

AGENDA

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

**Overview and Scrutiny Committee
Tuesday, 4th July, 2023 at 6.30 pm
Council Chamber - The Guildhall**

Members: Councillor Paul Howitt-Cowan (Chairman)
Councillor Jeanette McGhee (Vice-Chairman)
Councillor Jacob Flear (Vice-Chairman)

Councillor Trevor Bridgwood
Councillor Liz Clews
Councillor Paul Key
Councillor Lynda Mullally
Councillor Maureen Palmer
Councillor Roger Pilgrim
Councillor Mrs Diana Rodgers
Councillor Moira Westley

1. **Apologies for Absence**
2. **Minutes of the previous meeting** (PAGES 3 - 7)
Meeting of the Overview and Scrutiny Committee held on 28 March 2023.
3. **Members' Declarations of Interest**
Members may make any declarations of interest at this point and may also make them at any point during the meeting.
4. **Matters Arising Schedule** (PAGE 8)
Matters arising schedule setting out current position of previously agreed actions as at 26 June 2023.

5. Public Reports

- i) Progress and Delivery Quarter Four Report and Summary of Year End Performance 2022/23 (PAGES 9 - 59)
- ii) Overview & Scrutiny Committee - Review of Operating Methodology (PAGES 60 - 77)

6. General Work Items

- i) Forward Plan (PAGES 78 - 84)
- ii) Committee Workplan (PAGE 85)

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Monday, 26 June 2023

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Overview and Scrutiny Committee held in the Council Chamber - The Guildhall on 28 March 2023 commencing at 6.30 pm.

Present: Councillor Mrs Diana Rodgers (Chairman)
Councillor Roger Patterson (Vice-Chairman)

Councillor Mrs Jackie Brockway
Councillor Mrs Tracey Coulson
Councillor Christopher Darcel
Councillor Mrs Caralyne Grimble
Councillor Mrs Cordelia McCartney
Councillor John McNeill
Councillor Peter Morris
Councillor Robert Waller

Also Present: Councillor Mrs Angela White

In Attendance:
Nova Roberts Director of Change Management, ICT & Regulatory Services
Ady Selby Director - Operational & Commercial Services
Sarah Elvin Homes, Health & Wellbeing Team Manager
Ele Snow Senior Democratic and Civic Officer

Apologies: Councillor Cherie Hill

42 MINUTES OF THE PREVIOUS MEETING

RESOLVED that the minutes of the meeting of the Overview and Scrutiny Committee held on 17 January 2023 be confirmed and signed as a correct record.

43 MEMBERS' DECLARATIONS OF INTEREST

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

44 MATTERS ARISING SCHEDULE

With no comments or questions, the Matters Arising Schedule was **DULY NOTED**.

45 DISABLED FACILITIES GRANT UPDATE REPORT

The Committee heard from the Homes, Health and Wellbeing Team Manager regarding the update report on the provision of Disabled Facilities Grants (DFGs). Members were reminded that in September 2021, a report was presented to the Committee outlining the DFG service in West Lindsey and detailing some of the challenges that had been faced, as well as presenting steps being taken to overcome those challenges. The Committee agreed to a Together 24 (T24) 'light' review being undertaken and for an update to be presented to report on progress.

It was explained that whilst there had been a sharp increase in referrals being received for adaptations, the time taken to complete those adaptations had been reduced, with recent figures showing 44% of all adaptations had been delivered in under 120 days. Additionally, the reviewed application process had seen significant improvements in the time taken to deal with each new application. Despite these improvements, it was recognised that there were new challenges to be faced, with budget concerns and increased referral numbers, and so it was planned for a full T24 Service Review to be undertaken in 2023/24.

Further details were provided to the Committee regarding the formula for allocation of DFG funding from Central Government, as well as the actions that had been undertaken in order to lobby for change.

The Chairman thanked the Officer or the detailed report and concise summary, and invited comments from the Committee. A Member of the Committee, who was also a Lincolnshire County Councillor, confirmed receipt of the lobbying letters and assured the Committee conversations were underway. She also confirmed she had held a conversation with Sir Edward Leigh, MP, who had recognised the importance of the issues raised.

In response to a query regarding the size of a ramp installed in one instance, it was confirmed that there were specific parameters that needed to be adhered to, in conjunction with building regulations and working with the health assessors to ensure the required gradient of the ramp was achievable. It was recognised that some examples were not entirely aesthetically pleasing however they did need to adhere to all the relevant guidelines.

Members sought further details with regard to the reduced time frames for completion, the amended referral process and the concerns regarding the future budget availability, as well as how feedback was sought and recorded. It was explained that there had been such a spike in referral numbers as the County Council was working through their backlog of referrals caused in part by the hold on works being undertaken during the pandemic. However, it was highlighted that despite the increase in referrals, the completion times had still reduced, demonstrating the success of the new process. The future budget availability would see DFG requests prioritised for the first time, with those no -urgent requests essentially forming a waiting list. This method would be kept under review, with lobbying for increased funding continuing.

With regard to feedback, it was explained that customer satisfaction feedback was sought from each service user, the details of which would be fed through the Progress and Delivery reporting. The introduction of a Performance Improvement Plan was noted, initiated through the Progress and Delivery reporting process, with its implementation being another tool in use to improve the DFG workflow and process.

Note: Councillor C. Grimble arrived in the Chamber at 6.48pm

Following a question from the Chairman enquiring as to the success or otherwise of the telephone consultations, it was explained that the introduction of the telephone contact was an additional step and had led to a reduction in the number of home visits being requested. The referral form was a 37-page long document and there had been positive feedback regarding the benefit of going through the questions over the phone compared with just posting the form to be completed and returned. Whilst the telephone contact was an additional demand on Officer time, it had proved worthwhile with both the success of completing the forms first time and also the reduced number of home visits being undertaken to complete the paperwork.

The Chairman, Vice Chairman and Committee Members reiterated their thanks to the Manager and the Team, not only for their work in improving the service delivery but also for the nature of the work they undertook, being of great importance across the district.

The Chairman read aloud the printed recommendations contained within the report and having been proposed and seconded, it was unanimously

RESOLVED that

- a) the service improvements to, and current challenges faced within, the DFG service be acknowledged; and
- b) lobbying be assisted with, where possible, to improve the West Lindsey DFG budget position.

46 MANAGING FLOOD RISK IN WEST LINDSEY – TWICE YEARLY REPORT

The Committee gave consideration to a report presented by the Director - Operational & Commercial Services, seeking to update the Overview and Scrutiny Committee on the work undertaken by the Officer Flood and Drainage Working Party and the Member Flood and Drainage Working Group. The Committee heard that the update report was following the resolutions passed at the Prosperous Communities Committee at their meeting on 19 July 2022, for the formation of the two working groups and for reporting to feed into the Overview and Scrutiny workplan.

It was explained that the Officer and Member Working Groups were established in order to improve communication across previously isolated work areas. This was starting to be achieved with strong links being forged between strategic and operational functions, and stronger links being established with other Flood Risk Management Authorities, increasing Member and Officer knowledge of the current situation and future risks. This would, in turn, will help Council representatives influence these partners. Additionally, further data input into the Council's mapping system would help inform and present current issues and trend analysis. It was also noted that a further report was due to be presented to the Overview and Scrutiny Committee in Autumn 2023.

Members of the Committee expressed their thanks for the work undertaken and the progress

made with a number of local flooding issues. Visiting Member Councillor A. White sought to express her gratitude for an issue that had been dealt with successfully in her ward, in a way that had not previously been achieved.

The link between area flooding and drainage issues was explored, with all recognising the flood risk often did not arise from rivers or causeways, rather from blocked drainage channels. It was highlighted that the role for West Lindsey District Council was limited in terms of statutory powers and functions, those sat with the County Council and other agencies, however the role of intermediary, facilitator and influencer had proved to be highly valuable. A Member of the Committee noted the option for inviting the Lincolnshire County Councillor for Economic Development, Environment and Planning to attend a meeting of the Committee and it was requested that this be noted on the Matters Arising Schedule, for the new iteration of the Committee to consider at a future meeting.

