,425	39,425
<i>Of Which Commercial Property</i>	<i>22,999</i>	<i>20,585</i>	<i>20,585</i>
Annual change in CFR*	1,278	1,915	1,915
External Debt	31,000	20,000	21,500
Under/(over)borrowing	10,340	19,425	17,925
Ratio of financing costs to net revenue stream*	7.12%	6.70%	7.82%
Incremental impact of capital investment decisions:			
Increase/(Reduction) in Council Tax (band change per annum)	£0.00	£2.27	£2.27

Appendix 1

Interest Rate Forecast

We now expect the MPC to sharply increase Bank Rate during 2022 to combat the sharp increase in inflationary pressures. We do not think that the MPC will embark on a series of increases in Bank Rate of more than 1.00% during the current and next three financial years as we do not expect inflation to return to being sustainably above 2% during this forecast period.

With unpredictable virus factors now being part of the forecasting environment, there is a risk that forecasts could be subject to significant revision during the next three years.

Gilt yields and PWLB rates

The general situation is for volatility in bond yields to endure as investor fears and confidence ebb and flow between favouring relatively more “risky” assets i.e., equities, or the safe haven of government bonds. The overall longer-run trend is for gilt yields and PWLB rates to rise moderately.

There is likely to be exceptional volatility and unpredictability in respect of gilt yields and PWLB rates due to the following factors: -

- How strongly will changes in gilt yields be correlated to changes in US treasury yields?
- Will the Fed take action to counter increasing treasury yields if they rise beyond a yet unspecified level?
- Would the MPC act to counter increasing gilt yields if they rise beyond a yet unspecified level?
- How strong and enduring will inflationary pressures turn out to be in both the US and the UK, and so impact treasury and gilt yields?
- **Will the major western central banks implement their previously stated new average or sustainable level inflation monetary policies when inflation has now burst through all previous forecasts and far exceeded their target levels? Or are they going to effectively revert to their previous approach of prioritising focusing on pushing inflation back down and accepting that economic growth will be very much a secondary priority - until inflation is back down to target levels or below?**
- How well will central banks manage the running down of their stock of QE purchases of their national bonds i.e., without causing a panic reaction in financial markets as happened in the “taper tantrums” in the US in 2013?
- Will exceptional volatility be focused on the short or long-end of the yield curve, or both?

Our forecasts are also predicated on an assumption that there is no break-up of the Eurozone or EU within our forecasting period, despite the major challenges that are looming up, and that there are no major ructions in international relations, especially between the US and Russia / China / North Korea and Iran, which have a major impact on international trade and world GDP growth.

Our target borrowing rates and the current PWLB (certainty) borrowing rates are set out below: -

PWLB debt	Current borrowing rate as at 7.2.22 p.m.	Target borrowing rate now (end of Q1 2022)	Target borrowing rate previous (end of Q1 2022)
5 year	2.12%	2.20%	1.50%
10 year	2.24%	2.30%	1.70%
25 year	2.38%	2.40%	1.90%
50 year	2.06%	2.20%	1.70%

Borrowing advice: Our long-term (beyond 10 years) forecast for Bank Rate is 2.00%. As nearly all PWLB certainty rates are now above this level, borrowing strategy will need to be reviewed, especially as the maturity curve has flattened out considerably. Better value can be obtained at the very short and at the longer end of the curve and longer-term rates are still at historically low levels. Temporary borrowing rates are likely, however, to remain near Bank Rate and may also prove attractive as part of a balanced debt portfolio.

In addition, there are also some cheap alternative sources of long-term borrowing if a client is seeking to avoid a “cost of carry” but also wishes to mitigate future re-financing risk. Please speak to your CRM to discuss options. Our suggested budgeted earnings rates for investments up to about three months’ duration in each financial year are as follows: -

Average earnings in each year	Now	Previously
2022/23	1.00%	0.50%
2023/24	1.25%	0.75%
2024/25	1.25%	1.00%
2025/26	1.25%	1.25%
Years 6 to 10	1.50%	-
Years 10+	2.00%	2.00%

As there are so many variables at this time, caution must be exercised in respect of all interest rate forecasts. The general expectation for a trend of moderately rising gilt yields is unchanged. Negative, (or positive) developments could significantly impact safe haven flows of investor money into UK, US and German bonds and produce shorter-term movements away from our central forecasts.

Our interest rate forecast for Bank Rate is in steps of 25 bps, (apart from the current rate of 10 bps), whereas PWLB forecasts have been rounded to the nearest 10 bps and are central forecasts within bands of + / - 25 bps.

Naturally, we continue to monitor events and will update our forecasts as and when appropriate.

Appendix 2

Information in Relation to the Economic Impacts of the Invasion of Ukraine by Russian Forces

GDP figures came out earlier this month for the UK, showing that January GDP rose by 0.8% on the month, which was better than expected and more than reversed December's decline of 0.2% and means the UK economy is 0.8% above its pre-pandemic levels.