Members enquired as to the Memorandum of Understanding (MoU) between the Lincolnshire Districts and the Lead Local Flood Authority, regarding the immediate operational support offered to residents in the event of flooding, and it was confirmed this had not yet been completed. West Lindsey District Council chose to undertake the operational support without question, in order to best support residents and businesses when needed, however it did remain a function of the Lead Local Flood Authority, and not all smaller Local Authorities were in the same position of providing assistance as West Lindsey. Members suggested a bilateral agreement could be put in place, should the MoU prove unsuccessful and it was noted that, whilst a county-wide MoU was the preferred option, the Council would explore other options in the event of the MoU not coming to fruition.

Members of the Committee reiterated their thanks to all involved, Officers and Members alike, and, having been moved, seconded and voted upon, it was unanimously

RESOLVED that the work of the Member Flood and Drainage Working Group and Officer Flood and Drainage Working Party be welcomed.

47 OVERVIEW & SCRUTINY ANNUAL REPORT 2022/23

The Chairman introduced her Annual Report, to be presented to Annual Council in May following the elections. She thanked all present for their commitment and involvement with the Committee, thanked Officers for their assistance and advice, and repeated her comments contained within the report that she considered it a privilege to have been able to Chair the Committee for the past year. The Chairman explained that the report was to be taken as read, unless there any comments arising from Members.

With regard to the Operating Methodology, a Member of the Committee enquired as to the reduction in 'pre-scrutiny' items from four per civic year, to two. It was explained this had been an amendment passed at the start of the civic year, and the rationale was clarified. It was noted that any subsequent amendments could be included for consideration in the Annual Constitution Review, due to be heard both by the Governance and Audit Committee and presented to Annual Council, although the Operating Methodology would be presented to the first meeting of the Overview and Scrutiny Committee in July 2023, to be approved at that point.

The Vice Chairman echoed the thanks of the Chairman, stating he had found the meetings to be not only enjoyable, but demonstrative of effecting change, as detailed within the Annual Report. He extended his thanks, not only to the Members of the Committee and the Officers involved, but also to the Chair herself, for her hard work, dedication and success of the Committee.

The recommendations contained with the report were proposed, seconded and voted upon, and with unanimous vote it was

RESOLVED that

- a) consideration had been given to the content of the draft annual report, and the Operating Methodology, with comments for the latter to be shared through the Constitution Review; and
- b) the submission of the annual report to Annual Council be supported; and
- c) any comments made through the course of debate be further considered by the Director – Change Management, ICT & Regulatory Services and Chairman of the Committee prior to the finalised report being submitted to Annual Council in May 2023.

48 FORWARD PLAN

The content of the full Forward Plan for all Committees was **NOTED**.

49 COMMITTEE WORKPLAN (INDICATIVE)

The Senior Democratic and Civic Officer explained the work plan for the Committee was indicative at this stage, with further details to be provided, discussed and approved at the first meeting of the new Civic Year.

With no comments or questions, the contents of the indicative work plan were **DULY NOTED**.

The meeting concluded at 7.32 pm.

Chairman

Overview and Scrutiny Matters Arising Schedule

Purpose:

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

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

Matters Arising Schedule

| Status | Title | Action Required | Comments | Due Date | Allocated To |
|--------|---|---|---|----------|--------------|
| Black | Involvement between Council and Police, per legislation | To be referred to the Member Development Group for inclusion in the Member Induction | Whilst not included in the Member Induction, further discussions will take place within the Member Development Group regarding how to raise awareness for Councillors of the legislative interactions between Council and the Police (ie, invitations to address the O&S Cttee under Section 19 of the Police and Justice Act 2006 - pending for the current Civic Year) | 01/05/23 | Ele Snow |
| Green | For Consideration: Invitation to Lincolnshire Waste Partnership | O&S 17/01/23: it was suggested that an invitation be extended to the Lincolnshire Waste Partnership to attend a future meeting of the Overview and Scrutiny Committee, with a specific focus on the roll out of the purple-lidded bins. It was noted for this to be included in the Matters Arising Schedule, to be considered in the new Civic Year. | | 30/06/23 | Ele Snow |
| Green | Invitation to LCC's Executive Councillor for Economic Development, Environment and Planning re Flood Risk Management | O&S 28/03/23: Cttee requested that, as per flood risk management report, future O&S Members may wish to invite LCC's Executive Councillor for Economic Development, Environment and Planning, Cllr Davie, or a suitable officer to discuss this and other relevant matters further. | discuss with Ady Selby in new Civic Year | 30/09/23 | Ele Snow |



**Overview and Scrutiny
Committee**

Tuesday, 4 July 2023

**Subject: Scrutiny of Progress and Delivery Quarter 4 and Year End
2022/2023**

Report by: Assistant Director, Change Management and
Regulatory Services

Contact Officer: Claire Bailey
Change, Projects and Performance Officer

Claire.bailey@west-lindsey.gov.uk

Purpose / Summary: To consider the responses arising from the
Council's policy committees with regards to
quarter four and year end Progress and Delivery
reporting.

RECOMMENDATION(S):

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

1 Introduction

- 1.1 Members of the Overview and Scrutiny Committee are required to scrutinise the challenge of the two policy committees to the content of the council's Progress and Delivery reports.
- 1.2 To assist this scrutiny, a summary of the relevant minutes are provided to the Committee, as well as the full Progress and Delivery report.
- 1.3 Minutes of the Prosperous Communities Committee, where the report was presented on 30 May 2023, are summarised at section two of this report, with the full minute attached at Appendix 1.
- 1.4 Minutes of the Corporate Policy and Resources Committee, where the report was presented on 7 June 2023, are summarised at section three of this report, with the full minute attached at Appendix 2.
- 1.5 The full Progress and Delivery report for quarter 4 and year end of financial year 2022-2023 are attached at Appendices 3 and 4, for information only.
- 1.6 Members are asked to examine the responses given to the report by these two policy committees and assure themselves that the appropriate level of challenge is being made to the information contained in the report.

2 Summary of Minutes – Prosperous Communities Committee 30 May 2023

- 2.1 Members of the Committee specifically referenced the targets for leisure provision, noting there had been some disappointing results detailed within the narrative and highlighting that action should be taken swiftly, rather than waiting for consecutive quarters of not meeting allocated targets. Additionally, it was commented that the recovery from the covid pandemic should now be considered as business as usual, rather than continuing to use those exceptional circumstances as an explanation for missed targets.
- 2.2 In relation to the market KPIs, it was requested that additional information be provided, as, in consideration of the three year action plan, it was to be assumed there was more work underway than the report indicated. It was recognised that it could be difficult to find the balance of information in the P&D reporting narratives, however, it was confirmed there could be additional information included. Officers also assured the Committee there was to be an annual report presented regarding the markets action plan specifically.
- 2.3 A Member of the Committee expressed support and praise for the crematorium, highlighting it as an asset to the Council and a service to be proud of. In seeking to recognise other areas that had not been discussed, the Councillor highlighted the work of the Planning and

Development Management Team, the Trinity Arts Centre and the work of the Communities Team with the grant funding. He expressed his thanks and support to all Officers of the Council for their hard work and dedication.

3 Summary of Minutes – Corporate Policy and Resources Committee 7 June 2023

- 3.1 The Chairman thanked the Officer for her presentation and sought confirmation that the details provided verbally at the Prosperous Communities Committee had been updated for the current version of the report, this was confirmed.
- 3.2 A Member of the Committee expressed his thanks and highlighted the reason for the Committee meeting on a Wednesday rather than a Thursday was due to the Council having been nominated for the LGC 'Council of the Year', with the winner to be announced the following evening, all being part of the demonstrable success of the Council. He further commended the work and success of the community grants match funding, noting that there was no way of capturing the invaluable asset volunteer time and input. He enquired as to whether there was a district wide launch of the grant funding scheme planned, this was confirmed to be the case.
- 3.3 There was wide spread support for the layout and presentation of the report, as well as praise for those involved in not only providing service improvements but also maintaining service performance. The specifics of setting the measure sets were discussed, with Officers confirming they were regularly reviewed, with some amended if necessary whilst others remained the same. It was explained that where there were service areas regularly underachieving, these were subject to the performance improvement plans as well as reviewing the measure sets in case the targets were unrealistic.
- 3.4 A Member of the Committee enquired as to whether there was scope for conducting polls of those attending the Trinity Arts Centre, for example to ascertain where they had come from and whether they planned further activities in Gainsborough, such as going out for a meal or similar. It was agreed that swift 'exit-poll' style questions could be used and the Director of Corporate Services undertook to raise this with the directorate.