However, on the back of the Russia / Ukraine conflict, Capital Economics provided the following change to their inflation and growth forecasts -

The UK is not as exposed to the economic consequences of the war in Ukraine as the rest of Europe. Even so, in response to the surge in global commodity prices caused by the war we have dramatically revised up our inflation forecasts and modestly revised down our GDP growth forecasts. We now think CPI inflation will rise from 5.5% in January to a peak of 8.3% in April and that it will stay above 6.0% for all of this year and above 3.0% for most of next year. And we now think GDP will grow by 3.5% this year (4.0% previously) and by 2.2% next year (3.0% previously). We suspect that the Bank of England is amply worried that the rise in actual inflation will keep feeding into higher price expectations to raise interest rates a few more times, with the next move from 0.50% to 0.75% on 17th March. But the risks to our forecast that interest rates will rise to 2.00% next year lie on the downside.

In terms of interest rates, will the Monetary Policy Committee still focus solely on the fight against inflation when we are living in such extraordinary times, and when it is so important to maintain consumer confidence and a willingness on the part of households to keep spending? Most recently, we have seen monthly economic data suggesting UK households have started to add to their savings from the pandemic (excess savings already totalled anywhere upwards from £160bn) whilst still showing a desire to move up the "housing ladder". The chart below shows the market's current view. MD0 – MD6 reflects the additional basis points the market is pricing in as an increase to the current Bank Rate of 0.5% for the next seven MPC meetings. MD0 (31bps) is March, MD1 (64bps) is May and MD6 (156bps) is December. The market now sees Bank Rate at 2% in December, but this time a few weeks ago it was 1.5%.....



At Link, we still think Bank Rate will rise in March and May, but with less confidence than before.

So, in conclusion there is going to be a lot of instability in the weeks and months ahead but we will continue to keep you abreast of what this means for our current forecast and your TMSS.

Investments

ATS rates have picked up a bit this week, compared to last week as the market's expectation for increases in interest rates feeds through (as per the graph above). The usual Goldman Sachs at 0.99% for 6 months and Standard Chartered at 1.34% for the same duration offer good value as well as the SMBC option for sorter dated deposits.

Borrowing

PWLB certainly rates against our updated trigger rates are as follows –

- 5 years 2.15% v 2.20%
- 10 years 2.31% v 2.30%
- 25 years 2.53% v 2.40%
- 50 years 2.31% v 2.20%

In addition, for those with a borrowing requirement of greater than £30m either this year or any time over the next 3 years and would like to lock in to a fixed rate of borrowing – Link can help you approach the market by way of a deferred settlement private placement, meaning that you lock in to a fixed rate now but defer the borrowing until you need the cash – thereby avoiding cost of carry.

APPENDIX 3

REVENUE CARRY FORWARDS – BASE BUDGETS ALREADY APPROVED

Budget underspends to be carried forward into 2022/2023, which have been approved during the year are provided below for information only.

The following carry forwards are base budgets which have been approved previously by Management Team or Committee.

• *Please note the figures quoted are as forecast as at February 2022 out-turn monitoring. The final carry forward figures will reflect the actual outturn position at year-end.*

BASE BUDGET C/FWDS APPROVED PREVIOUSLY				Feb 22	
AD	Committee	Cluster	Business Unit	£ 000	Purpose of Carry Forward
Homes & Communities	Prosperous Communities	Our People	Community Action	8	Employment & Skills budget £10k 2019/2020 - from Business Planning budget.
Homes & Communities	Prosperous Communities	Our People	Communities	4	Approved to support commissioning work for Voluntary Community Sector review in 22/23.
Change Management & Regulatory Services	Prosperous Communities	Our People	Housing and Planning Enforcement	38	Selective Licensing - to fund staffing and project spend.
Change Management & Regulatory Services	Prosperous Communities	Our Council	Land Charges	12	Land Charges project - 2 year software costs to be carried forward into 2022/23. Horizon is a land charges specific system which is being used for the two years until the CRM system can be developed. The contract starts on 1st November 2021.
Change Management & Regulatory Services	Corporate Policy & Resources	Our Council	Systems Development	21	Extension to temporary posts for CRM project - Enabling Technology Project Officer & Data Migration Technical Officer - contract extended for a further 12 months to 2023. Balance funded from IT Reserve (£85.6k 22/23).
Planning & Regeneration	Prosperous Communities	Our Place	Visitor Economy	10	Mayflower Project carry forward for project temporary resourcing.
TOTAL				93	

APPENDIX 3

REVENUE CARRY FORWARDS – USE OF EARMARKED RESERVES

Budget underspends to be carried forward into 2022/2023, which have been approved during the year are provided below for information only.