4 Conclusion

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

Appendix 1

Excerpt of Minutes Prosperous Communities Committee 30 May 2023

7 PROGRESS AND DELIVERY QUARTER FOUR REPORT AND SUMMARY OF YEAR END PERFORMANCE 2022/23

The Committee heard from the Change, Projects and Performance Officer who provided an overview of performance reporting in general, to set the scene for the report, which would be regularly presented to the Committee.

It was explained that the report was brought for discussion by Members of the Committee due to the links to services and strategies that were set within those services for which the Committee was constitutionally responsible. It was highlighted that the report was publicly available and, following approval by both the Prosperous Communities and Corporate Policy and Resources Committees, would be published on the Council website.

Members heard that each service had a collection of Key Performance Indicators (KPIs). For those whose performance was within the control of the Council, the target was allocated based on either baseline performance or statutory requirement (such as planning KPIs) . There were also KPIs where performance was outside of the Council's control (such as received planning applications) and for those KPIs there were no targets allocated.

Every year all measures and targets would be reviewed, with the involvement of Members, to ensure the KPIs continued to drive service improvement, remained aligned to the corporate/service priorities, the targets were relevant and stretched, and that they were helpful to Councillors in aiding understanding of service activity and performance.

It was explained that the data within the report to the policy committees was on an exception basis, meaning that only those KPIs whose performance returned as red or green were included. KPIs without targets were also included in the report. In addition, it was clarified that Quarter 2 and Quarter 4 reports were presented to the committees whilst Quarter 1 and Quarter 3 reports were circulated via the Members newsletter. The Committee heard there would be a review of the 2023/24 measures set later this year, which would involve working closely with Councillors via working groups, further details would follow in due course.

The Officer proceeded to detail the specifics contained within the report as follows.

Overall Summary of Council Performance. This section of the report provided an overview of KPI performance, with a breakdown of those exceeding, below or within the tolerance of their targets. Information was presented by Portfolio allowing for a clear overview of Council performance. Quarter four performance was looking positive with over 84% of all measures either exceeding or within agreed tolerance of their targets.

Corporate Health. The Corporate Health Section of the report included a suite of measures related to the overall health of the council, and, as such all measures were included, do not just reporting by exception.

It was highlighted that, due to the figures within the report being estimates, the following update on the financial figure and narrative included in this report was provided:

“COF03 - Overall Council budget forecast outturn (%) -3.72%. The end of quarter four reports a surplus of £564k underspend on the forecast budget, which equates to a -3.72% variance against the revised budget. The variance within this position includes pressures resulting from: £117k against salary budgets, £118k for fleet repairs and maintenance, £356k reduced car park income, and £54k increased cost of fuel. This is offset by savings: £398k interest receivable, £151k government grants received in final quarter, £118k reduction of the credit loss provision, £85k planning fee income above budget, £79k grounds maintenance contract, £51k review of earmarked reserves held within service budgets.”

Performance Improvement Plan. Members heard that the Performance Improvement Plan included measures where performance had remained below target for two consecutive quarters or more. Additional information was provided by the Team Manager as to the reasons relating to the measure reporting below target, the impact this had had, the actions in place to improve performance and when it was expected to see the improvement following the action.

This was the part of the report which highlighted the measures that were under target with the plan adding further context and providing the extra level of assurance that Members had previously requested. This was then scrutinised alongside the P&D report by Management Team before being presented to the committees. This was introduced in October for Quarter two last year and had been well received.

There were eight measures included in the plan and these would remain going into 2023/24, with the exception of COF02 – Average time taken to pay invoices. This measure had been amended following approval at committee in February to reflect the contractual payment terms.

Service Performance Summaries. It was explained that each of the Portfolios had a summary of its performance. Team Managers provided commentary and analysis to explain quarter performance, particularly where performance was below target and where remedial action was required.

The first portfolio was Change Management, ICT and Regulatory Services. Out of a possible 18 measures, 16 were above target within the portfolio. The measure below target related to Local Land Charges Market Share, which was included within the Performance Improvement Plan.

All measures within the Finance, Business and Property Services Portfolio were within target. The Homes and Communities Portfolio saw one measure reporting below target which related to the average days taken to complete a Disabled Facilities Grant. Extra information had been included for DFGs this quarter to round

up following inclusion within the performance improvement plan. It was an opportunity highlight the positive work and the impact this had had. The graph within the report detailed the measure compared with the number of referrals received, with the table highlighting the increase in referrals over the past six years.

The Operational and Commercial Services portfolio saw five of its measures reporting above target, with the measures below target relating to average number of market stalls on both a Tuesday and a Saturday, and the recycling weights, all of which were included within the Performance Improvement Plan.

The Planning and Regeneration Portfolio saw all the measures continue to report above target.

On concluding the presentation of the quarterly report, Members were referred to Appendix A, the Year End report. It was explained this was presented annually, in the same format as the quarterly reports, but detailed performance cumulatively over the year rather than the quarter.

Again, due to the figures contained within the report being estimates, the following update was provided:

“COF01 - Budget variance (£) -£564k. COF03 - Overall Council budget forecast outturn (%) -3.72% - as per the earlier update. COF04 - The annual Statement of accounts - Auditors see the accounts in June so we won't get a decision until end of June possibly on whether qualified so no data available for this.”

The Committee was reminded that training was to be planned for all Councillors on performance management, with the plan to deliver this prior to the next P&D report coming to Committee. The Officer concluded her presentation and sought questions or comments.

The Chairman thanked the Officer for her clear and thorough presentation, recognising the importance of this information, especially for newly-elected Councillors.

Members of the Committee specifically referenced the targets for leisure provision, noting there had been some disappointing results detailed within the narrative and highlighting that action should be taken swiftly, rather than waiting for consecutive quarters of not meeting allocated targets. Additionally, it was commented that the recovery from the covid pandemic should now be considered as business as usual, rather than continuing to use those exceptional circumstances as an explanation for missed targets.

In relation to the market KPIs, it was requested that additional information be provided, as, in consideration of the three year action plan, it was to be assumed there was more work underway than the report indicated. It was recognised that it could be difficult to find the balance of information in the P&D reporting narratives, however, it was confirmed there could be additional information included. Officers also assured the Committee there was to be an annual report presented regarding the markets action plan specifically.

A Member of the Committee expressed support and praise for the crematorium, highlighting it as an asset to the Council and a service to be proud of. In seeking to recognise other areas that had not been discussed, the Councillor highlighted the work of the Planning and Development Management Team, the Trinity Arts Centre and the work of the Communities Team with the grant funding. He expressed his thanks and support to all Officers of the Council for their hard work and dedication.

The Chairman thanked all Members for their comments, and, as the recommendations in the report had been proposed and seconded, she called the vote. It was therefore unanimously

RESOLVED that

- a) the Committee had assessed the performance of the Council's services through agreed performance measures and had indicated areas where improvements should be made, having had regard to the remedial measures set out in the report; and
- b) the Progress and Delivery Performance Improvement Plan for Quarter Two (January-March) 2022/23 be approved.

Appendix 2

Excerpt of Minutes Corporate Policy & Resources Committee 7 June 2023

7 PROGRESS AND DELIVERY QUARTER FOUR REPORT AND SUMMARY OF YEAR END PERFORMANCE 2022/23

The Committee heard from the Change, Projects and Performance Officer regarding the quarter four and year end performance reporting. It was explained that, as it had been presented to the Prosperous Communities Committee the previous week, and there were several Members who had already had the full introduction to the report, the presentation at this Committee would focus on the data rather than the background information.

Therefore, the Officer presented the report as follows.

Overall Summary of Council Performance. Over 84% of all measures were either exceeding or within agreed tolerance of their targets, showing a strong end to the year.