The following carry forwards are approved use of Earmarked Reserves where the project spend has slipped into future years.

• *Please note the figures quoted are as forecast as at February 2022 out-turn monitoring. The final carry forward figures will reflect the actual outturn position at year-end.*

USE OF EARMARKED RESERVES				Feb 22	
AD	Committee	Cluster	Business Unit	£ 000	Purpose of Carry Forward
Homes & Communities	Prosperous Communities	Our People	Communities	72	Members Local Grants - Balance to be cfwd (£144k over 4 years 19/20 - 22/23)
Homes & Communities	Prosperous Communities	Our People	Communities	97	Community Grants - Balance to be cfwd (£500k over 5 years 18/19 to 22/23)
Homes & Communities	Prosperous Communities	Our People	Communities	1	Community Lottery - promotional and marketing budget remaining balance to be carried forward into 2022/23.
Change Management & Regulatory Services	Corporate Policy & Resources	Our Council	Change Management	6	Project Management Software £6k in year 1 - purchase expected April 2022.
Planning & Regeneration	Corporate Policy & Resources	Our Place	Policy, Strategy & Environment	20	Draw down from Climate Change reserve, to spend on climate change consultancy in 2022/23.
Finance, Business Support & Property Services	Corporate Policy & Resources	Our Council	Corporate Management - Finance	50	Business Planning Budget - balance of £50k previously approved for backfilling Change Management Team during implementation of ERP. Not required 21/22, may be required to support implementation & development of ERP in 2022/23.

USE OF EARMARKED RESERVES				Feb 22	
AD	Committee	Cluster	Business Unit	£ 000	Purpose of Carry Forward
Homes & Communities	Prosperous Communities	Our People	Communities	40	Community transport budget to be carried forward to support future service delivery options.
Homes & Communities	Prosperous Communities	Our People	Communities	2	Defibrillator Maintenance Scheme - balance carried forward to support purchase of new equipment and marketing & promotional spend in 2022/23.
Homes & Communities	Prosperous Communities	Our People	Communities	13	Community Payback Scheme - on hold due to Covid-19.
Homes & Communities	Prosperous Communities	Our People	Community Action	10	Hemswell Cliff Regeneration - revenue spend to support capital scheme. Capital scheme to be c/fwd into 2022/23 pending a further report on proposals.
Planning & Regeneration	Prosperous Communities	Our Place	Development Management	25	Draw down from General Fund Balances. Bridging funding for NSIP (Nationally Significant Infrastructure Projects) £50k approved over 21/22 & 22/23 to be replenished from grant once received.
Planning & Regeneration	Prosperous Communities	Our Place	Economic Development	6	Draw down from General Fund Balances. Market Rasen Historic Building Scheme Project technical support.
TOTAL				342	

APPENDIX 3

REVENUE CARRY FORWARDS – PENDING APPROVAL BY MANAGEMENT TEAM AT YEAR-END

Bids for budget underspends to be carried forward into 2022/2023, which have been approved by Management Team on the 4th April 2022 are as follow.

- *Please note the figures quoted are as forecast as at February 2022 out-turn monitoring. The final carry forward figures will reflect the actual outturn position at year-end.*

BASE BUDGET C/FWDS PENDING APPROVAL BY MT				Feb 22	
AD	Committee	Cluster	Business Unit	£ 000	Purpose of Carry Forward
Operational & Commercial Services	Prosperous Communities	Our Place	Commercial Services	13	Carry forward of remaining budget earmarked for market consultation (£6.8k spent to date 2021/22).
Operational & Commercial Services	Prosperous Communities	Our Council	Crematorium	8	Due to the delay in completion of the Garden of Remembrance, promotion has been deferred until 2022/23.
Operational & Commercial Services	Prosperous Communities	Our Council / Our Place	Waste Management	13	Relocation payments slipped into 22/23 - 6 month agreement being paid monthly. Carry forward to cover payments due April and May 2022.
Homes & Communities	Prosperous Communities	Our Place	Communities	18	Ongoing revenue costs of project delivery work at woodland nature reserves which has been delayed during 2021/22.
Homes & Communities	Prosperous Communities	Our Place	Communities	15	£15k was carried forward from 2020/21 for the purchase of radios. Procurement exercise has been completed and delivery is anticipated April 2022.
People & Democratic Services	Corporate Policy & Resources	Our Council	Elections	9	Electoral Services had identified savings within 2021/22 to purchase a scanner, as the current scanners are no longer supported by the Xpress system. The equipment won't be delivered before 31/03/22.