Performance Improvement Plan. It was explained that this highlighted the measures under target, with the plan adding further context and providing the extra level of assurance that Members had previously requested. This was then scrutinised alongside the P&D report by Management Team before being presented to the committees. This was introduced in October for Quarter two last year and had been well received.

There were eight measures which were included in the plan currently and these would remain going into 2023/24 with the exception of COF02 – average time taken to pay invoices. It was explained that this measure had been amended following approval at committee in February to reflect the contractual payment terms.

The Officer then presented the portfolio summaries.

The first portfolio was Change Management, ICT and Regulatory Services. Out of a possible 18 measures, 16 were above target within the portfolio. The measure below target related to Local Land Charges Market Share, which was included within the Performance Improvement Plan.

All measures within the Finance, Business and Property Services Portfolio were within target. The Homes and Communities Portfolio saw one measure reporting below target which related to the average days taken to complete a Disabled Facilities Grant. Extra information had been included for DFGs this quarter to round up following inclusion within the performance improvement plan. It was an opportunity highlight the positive work and the impact this had had. The graph within the report detailed the measure compared with the number of referrals received, with the table highlighting the increase in referrals over the past six years.

The Operational and Commercial Services portfolio saw five of its measures reporting above target, with the measures below target relating to average number

of market stalls on both a Tuesday and a Saturday, and the recycling weights, all of which were included within the Performance Improvement Plan.

The Planning and Regeneration Portfolio saw all the measures continue to report above target.

On concluding the presentation of the quarterly report, Members were referred to Appendix A, the Year End report. It was explained this was presented annually, in the same format as the quarterly reports, but detailed performance cumulatively over the year rather than the quarter.

The Officer offered to meet with any Member on a 1-2-1 basis to go through any aspect of the report in further detail, and she highlighted that training was to be planned for all Councillors on performance management, with the plan to deliver this prior to the next P&D report coming to Committee. The Officer concluded her presentation and sought questions or comments.

The Chairman thanked the Officer for her presentation and sought confirmation that the details provided verbally at the Prosperous Communities Committee had been updated for the current version of the report, this was confirmed.

A Member of the Committee expressed his thanks and highlighted the reason for the Committee meeting on a Wednesday rather than a Thursday was due to the Council having been nominated for the LGC 'Council of the Year', with the winner to be announced the following evening, all being part of the demonstrable success of the Council. He further commended the work and success of the community grants match funding, noting that there was no way of capturing the invaluable asset volunteer time and input. He enquired as to whether there was a district wide launch of the grant funding scheme planned, this was confirmed to be the case.

There was wide spread support for the layout and presentation of the report, as well as praise for those involved in not only providing service improvements but also maintaining service performance. The specifics of setting the measure sets were discussed, with Officers confirming they were regularly reviewed, with some amended if necessary whilst others remained the same. It was explained that where there were service areas regularly underachieving, these were subject to the performance improvement plans as well as reviewing the measure sets in case the targets were unrealistic.

A Member of the Committee enquired as to whether there was scope for conducting polls of those attending the Trinity Arts Centre, for example to ascertain where they had come from and whether they planned further activities in Gainsborough, such as going out for a meal or similar. It was agreed that swift 'exit-poll' style questions could be used and the Director of Corporate Services undertook to raise this with the directorate.

With further thanks to all involved, and having been moved and seconded, it was unanimously

RESOLVED that

- a) the Committee had assessed the performance of the Council's services through agreed performance measures and had indicated areas where improvements should be made, having had regard to the remedial measures set out in the report; and
- b) the Progress and Delivery Performance Improvement Plan for Quarter Two (January-March) 2022/23 be approved.



Progress and Delivery Report

Quarter Four 2022/23
January - March

Executive Summary

This report presents a detailed summary of Council performance for Quarter Four, (January to March) of 2022-2023. In line with the Council's senior structure, performance information in this report is grouped by portfolio and is based on the performance measures and targets approved by Corporate Policy and Resources Committee in February 2022.

Each section of the report begins with an overall summary of portfolio performance, including measures which have been above or below target for at least two consecutive quarters. This is followed by a performance summary for each service within that portfolio. Key information includes performance by exception (above or below target) and narrative relating to service activity for the quarter.

Where new performance measures have been introduced, in line with standard practice, targets are not assigned for the first 12 months. Instead, performance data will be included in all P&D reports for 2022/23 in order that members have appropriate data to agree targets for 2023/24.




The Performance Improvement Plan (PIP) includes measures where performance has remained below target for two consecutive quarters or more. Additional information will be provided as to the reasons relating to the measure reporting below target, the impact this has, the actions in place to improve performance and when we expect to see the improvement following the action. The Plan is intended to add further context and provide the extra level of assurance Members are seeking and have requested as to why P&D measures within services are reporting as underperforming.

In addition to the table set out on page seven of this report, all featured measures have been highlighted through their portfolio summaries.

Key to KPI Ratings Used

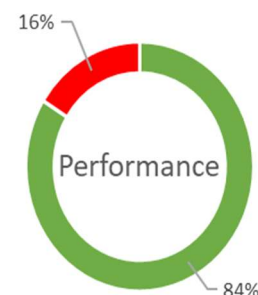
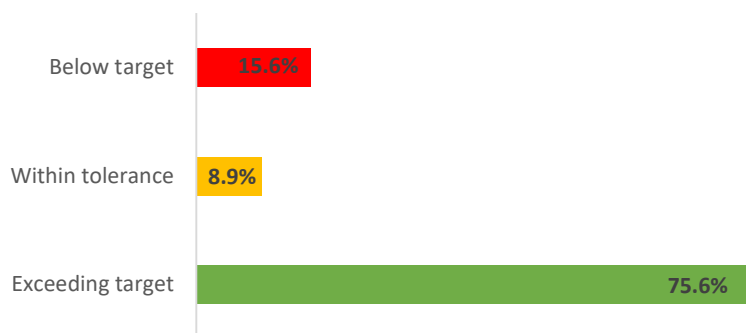
This report includes Key Performance Indicators (KPIs) set for 2022/23 where progress is assessed against agreed targets. Progress against targets is assessed by RAG (Red/Amber/Green) ratings. Progress is also assessed in terms of direction of travel (DoT) using arrows.

Direction of travel arrows are used to indicate the direction of change for KPI's over time. This provides a visual display to show whether performance has improved/declined/remained the same when compared to the corresponding quarter.

| DoT | |
|--|-------------------------------------|
| ↑ | Performance improving |
| ↓ | Fall in Performance |
| → | No change |
| RAG | |
|  | Measure exceeding approved target |
|  | Measures within approved tolerances |
|  | Measure below target |

Overall Summary of Council Performance

Overall Performance Summary Quarter Four 2022/23



- Measures exceeding target for 2 quarters or more
- Measures below target for 2 quarters or more

| Portfolio | No of KPIs ¹ | KPIs exceeding Target | KPIs within tolerance | KPIs below target |
|--|-------------------------|-----------------------|-----------------------|-------------------|
| Corporate Health | 10 | 8 | 0 | 2 |
| Change Management, ICT and Regulatory Services | 18 | 16 | 1 | 1 |
| Finance Business and Property Services | 1 | 1 | 0 | 0 |
| Homes and Communities | 3 | 0 | 2 | 1 |
| Operational and Commercial Services | 9 | 5 | 1 | 3 |
| Planning and Regeneration | 4 | 4 | 0 | 0 |
| TOTAL | 45 | 34 | 4 | 7 |

¹ Includes only those performance measures for which a target has been assigned

Corporate Health

- **COF02** – Whilst number of days taken to pay invoices continues to remain below target for quarter four, it remains in line with the Council’s contractual standard payment terms of 30 days.

- **COF03** - The end of quarter four reports a surplus of £564k underspend on the forecast budget, which equates to a -3.72% variance against the revised budget. The variance within this position includes pressures resulting from: £117k against salary budgets, £118k for fleet repairs and maintenance, £356k reduced car park income, and £54k increased cost of fuel. This is offset by savings: £398k interest receivable, £151k government grants received in final quarter, £118k reduction of the credit loss provision, £85k planning fee income above budget, £79k grounds maintenance contract, £51k review of earmarked reserves held within service budgets.

- **CUS01** –Customer satisfaction has increased during quarter four to 81%, a 10% increase compared to quarter four 2021/22 where customer satisfaction was 71%. A total of 2336 customer satisfaction surveys were distributed throughout quarter four, with a total of 423 responses received, equating to a response rate of 18.11%.

Customer satisfaction featured within the Performance Improvement Plan for the previous two quarters, quarter four sees the measure exceeding the 75% target for the first time during 2022/23. Work is ongoing to maintain this by involving a wider selection of teams in the satisfaction surveys and work is planned with teams to publish set service standards so customers have a level of expected standard the teams have committed to.

- **CUS04** – Quarter four has seen the number of complaints where fault has been identified decrease. Overall, 17 complaints were either fully or partially upheld during quarter four, this equates to an upheld rate of 33%.

HUM01 – The increase in absenteeism relates to a number of staff on long term sickness.

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|---|--------------|-----------|---------------------|------|-----|
| COF02 - Average number of days taken to pay invoices **Included in PIP** | 18 days | 14 days | 21 days | | ↓ |
| COF03 - Overall Council budget forecast outturn | -1.42% | 0.00% | -3.72% ¹ | | ↓ |
| CUS01 - Overall Customer Satisfaction | 71% | 75% | 81% | | ↑ |
| CUS04 - % of complaints where the Council is at fault | 44% | 45% | 33% | | ↑ |
| CUS05 - Average number of calendar days taken to resolve a complaint | 7 days | 21 days | 7 days | | → |
| GLC01 - Number of data breaches resulting in action from the Information Commissioners Office | 0 | 0 | 0 | | → |
| GLC02 – Number of FOI requests received | 179 | N/A | 154 | - | - |
| GLC03 - % of FOIs completed within 20 working days | 99% | 97% | 100% | | ↑ |
| GLC04 - Number of FOI challenges upheld | 0 | 0 | 0 | | → |
| HUM01 - Staff absenteeism | 0.49 days | 0.60 days | 0.70 days | | ↓ |
| HUM03 – Health & Safety incidents | 6 | N/A | 23 | - | ↓ |
| ICT05 - Server and system availability | 100% | 98% | 100% | | → |

¹ Subject to final review of the statement of accounts

Performance Improvement Plan

The introduction of the Performance Improvement Plan into the Progress and Delivery framework will assist with the on-going maturity of performance management at West Lindsey District Council. This plan will include measures where performance has remained below target for two consecutive quarters or more.

Additional information will be provided as to the reasons relating to the measure reporting below target, the impact this has, the actions in place to improve performance and when we expect to see the improvement following the action.

The Plan is intended to add further context and provide the extra level of assurance Members are seeking and have requested as to why P&D measures within services are reporting as underperforming.

The table overleaf shows a summary of improvement actions identified with associated Team Managers and Assistant Director/Directors. A more detailed plan is managed at service level with oversight by the senior management team including clear linkages to the objectives of both teams and individuals.

The plan will be monitored by the Council's Senior Change and Performance Officer and the relevant Team Manager with the quarterly P&D report used to update members on progress.

Performance Improvement Plan

Page 25

| Portfolio / Service | Measure | Reason | Impact | Actions – what can we do to improve? | When will we start to see an improvement? |
|--|--|--|--|---|---|
| Change Management and Regulatory Services | LLC02 – Local Land Charges Market share | <p>A focus has been applied on improving the service delivery and turnaround time to our customers and businesses. It was viewed that this would have a positive impact on our market share, however this has not been realised.</p> <p>Reasons for this are currently being looked into. Work will be undertaken to clarify this and develop a plan with recommended options for moving forward.</p> | The long-term impact will be on the income received by the service. | A review of the potential market share of the service. | <p>The completed review has highlighted the competitive nature of the market and future options are being assessed.</p> <p>The transfer of Local Land Charges data to the HM Land Registry's digital service went live on the 18th April. Following the transfer further consideration needs to be given to this measure going forward.</p> |
| Finance Business and Property Services / Finance | <p>COF02 - Average time taken to pay creditor invoices</p> <p>*Corporate Health Measure*</p> | <p>The Council's contractual standard payment terms are 30 days which all suppliers sign up to. Our payments system is configured to deliver all payments to payment terms. The only deviation from this is small local suppliers who are able to set shorter payment terms which we adhere to.</p> <p>As part of the planned review of performance measures and targets for 2023-24, the target for this measure will be amended to align with the Council's standard contractual terms and conditions.</p> | It is essential that during these times of increased interest rates that the authority obtains best value for the tax payer. | To pay to terms and to ensure that where we use smaller suppliers that have shorter payment terms than 30 days that these terms are adhered to. There is no evidence that these shorter payment terms are not being adhered to. | Following approval at committee in February this measure will be amended for the 2023/24 measure set and will be removed from the Performance Improvement Plan following quarter four. |
| Homes and Communities / Homes, | HHW01 - Average number of | Remedial actions implemented following the T24 review of the service are already taking effect as we see the number of adaptations | Enabling vulnerable and disabled | T24 review of service delivery model (completed - Dec 21) | Mar-23 |

| Portfolio / Service | Measure | Reason | Impact | Actions – what can we do to improve? | When will we start to see an improvement? |
|--|--|---|--|---|---|
| Health and Wellbeing | calendar days from receipt of completed DFG application to completion of works | completed within 120 increase alongside the average number of days adaptations take to complete decrease. | residents remain living independent within their own homes | Evaluating the impact of the T24 review (Jan 23). | |
| Operational and Commercial Services / Markets | MKT01 - Average number of market stalls on a Tuesday | Reduced number of stalls - lack of town centre offering in terms of shops and change in habits. | Potential loss of historic market in the town. | Market function review approved at both Prosperous Communities and Corporate Policy & Resources which includes a three-year action plan. This predicts gradual improvement, unlikely to see a difference in the first year. | 2023-2025 |
| Operational and Commercial Services / Markets | MKT02 - Average number of market stalls on a Saturday | | | | |
| Operational and Commercial Services / Waste Management | WAS03 - Recycling Rate | Two extremely dry months - reduction in green waste (heaviest material). Introductions of the twin stream recycling which caused initial short-term bin rejections. | Failure to meet Government targets and the Council's commitment as part of the objectives in the Lincolnshire Joint Municipal Waste Management Strategy. | Continued communication plan - posting online messages to avoid rejections and to aid customer support and buy in. | Dependent on climatic conditions possibly 2022/23. Depending of legislation food waste collections could be rolled out from 2025. |

Change Management, ICT and Regulatory Services Performance Summary

Services Included:







- Benefits
- Community Safety
- Environmental Protection
- Food Safety
- Housing and Planning Enforcement
- ICT
- Local Land Charges
- Licensing
- Council Tax & NNDR
- Systems Development




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

Supporting narrative and service breakdown on the pages to follow.

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|--|-----------------|---------|-----------------|------|
| BEN02 – Claims older than 30 days | 10 | 12 | 8 | ● |
| ENV02 – % of environmental protection cases closed within six months | 100% | 75% | 100% | ● |
| FDS02 – % of registered food premises rated three stars or above | 97% | 96% | 98% | ● |
| ENF02 – % of planning enforcement cases given an initial response within 20 days | 95% | 90% | 95% | ● |
| ENF03 - % of planning enforcement cases closed within six months | 91% | 75% | 87% | ● |
| ENF05 - % of housing enforcement cases closed within six months | 77% | 75% | 83% | ● |
| LLC03 – Average number of working days to process a search | 1 day | 10 days | 2 days | ● |
| LLC04 – % of searches processed within 10 working days | 100% | 86% | 100% | ● |
| LIC01 – % of licensing applications processed within target time | 100% | 96% | 99.5% | ● |

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|---|-----------------|-------------------|-----------------|---|
| LOT01 – Number of properties on the Council Tax base per FTE | 7,260 | 5,000 | 6,289 |  |
| LOT03 – Council Tax in year collection rate | 83.12% | 98.02% | 98.28% |  |
| LOT05 - NNDR in year collection rate | 86.31% | 96.75% | 99.32% |  |
| SYS01 – Website availability | 100% | 98% | 100% |  |
| SYS02 – % of Systems Development request completed within 10 working days | 99% | 85% | 99% |  |
| SYS03 – LLPG standard | Gold | National Standard | Gold |  |


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

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|---|-----------------|--------|-----------------|---|
| LLC02 – Local Land Charges Market share | 26% | 40% | 27% |  |

Environmental Protection

ENV01/02 - The Environmental Protection team continue to see a high level of demand across its functions. All roles within the work area are now occupied, with two of the team working towards becoming fully qualified Environmental Health Officers as they continue to learn and develop across all the disciplines. The statutory requirements within the work areas continue to be met within the resources that are available.