BASE BUDGET C/FWDS PENDING APPROVAL BY MT				Feb 22	
AD	Committee	Cluster	Business Unit	£ 000	Purpose of Carry Forward
People & Democratic Services	Corporate Policy & Resources	Our Council	Democratic Representation	5	Mandatory member training for planning and licensing did not take place in 2021/22 mainly due to Covid capacity and trainer availability. To be carried out in 2022/23.
People & Democratic Services	Corporate Policy & Resources	Our Council	Human Resources	49	Corporate Training Budget - Base Budget of £70k, £21k spend in 2021/22. Due to Covid limited training has taken place. Request to carry forward the remaining balance to prioritise delayed training in 2022/23.
Change Management & Regulatory Services	Prosperous Communities	Our Place	Cemeteries	25	Cemetery wall repairs underspend 2021/22 - c/fwd £20k for cemetery walls and £5k for tree works in 2022/23. N.B. Tree works was identified as a 2022/23 pressure on the MTFP, budget of £10k pa for 5 years agreed by MT from GFB. The additional £8k (see below) c/fwd would mean that work is able to progress early in 2022/23, and that more works can be completed.
Change Management & Regulatory Services	Prosperous Communities	Our Place	Cemeteries	10	Memorial testing - £7k for works scheduled for Summer 2022, £3k towards tree works in 2022/23. N.B. Tree works was identified as a 2022/23 pressure on the MTFP, budget of £10k pa for 5 years agreed by MT from GFB. The additional £8k (see above) c/fwd would mean that work is able to progress early in 2022/23, and that more works can be
Change Management & Regulatory Services	Corporate Policy & Resources	Our People	Housing Benefits Admin	4	Job Evaluation pending for 2 officers. Team Manager would request backdated to 01.04.21 if successful, plus the honorarium payments payable pending the outcome. In addition there are ongoing overtime pressures anticipated into the early months of 2022/23. Underspend on salaries in 2021/22 due to retirement of one officer and is requested as a carry forward to reduce the potential pressure on 2022/23 Housing Benefit admin budget.
Planning & Regeneration	Prosperous Communities	Our Place	Development Management	4	Agency staff funded from the Covid Support Grant in 2021/22. Delayed recruitment so post extended to end of April 2022.

BASE BUDGET C/FWDS PENDING APPROVAL BY MT				Feb 22	
AD	Committee	Cluster	Business Unit	£ 000	Purpose of Carry Forward
Planning & Regeneration	Prosperous Communities	Our Place	Business Support	5	Welcome Back Fund - trial of footfall data capture system did not take place during 2021/22 - now to run in 2022/23.
Planning & Regeneration	Prosperous Communities	Our Place	Economic Development	44	Ring-fenced budget for economic development projects. £21.5k A15 development of a feasibility study. £6.3k for Place Board. £9k Gainsborough Regeneration Programme. £6.8k 5-7 Market Place.
Finance, Business Support & Property Services	Corporate Policy & Resources	Our Council	Financial Services	5	Underspend on controllable budgets to be carried forward for resources to support system development and to assist with the transition to the new team structure.
Finance, Business Support & Property Services	Corporate Policy & Resources	Our Council	Corporate Management - Finance	59	Chief Executive budget 2021/2022 £100k. £20k reported as in year surplus. Remaining balance to support interim arrangements and support for SMT. Carry forward or movement to reserves tbc.
Finance, Business Support & Property Services	Corporate Policy & Resources	Our Council	Corporate Management - Finance	82	Remaining balance of management structure savings. Carry forward to support interim arrangements and support for SMT.
Finance, Business Support & Property Services	Corporate Policy & Resources	Our Council	Corporate Management - Finance	53	Corporate contingency budget carried forward to support implementation and development of ERP.
TOTAL				421	

Agenda Item 6e



**Corporate Policy and
Resources Committee**

14 April 2022

Subject: Committee Timetable Civic Year 2022/23

Report by:

Monitoring Officer

Contact Officer:

Katie Storr
Democratic Services & Elections Team Manager
katie.storr@west-lindsey.gov.uk

Purpose / Summary:

For Members to consider the timetable for the 2022-23 municipal year, and note the indicated dates for 2023/24 -25/ 26

RECOMMENDATION(S):

1. That Members approve the timetable for 2022/2023 civic year and note the indicative committee dates for the years 2023-24, 2024-25 and 2025-26.
2. That Members agree the attached indicative committee dates be presented annually for approval, with each subsequent report noting any changes proposed from the previous version noted.

IMPLICATIONS

Legal:

The Local Government Act 1972 requires the Council to publish a schedule of its meeting for the forthcoming civic year.

West Lindsey District Council's Constitution sets out how West Lindsey's Committee Timetable is set and how and when it can be amended.

Financial : FIN/193/22/VA

With the exception of JSCC all meetings within this timetable are required by law to meet in person, as such, increasing the number of meetings would have financial implications relating to travel, facilities expenses, a small increase in the number of meetings could be accommodated.

Staffing :

Increasing the number of meetings would see staffing implications arise. A small increase in the number of meetings could be accommodated within existing resources.

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

Equality and Diversity including Human Rights :

Data Protection Implications :

Climate Related Risks and Opportunities:

With the exception of JSCC all meetings within this timetable are required by law to meet in person, as such, they require travel by Councillors and Officers to attend.

Section 17 Crime and Disorder Considerations:

Health Implications:

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

Risk Assessment :

Call in and Urgency:

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

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

Yes

No

Key Decision:

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

Yes

No

1. Introduction

- 1.1 The timetable must provide the ability to meet a number of statutory deadlines:
- 1.2 There have to be convenient Council meetings to:
 - set the Council Tax base before 31 January;
 - set Council Tax by 11 March.
 - Hold Annual Council in March/April or May in an ordinary (non-election year) or within 21 days of the election in an election year (23/24 timetable)
- 1.3 There has to be a convenient Governance and Audit Committee meeting to approve the Statement of Accounts with the current statutory deadline of 30 November
- 1.4 There must be sufficient and regular meetings of the Planning Committee to ensure statutory determination deadlines can be achieved for those applications requiring Committee determination.
- 1.5 Cognisance is also given to budget and performance reporting periods, and decisions required in relation to timely budget preparation.
- 1.6 Given the latter end of the 22/23 and early part of 23/24 timetable will be affected by the Purdah period, all out District Elections, Member's initial inductions and the need for statutory training to be undertaken before newly elected Members can accept duties on a number of committees, consideration has also been given to these factors, resulting in longer 'down-time' during April and May 2023, where possible.
- 1.7 In preparing the Committee Timetable consideration is also given to the timings of key conferences, where this information is available including District Council Network, Chartered Institute of Public Finance and Accountancy (CIPFA) and Local Government Association (LGA) meetings, at which both Senior Member and Officer attendance is required.

2. Proposed Changes to 2022/2023

- 2.1 The timetable for 2021/22 was approved by Corporate Policy and Resources Committee at their meeting on 11 February 2021. As part of that decision the 2022-2023 timetable was noted.
- 2.2 Since that time, the following changes are proposed to the 2022/23 timetable previously noted, with brief reasoning provided for each: -
 - 1) **Overview and Scrutiny to move to 5 July (from 21 June)**

With the Lincolnshire Show now confirmed as returning (22/23 June) following a two-year absence – on 21 June a number of Officers will be required on site at the Show Ground resulting in a possible capacity issue, it is therefore proposed that the meeting is moved back by two weeks to 5 July 2023. This change actually results in the gap between meetings being more equal which is arguably more acceptable.

2) Prosperous Communities Committee to move to 19 July (from 12 July)

It is proposed by moving the meeting back by one week, the gap between the July and September meetings, still allowing for the August recess, will be reduced and allow for better work alignment. It is acknowledged that this does see two committees meet on the same date, but given the Governance and Audit Committee has in most recent times met either at 10am or 2pm, it is anticipated both meetings can be accommodated.

3) Corporate Policy and Resources Committee to move to 28 July (from 21 July)

It is suggested as a result of above (3), the Corporate Policy Resources Committee also be moved back by one week, allowing for timely recommendations between the two main Policy Committees avoiding reports to follow.

4) Prosperous Communities Committee to move to 1 November (from 25 October)

It is proposed the meeting be moved back by one week to 1 November, with the aim of avoiding the half-term holidays. This move does not impact on any statutory deadlines.

5) Additional Meeting of the Governance and Audit Committee 29 November

As set out at 1.3, there has to be a convenient Governance and Audit Committee meeting to approve the Statement of Accounts with the current statutory deadline of 30 November 2022. It is a proposed an additional meeting be added to the timetable for 29 November 2022 to accommodate the function.

6) Governance and Audit Committee to move to 24 January (from 10 January)

Meetings scheduled this early in the New Year do require dispatches and briefings to be held in the period between Christmas and New Year. The Committee are also required to have Treasury Management Training prior to its January meeting, which has made availability difficult. It is proposed by moving the meeting to 24 January 2023 such difficulties will be reduced. This move does not impact on any statutory deadlines.

7) Remove the Meeting of the Corporate Policy and Resources Committee on 12 January.

During 2021/2022 this meeting was cancelled due to insufficient business, the year prior to that saw the same meeting consider only a small number of items (none of which related to statutory or cyclical matters). It is therefore proposed this meeting is removed.

8) Corporate Policy and Resources Committee to move to Thursday 23 March (from 13 April)

This meeting currently sits within the Purdah period and at a time when Elected Members will be canvassing hard. By moving the meeting into March, it is hoped Purdah will be avoided (although exact date to be determined) and it further allows for the clear period referred to in 1.6 of the report. As a result, the first meeting of the Civic Year for 23/24 has been amended seeing Corporate Policy and Resources meet a week earlier. (Amendment effects Appendix 2 only, which is for noting at this stage).