Performance Exceptions


| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|---|-----|
| ENV01 – Number of Environmental Protection requests received | 219 | N/A | 184 | - | |
| ENV02 – % of Environmental Protection cases closed within six months | 99% | 75% | 100% |  | ↑ |

Food Safety

FDS01 - The Council have completed over 90% of its required food inspections during the year and have ensured that all higher risk premises have been inspected within their required timescales. This has helped to ensure the additional backlog created by Covid-19 has been addressed and the service continues to move towards an inspection regime that was in place prior to Covid-19.

FDS02 - The level of compliance overall remains high for premises; however, additional intervention work has been required across a greater number of premises due to the time lapsed between inspections due to the delays from the pandemic. The work area has also been able to restart the sampling regime, which is one of the tools which helps to keep our residents and visitors safe. Alongside this work, a proactive health and safety project has been delivered, focussing on those businesses where the district has a remit to enforce health and safety. This work included visits to 32 premises and a significant number of contraventions of the law that have been resolved due to the intervention of the Council.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|---|-----|
| FDS02 – % of registered food premises rated three stars or above | 98% | 96% | 98% |  | → |

Housing and Planning Enforcement




The measures across all three work areas have improved throughout the year and have maintained consistent performance, which in turn helps to ensure that the service experience is consistent.

ENF02 - Particular improvement has been made within the planning enforcement work area in relation to initial response times and speed of overall closures.

The overall caseload in this work area has also reduced due to the enhanced speed in which cases are being dealt with.

ENF04 - There has been an increase in the number of reports made in regards to Private Sector Housing, this is attributed to the increased communications in relation to damp and mould that have occurred. This work area is embarking on a proactive project in 2023/24, which should result in a further increase of positive outcomes.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|--|-----|
| ENF01 - Number of planning enforcement requests received | 67 | N/A | 70 | - | - |
| ENF02 - % of planning enforcement cases given an initial response within 20 days | 77% | 90% | 95% |  | ↑ |
| ENF03 - % of planning enforcement cases closed within six months | 78% | 75% | 87% |  | ↑ |
| ENF04 - Number of housing enforcement requests received | 48 | N/A | 65 | - | - |
| ENF05 - % of housing enforcement cases closed within six months | 76% | 75% | 83% |  | ↑ |
| ENF06 - % of community cases closed following compliance | N/A | N/A | 41% | - | - |

ICT

ICT01 –2022/23 reported a total of 77 ICT customer satisfaction survey distributed to internal customers who had logged ICT Service Desk tickets with a total of 52 responses received, equating to a response rate of over 67%.

The ICT Team have completed a review of how issues should be defined for actions and how ICT Service Desk tickets are recorded and managed within the team to provide a better customer experience. The improved service delivery is reflected in the customer satisfaction score of 98.85%.

Performance Exceptions




| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|------|-----|
| ICT01 – Customer Satisfaction | N/A | N/A | 98.85% | - | - |
| ICT02 - % of high priority ICT helpdesk calls closed within 24 working hours | N/A | N/A | 100% | - | - |
| ICT03 - % of medium priority ICT helpdesk calls closed within 74 working hours | N/A | N/A | 100% | - | - |
| ICT04 - % of low priority ICT helpdesk calls closed within 48 working days | N/A | N/A | 100% | - | - |

Local Land Charges

Throughout 2022/23 the focus of Local Land Charges has been to assist with the migration of the LLC1 search element to HM Land Registry whilst continuing to deliver a high performing, and consistent, service to its customer base. This was recognised nationally in March 2023 when the service was awarded ‘Local Authority Searches Team of the Year’ at the Land Data Local Land Charges Awards.

LLC02 - It was assumed that the consistent high performance would result in an increase in market share however this was not realised due to the competitive nature of the market. The focus of 2023/24 will be to understand the potential of increasing the market share whilst continuing the deliver a high performing service.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|---------|--------------|---|-----|
| LLC01 – Number of Local Land Charge searches received | 922 | N/A | 628 | - | - |
| LLC02 – Market share **Included in PIP** | 35% | 40% | 27% |  | ↓ |
| LLC03 – Average number of working days to process a search | 8.1 days | 10 days | 2 days |  | ↑ |
| LLC04 – % of searches processed within 10 working days | 100% | 86% | 100% |  | → |
| LLC05 – Income Received | £38,668 | N/A | £23,546 | - | - |

Licensing

LIC01 - The licensing service continues to operate effectively and efficiently, dealing with 99.5% of applications within the required timeframes. The work area has dealt with a number of appeals throughout the year and has enhanced its compliance work across the district as part of an improved proactive approach to monitoring premises. This has included joint working with Trading Standards to address problem premises across the district.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|------|-----|
| LIC01 – % of licensing applications processed within target time | 100% | 96% | 99.5% | | ↓ |

Benefits

BEN01 – Quarter four sees a reduction in end to end processing times, influenced by new year rent increases being input ahead of 1 April.

BEN02 - Claims older than 30 days reported at 8 days for quarter four - new claims are prioritised and performance in March has been maintained despite numerous rent increases being received and increased phone calls prompted by the new year entitlement letters being issued. New Claims continue to be a priority and the 'Over 30 days' claims are monitored weekly.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|-------------------------------------|--------------|--------|--------------|------|-----|
| BEN01 – End to end processing times | 4.2 days | 5 days | 3 days | | ↑ |
| BEN02 – Claims older than 30 days | 16.3 | 12 | 8 | | ↑ |

Council Tax and NNDR


LOT03 - A collection rate of 98.28% is reported for 2022/23 with the team collecting a total of £63.4 million of £64.5 million due. This is a £4.2 million (0.26%) increase on the previous year.

This is a remarkable achievement as the team have faced a number of challenges this year with staff changes, the successful roll out of the council tax energy rebate scheme and the ongoing impacts of the cost of living crisis on our council taxpayers.

LOT05 – A collection rate of 99.32% is reported for National Non-Domestic Rate (NNDR) with the team collecting £1.7 million (2.58%) more during 2023/24. The increase due mainly to the award of the Covid Additional Relief Fund (CARF) payments being applied for during 2021 but allocated in September 2022. This delay in allocating payments was caused by a delay in the issue of Government guidance for this scheme.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|------|-----|
| LOT01 – Number of properties on the Council Tax base per FTE | 5,707 | 5,000 | 6,289 | | ↑ |
| LOT02 – Amount of Council Tax collected | £9,071,766 | N/A | £9,661,921 | - | - |
| LOT03 – Council Tax in year collection rate | 98.02% | 98.02% | 98.28% | | ↑ |

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--------------------------------------|--------------|--------|--------------|---|-----|
| LOT04 – Amount of NNDR collected | £2,927,960 | N/A | £2,154,691 | - | - |
| LOT05 - NNDR in year collection rate | 96.75% | 96.75% | 99.32% |  | ↑ |




Systems Development

SYS01- Continued monitoring to ensure availability and no broken links to guarantee the standard is maintained.

SYS02 - Automated allocation of requests to the correct officer ensures no delays in work being reviewed and work completed in a timely manner.

SYS03 - LLPG Standard is measured nationally against nine set criteria on a daily basis. Constant management of address data and creating new postal addresses ensures we maintain the highest possible standard.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|---|--------------|-------------------|--------------|---|-----|
| SYS01 – Website availability | 100% | 98% | 100% |  | → |
| SYS02 – % of Systems Development request completed within 10 working days | 99% | 85% | 99% |  | → |
| SYS03 – LLPG standard | Gold | National Standard | Gold |  | → |

Finance, Business and Property Services Performance Summary

Services Included:

- Property and Assets



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

Supporting narrative and service breakdown on the pages to follow.

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|--------------------------------|-----------------|--------|-----------------|------|
| PRO03 – Rental portfolio voids | 1.3% | 12% | 4% | ● |


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

There are no measures within this portfolio that have performed below target for two consecutive quarters.

Property & Assets

PRO03 – The Councils rental portfolio voids have increased, with 4% reported at the end of quarter four. This relates to two voids, both units within The Plough, the units are generating interest but no commitment to date.

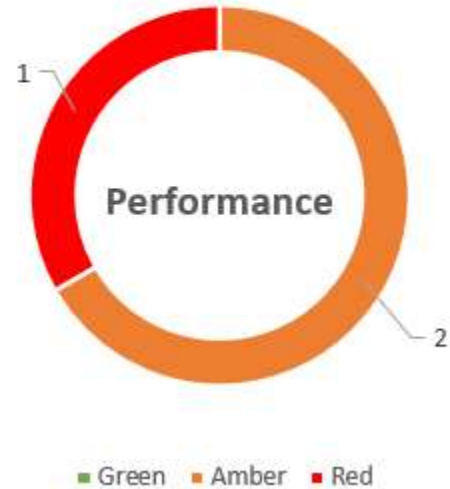
Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--------------------------------|--------------|--------|--------------|---|-----|
| PRO03 – Rental portfolio voids | 3% | 12% | 4% |  | ↓ |

Homes and Communities Performance Summary

Services Included:

- Communities
- Homelessness
- Homes, Health and Wellbeing
- Housing



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

There are no measures within this portfolio that have performed above target for two consecutive quarters.

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

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|---|-----------------|----------|-----------------|------|
| HHW01 – Average number of calendar days from receipt of completed DFG application to completion of work | 162 days | 120 days | 155 days | ● |

Communities

COM01 – The Councillor Initiative Fund made 171 awards, equaling a total of £67,717 during 2022/23.

COM02/03 – At the close of the year Match Funding Grant has made a total of 23 awards equaling £136,043.87, which has helped secure £805,723 of match funding over the course of the year.

Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|------|-----|
| COM01 – Total number of grants awarded | N/A | N/A | 195 | - | - |
| COM02 – Total value of grants awarded | £133,738 | N/A | £202,761 | - | - |
| COM03 – External community funds levered by WLDC | £534,193 | N/A | £805,723 | - | - |

Home Choices

Quarter four has received the highest number of homelessness approaches, receiving 182 compared with an average of 141 taken from the three previous quarters.

HME01 – The number of homelessness approaches with positive outcomes reported at 105 for quarter four, which is the same as reported in quarter three.

HME02 – The percentage of homelessness approaches being prevented or relieved decreased in quarter four to 70.3%, when compared to 78% in quarter three. The team currently record those who have withdrawn their application as an unsuccessful prevention or relief, however it may just be that they no longer require our services. A total of 23 applications were closed in quarter four due to 'contact lost'. In line with the ongoing proactive work and as part of the homelessness assessment, the team will start gathering information from applicants about engagement with other services and if concerns are raised around how someone will engage with our services we will refer to wellbeing, social prescribing or housing related support to help with this.

HME03/04 - Cross Street utilisation remains high but demand from priority need applicants means that B&B use is still unavoidable. A project is currently in the early stages to look at options and potential solutions to increase availability of non-B&B temporary accommodation. A total of five households were accommodated in B&B's under SWEP (Severe Weather Emergency Protocol) during quarter four.

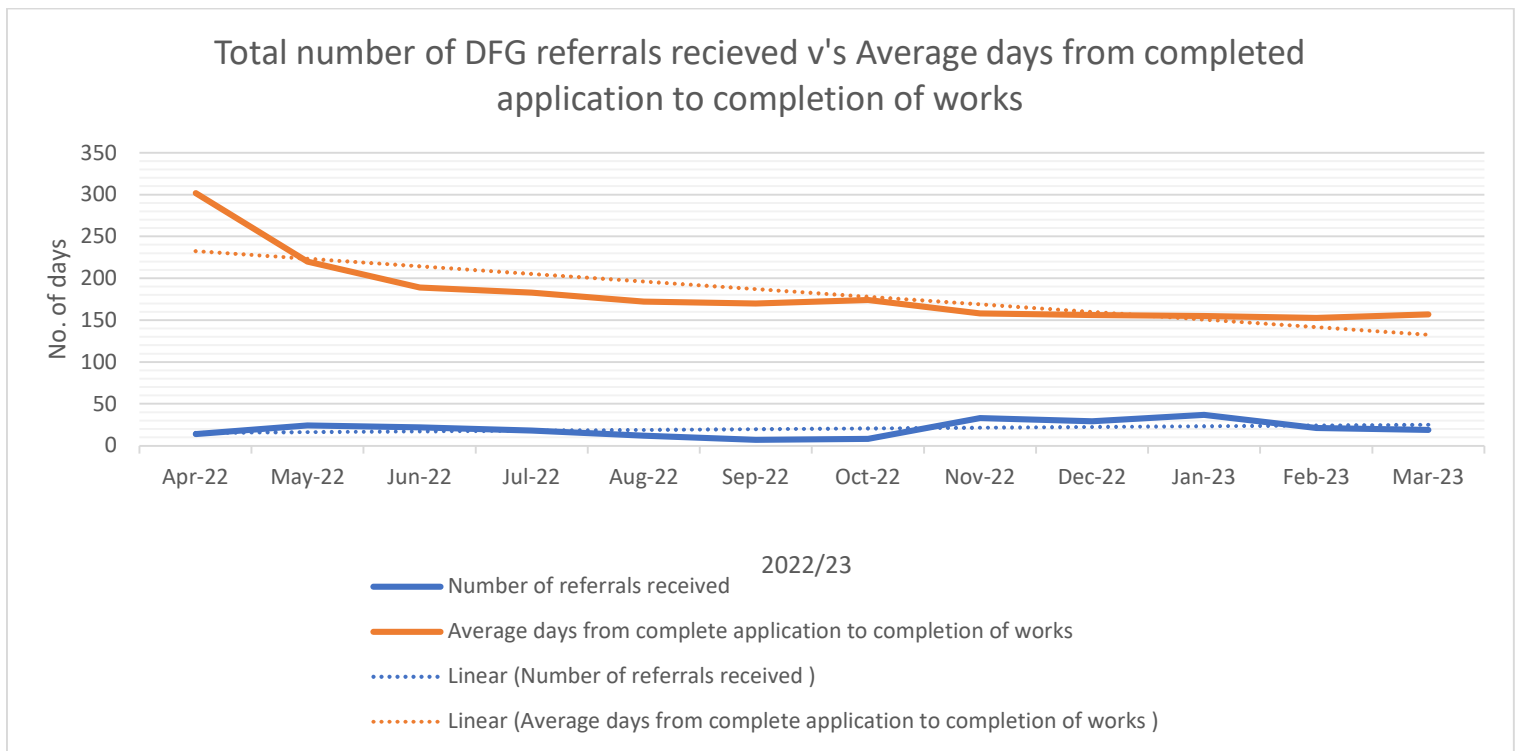
Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|------|-----|
| HME01 – Number of homelessness approaches with positive outcomes | N/A | N/A | 105 | - | - |
| HME02 - % of homelessness approaches that are prevented or relived | N/A | N/A | 70.3% | - | - |
| HME03 – Total number of households in leased/B&B accommodation | N/A | N/A | 50 | - | - |
| HME05 - % of households spending 56 nights or more in leased accommodation | N/A | N/A | 30% | - | - |
| HME06 – Number of households in B&B accommodation | 11 | N/A | 39 | - | - |
| HME07 % of households spending more than 35 nights in B&B accommodation | N/A | N/A | 10.3% | - | - |

Homes, Health and Wellbeing

HHW01 – The average number of calendar days from receipt of completed DFG application to completion of work (HHW01) has been a measure under review over the course of 2022/23. HHW01 featured within the performance improvement plan with remedial actions in place, progress has been monitored and reported over the course of the year. Whilst the measure continued to exceed the agreed target of 120 days, the team have made great progress in reducing the number of days to complete DFG applications.