9) Prosperous Communities Committee on April 25 2023 be removed.

As above, this meeting currently sits within the Purdah period and at a time when Elected Members will be canvassing hard. The Committee will have met on 21 March 2023 and was due to meet late June (23/24 timetable). It is proposed that this meeting be cancelled and the first meeting of the Civic Year for 23/24 be amended bringing the meeting forward. (Amendment effects Appendix 2 only which is for noting at this stage)

2.3 No further changes to the 22/23 timetable as “noted” on 11 February 2021 are proposed. The 22/23 timetable, including the amended dates set out above is attached as Appendix 1 for approval.

3. Future Years

3.1 Timetables for 2023-2024 onwards follow a similar pattern.

3.2 Bank holidays from 2024 onwards are not published on the government website at this stage, so provisional Bank Holidays have been input to the timetable for 2024 and beyond.

3.3 Timetables for 24/25 and 25/26 are extremely provisionally at this stage.

3.4 Future years proposed timetables are attached as follows:

- Appendix 1 – 2022/23 (for approval)
- Appendix 2 – 2023/24 (for noting)
- Appendix 3 – 2024/25 (for noting)
- Appendix 4 – 2025/26 (for noting)

WEST LINDSEY DISTRICT COUNCIL COMMITTEE TIMETABLE 2022

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
MAY	SUN	MON BH	TUE PC	WED	THU	FRI	SAT	SUN	MON ACL	TUE	WED	THU	FRI	SAT	SUN	MON	TUE O&S	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU JSCC	FRI	SAT	SUN	MON	TUE
JUN	WED	THU BH	FRI BH	SAT	SUN	MON	TUE PC	WED	THU L&R	FRI	SAT	SUN	MON	TUE GA	WED PL	THU CPR	FRI	SAT	SUN	MON	TUE	WED LS	THU LS	FRI	SAT	SUN	MON	TUE	WED	THU	
JUL	FRI	SAT	SUN	MON CL	TUE O&S	WED	THU JSCC	FRI	SAT	SUN	MON	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE GA PC	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN
AUG	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON BH	TUE	WED
SEP	THU	FRI	SAT	SUN	MON CL	TUE O&S	WED PL	THU JSCC	FRI	SAT	SUN	MON	TUE PC	WED	THU L&R	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	
OCT	SAT	SUN	MON	TUE O&S	WED PL	THU JSCC	FRI	SAT	SUN	MON	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON
NOV	TUE PC	WED PL	THU	FRI	SAT	SUN	MON CL	TUE O&S	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU JSCC	FRI	SAT	SUN	MON	TUE GA	WED PL	
DEC	THU	FRI	SAT	SUN	MON	TUE PC	WED	THU L&R	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON BH	TUE BH	WED	THU	FRI	SAT

2023

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
JAN	SUN	MON BH	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE O&S	WED	THU JSCC	FRI	SAT	SUN	MON CL	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE PC
FEB	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE O&S	WED	THU	FRI	SAT	SUN	MON	TUE			
MAR	WED PL	THU	FRI	SAT	SUN	MON CL	TUE	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU L&R	FRI	SAT	SUN	MON	TUE PC	WED	THU CPR	FRI P	SAT	SUN	MON	TUE O&S	WED PL	THU JSCC	FRI
APR	SAT	SUN	MON CL	TUE	WED	THU	FRI BH	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU	FRI	SAT	SUN	
MAY	MON BH	TUE	WED	THU ELECTION	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	FROM HERE FORWARD DEALT WITH IN 2023/24																

KEY

AC	ANNUAL COUNCIL	L&R	LICENSING & REGULATORY	LS	LINCOLNSHIRE SHOW
CL	COUNCIL	O&S	OVERVIEW AND SCRUTINY	JSCC	JOINT STAFF CONSULTATIVE
CPR	POLICY & RESOURCES	PL	PLANNING	BH	BANK HOLIDAY
PC	PROSPEROUS COMMUNITIES	GA	GOVERNANCE & AUDIT	SCHOOL HOLIDAYS/CONFERENCES/OTHER	

WEST LINDSEY DISTRICT COUNCIL COMMITTEE TIMETABLE 2023

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
MAY	MON BH	TUE	WED	THU Election	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON ACL	TUE	WED	THU JSCC	FRI	SAT	SUN	MON BH	TUE PC	WED PLG
JUN	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE GA	WED PL	THU LR	FRI	SAT	SUN	MON	TUE	WED LS??	THU LS??	FRI	SAT	SUN	MON	TUE O&S	WED	THU	FRI	
JUL	SAT	SUN	MON CL	TUE	WED	THU JSCC	FRI	SAT	SUN	MON	TUE PC	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE GA	WED	THU	FRI	SAT	SUN	MON
AUG	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU
SEP	FRI	SAT	SUN	MON CL	TUE O&S	WED PL	THU JSCC	FRI	SAT	SUN	MON	TUE PC	WED	THU L&R	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	
OCT	SUN	MON	TUE O&S	WED PL	THU JSCC	FRI	SAT	SUN	MON	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE PC
NOV	WED PL	THU	FRI	SAT	SUN	MON CL	TUE O&S	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU JSCC	FRI	SAT	SUN	MON	TUE	WED PL	THU	
DEC	FRI	SAT	SUN	MON	TUE PC	WED	THU L&R	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON BH	TUE BH	WED	THU	FRI	SAT	SUN

2024

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
JAN	MON BH	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE O&S	WED	THU JSCC	FRI	SAT	SUN	MON CL	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE PC	WED PL
FEB	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE O&S	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU		
MAR	FRI	SAT	SUN	MON CL	TUE	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU L&R	FRI	SAT	SUN	MON	TUE PC	WED	THU	FRI	SAT	SUN	MON	TUE O&S	WED PL	THU JSCC	FRI BH	SAT	SUN
APR	MON BH	TUE	WED	THU	FRI	SAT	SUN	MON CL	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE PC	WED PL	THU	FRI	SAT	SUN	MON	TUE O&S	
MAY	WED	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT	SUN																			

KEY

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CL	COUNCIL	O&S	OVERVIEW AND SCRUTINY	JSCC	JOINT STAFF CONSULTATIVE
CPR	POLICY & RESOURCES	PL	PLANNING	BH	BANK HOLIDAY
PC	PROSPEROUS COMMUNITIES	GA	GOVERNANCE & AUDIT		SCHOOL HOLIDAYS/CONFERENCES/OTHER

WEST LINDSEY DISTRICT COUNCIL COMMITTEE TIMETABLE 2024

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
MAY	WED	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT	SUN	MON ACL	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU JSCC	FRI
JUN	SAT	SUN	MON	TUE PC	WED	THU L&R	FRI	SAT	SUN	MON	TUE GA	WED	THU CPR	FRI	SAT	SUN	MON	TUE O&S	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	
JUL	MON CL	TUE	WED	THU JSCC	FRI	SAT	SUN	MON	TUE PC	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED PL	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE O&S	WED
AUG	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT
SEP	SUN	MON CL	TUE O&S	WED	THU JSCC	FRI	SAT	SUN	MON	TUE PC	WED PL	THU L&R	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	
OCT	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED PL	THU JSCC	FRI	SAT	SUN	MON	TUE O&S	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE PC	WED	THU
NOV	FRI	SAT	SUN	MON CL	TUE	WED PL	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU JSCC	FRI	SAT	SUN	MON	TUE O&S	WED	THU	FRI	SAT	
DEC	SUN	MON	TUE PC	WED PL	THU L&R	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED BH	THU BH	FRI	SAT	SUN	MON	TUE

2025

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
JAN	WED BH	THU	FRI	SAT	SUN	MON	TUE O&S	WED PL	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU JSCC	FRI	SAT	SUN	MON CL	TUE PC	WED	THU	FRI					
FEB	SAT	SUN	MON	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE O&S	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI								
MAR	SAT	SUN	MON CL	TUE	WED PL	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU L&R	FRI	SAT	SUN	MON	TUE PC	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU JSCC	FRI	SAT	SUN	MON					
APR	TUE O&S	WED PL	THU	FRI	SAT	SUN	MON CL	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI BH	SAT	SUN	MON BH	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE PC	WED PL						
MAY	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT	SUN	MON ACL																								

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WEST LINDSEY DISTRICT COUNCIL COMMITTEE TIMETABLE 2025

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
MAY	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT	SUN	MON ACL	TUE	WED	THU	FRI	SAT	SUN	MON	TUE OS	WED	THU	FRI	SAT	SUN	MON BH	TUE	WED PLG	THU JSCC	FRI	SAT
JUN	SUN	MON	TUE PC	WED	THU LR	FRI	SAT	SUN	MON	TUE GA	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED LS?	THU LS?	FRI	SAT	SUN	MON	TUE OS	WED PLG	THU	FRI	SAT	SUN	MON CL	
JUL	TUE	WED	THU JSCC	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE PC	WED	THU	FRI	SAT	SUN	MON	TUE	WED PLG	THU CPR	FRI	SAT	SUN	MON	TUE GA	WED	THU
AUG	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED PLG	THU	FRI	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT	SUN
SEP	MON	TUE OS	WED	THU	FRI	SAT	SUN	MON CL	TUE	WED JSCC	THU LR	FRI	SAT	SUN	MON	TUE PC	WED PLG	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	
OCT	WED	THU	FRI	SAT	SUN	MON	TUE OS	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED PLG	THU	FRI	SAT	SUN	MON	TUE	WED	THU JSCC	FRI	SAT	SUN	MON	TUE	WED	THU	FRI
NOV	SAT	SUN	MON PC	TUE OS	WED	THU	FRI	SAT	SUN	MON CL	TUE	WED PLG	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU JSCC	FRI	SAT	SUN	
DEC	MON	TUE	WED	THU LR	FRI	SAT	SUN	MON PC	TUE	WED PLG	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU BH	FRI BH	SAT	SUN	MON	TUE	WED

2026

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
JAN	THU BH	FRI	SAT	SUN	MON	TUE	WED PLG	THU	FRI	SAT	SUN	MON	TUE OS	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU JSCC	FRI	SAT	SUN	MON CL	TUE PC	WED	THU	FRI	SAT
FEB	SUN	MON	TUE	WED PLG	THU CPR	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE OS	WED	THU	FRI	SAT			
MAR	SUN	MON CL	TUE	WED PLG	THU JSCC	FRI	SAT	SUN	MON	TUE GA	WED	THU LR	FRI	SAT	SUN	MON	TUE PC	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU CPR	FRI	SAT	SUN	MON	TUE
APR	WED PLG	THU	FRI BH	SAT	SUN	MON BH	TUE	WED	THU	FRI	SAT	SUN	MON	TUE OS	WED	THU	FRI	SAT	SUN	MON	TUE GA	WED	THU	FRI	SAT	SUN	MON	TUE	WED PLG	THU	
MAY	FRI	SAT	SUN	MON BH	TUE PC	WED	THU	FRI	SAT	SUN	MON ACL	TUE																			

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PC	PROSPEROUS COMMUNITIES	GA	GOVERNANCE & AUDIT		

CP&R Work Plan as at 6 April 2022

Purpose:

This report provides a summary of business due at upcoming meetings of the CP&R Committee.

Recommendation:

1. That Members note the contents of the report.

Date	Title	Lead Officer	Purpose of the report	Date First Published
14 APRIL 2022				
10 Feb 2022	Committee Timetable 2021-2022	Katie Storr, Democratic Services & Elections Team Manager	To follow the format of previous years	24 March 2021
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	13 July 2021
14 Apr 2022	Budget and Treasury Monitoring - Qtr 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.	15 September 2021
14 Apr 2022	Customer Feedback Policy (previously Customer Experience Policy)	Natalie Kostiuk, Customer Experience Officer		02 February 2022
14 Apr 2022	Council Tax Discretionary Fund for Refund of Magistrates Court Fees	Alison McCulloch, Revenues Manager	Council Tax Discretionary Fund for Refund of Magistrates Court Fees 2022/23	
14 Apr 2022	Surestaff Business Plan 2022-23	Ady Selby, Assistant Director of Commercial and Operational Services	A Business Plan outlining performance in 2021/22 and plans for 2022/23 for Surestaff and West Lindsey Staffing Services	02 February 2022
14 Apr 2022	Hemswell Cliff Managed Estates Contract Renewal	Shayleen Towns, Senior Community Action Officer	WLDC Estate Management Contract with Hemswell Resident Company comes to an end 31 March 2023. This report is to ask for Committees approval for a further 5 years renewal contract offer.	02 February 2022

14 Apr 2022	Thriving Gainsborough 2024: Cinema		To update members on progress with delivery of the Thriving Gainsborough 2024 Cinema Scheme and to seek approval for the proposed delivery method and associated expenditure.	
14 Apr 2022	RAF Scampton site acquisition Expression of Interest	Sally Grindrod-Smith, Assistant Director of Planning and Regeneration	To seek approval to make an Expression of Interest to the Defence Infrastructure Organisation for the acquisition of land at RAF Scampton.	
16 JUNE 2022				
16 Jun 2022	Budget and Treasury Monitoring Final Outturn 2021/2022	Sue Leversedge, Business Support Team Leader	This report sets out the final budget outturn position for revenue and capital 2021/2022, and requests approval for transfer to General Fund working balances.	
16 Jun 2022	Progress & Delivery Quarter Four	Darren Mellors, Performance & Programme Manager	Progress & Delivery Quarter Four	
14 Apr 2022	Appointment of Shareholder Representative	Tracey Bircumshaw, Assistant Director of Finance and Property Services and Section 151 Officer	To propose the appointment of the Shareholder Representative of our subsidiary and joint venture companies	
4 Jul 2022	Annual Treasury Management Report 2021/22	Paul Loveday, Corporate Finance Manager	To report on the Treasury Management activities and prudential indicators for 2021/22 in accordance with the Local Government Act 2003	
28 JULY 2022				
21 Jul 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	03 November 2021

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of the Local Government Act 1972.

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Agenda Item 8c

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