The chart below highlights the performance of KPI 'HHW01' when comparing the number of referrals received (between the period of April 2022 and March 2023) with the average number of days taken to complete. The chart highlights the downward trend over the course of the year which the team have maintained with increased number of referrals. To further highlight the achievement the table below shows a 58% increase in referrals received from 2021/22 when compared with 2022/23, a total of 102 additional referrals.



| | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 | 2022/2023 |
|----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of DFG referrals received | 106 | 131 | 158 | 176 | 142 | 244 |

Looking ahead to 2023/24 and the significant budget pressures that DFG's continue to face, a new priority system is to be rolled out which will see DFGs categorised into priority order, a move from referrals being dealt with by date order. The categorisation of priority order to be undertaken by Occupational Therapists will see the more urgent adaptations delivered as quickly as possible. The budget constraints will mean that the referrals categorised as non-urgent will be delayed. Due to the budget pressures, the target of 120 days is not going to be met and it is likely this indicator will show a move towards longer timeframes, but the reporting of this measure will continue into 2023/24 in the same way and will be supported with the new categorisation breakdown so that performance in this area maintains visible and effectively communicated.

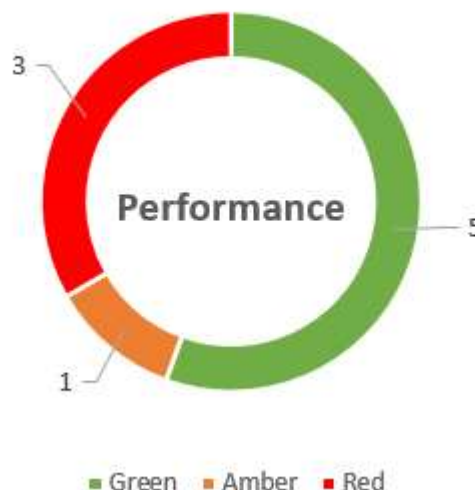
Performance Exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|---|--------------|----------|--------------|---|-----|
| HHW01 – Average number of calendar days from receipt of completed DFG application to completion of work **Included in PIP** | 197 days | 120 days | 155 days |  | ↓ |
| HHW02 - % of DFG referrals completed within 120 calendar days | N/A | N/A | 44% | - | - |
| HHW03 – Number of long-term empty properties in the district | 491 | N/A | 615 | - | - |

Operational and Commercial Services Performance Summary

Services Included:

- Building Control
- Crematorium
- Customer Services
- Contracts Management
- Leisure
- Markets
- Street Cleansing
- Trinity Arts Centre
- Waste Management (including Garden Waste)



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

Supporting narrative and service breakdown on the pages to follow.

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|--|-----------------|--------|-----------------|------|
| LEI09 - % of customers reporting satisfaction with West Lindsey leisure facilities | 95% | 75% | 92% | ● |
| STR01 – % of fly-tipping collected within 10 days | 100% | 90% | 99.3% | ● |
| TAC01 – Total number of performances and screenings held | 56 | 8 | 52 | ● |
| TAC03 – Total number of engagement activities held | 80 | 12 | 65 | ● |
| TAC05 – Average spend per head on secondary sales | £2.75 | £2.30 | £2.92 | ● |
| WAS02 – Amount of residual waste collected per household | 40 kg | 45 kg | 42 kg | ● |

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

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|--|-----------------|--------|-----------------|------|
| MKT01 – Average number of Tuesday market stalls | 26 | 37 | 23 | ● |
| MKT02 - Average number of Saturday market stalls | 10 | 14 | 7 | ● |
| WAS03 – Recycling rate | 41% | 50% | 17.5% | ● |

Building Control

BDG03 –Market share remains within the approved tolerances set with an average of 75% for quarter four.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|-------------------------------|--------------|--------|--------------|------|-----|
| BDG01 – Income received | £61,856 | N/A | £49,114 | - | - |
| BDG02 – Applications received | 178 | N/A | 181 | - | - |

Crematorium

LFC01/LFC03 - Quarter four reported an increase in services, with 177 services in total when compared to the previous year's quarter four where 127 services were held, which in turn has increased income for the quarter.

LFC03 – 21.7% of services held during quarter four were direct funerals, an increase when compare with quarter three where 14% of services were direct funerals. The increase this quarter has been due to a competitor for direct funerals being closed for maintenance during March and the Lincolnshire Co-Op Funeral Services diverting their direct funerals to Lea Fields.

Following the opening of Lea Fields in January 2020, West Lindsey signed up to The Institute of Cemetery and Crematorium Management (ICCM) Metal Recycling Scheme, which was set up so that with the consent from families, orthopaedic implants recovered after cremation are recycled and any money raised is used to give back to bereavement related charities. As part of this scheme quarter four provided the opportunity to funeral directors who used our crematorium September 1st 2022 onwards the chance to enter a draw to nominate a single charity. Following the draw the successful funeral director nominated LIVES, who will benefit from a donation of £12,000 to be paid during May.

The National Association of Funeral Directors quarterly meeting was hosted by Lea Fields on 21st January, the event attracted a large attendance and was so well received, our facility has been requested to use again.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|------------------------------|--------------|--------|--------------|------|-----|
| LFC01 – Services held | 127 | N/A | 177 | - | - |
| LFC02 – Direct funerals held | N/A | N/A | 76 | - | - |
| LFC03 – Income received | £109,618 | N/A | £149,626 | - | - |
| LFC04 – Secondary sales | N/A | N/A | £1,345 | - | - |

Contracts Management

GLC06 – No contracts have expired within quarter four.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|-------------------------------------|--------------|--------|--------------|------|-----|
| GLC06 - Number of expired contracts | N/A | N/A | 0 | - | - |

Leisure Contract

LEI01 - Gym Memberships have increased during quarter four, ending the quarter with 1946 full fee-paying members at Gainsborough and 667 at Market Rasen, a total of 2613 across both sites an increase of 170 when compared with 2443 in quarter three.

LEI04 – The senior active programme sessions continue to operate at over 75% capacity with the sessions including Easy Line, SIT Fitness and Stretch and Sculpt. A total of 1137 users participated in the programme which has increased from 1066 in quarter three.


The bi-weekly dementia group held at Gainsborough Methodist Church continues. The low intensity sports sessions delivered by Everyone Active continue, they include walking netball and walking football at both facilities along with cricket sessions and wheelchair basketball at Market Rasen.

LEI06/07 - In addition to the active senior programme the ongoing outreach work includes:

- **Care Homes:** There are five care homes currently taking up this weekly provision, the sessions offer a variety of activities from balloon volleyball, chair-based exercise, boccia and new age curling. Everyone Active remain committed to rolling this out to as many care homes as possible however there are issues with funding from the care homes with some seeking to reduce to a fortnightly provision rather than the weekly offering, which creates challenges with recruitment.
- **Fit Villages:** The scheme launched in January 2023 with a disappointing response; only two Fit Villages signing up to the initiative – concerns with villages finding sufficient funding / heating facilities and finding the right activity to suit all.
- **Working with Gainsborough Voluntary services:** 15 clients continue to regularly use the West Lindsey facility these include clients accessing the gym, swimming pool, walking groups and network to Badminton groups.
- **One You Lincolnshire:** The free 12-week scheme has 52 active clients currently. Following the success, the scheme was rolled out to Market Rasen, this has proved positive to date with 17 active clients.
- **FA Girls Wild Cats at Market Rasen:** Continues to be hugely popular with 35 girls attending weekly.
- **Lincolnshire Co-op Health Walks:** A revamp of this activity will be launched as we had low members through the winter months and need to look at other initiatives to encourage more usage.

Moving into 2023/24 there are plans to run a radio campaign and increase advertising locally. There will be new membership joining offers in quarter one with work ongoing to promote the parkinson, Ukraine refugees and care leavers memberships.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|---|--------------|--------|--------------|---|-----|
| LEI01 - Number of individual full fee-paying leisure centre members | N/A | N/A | 2,613 | - | - |
| LEI02a - % of full fee-paying members visiting the Gainsborough leisure centre at least once a week | N/A | N/A | 72% | - | - |
| LEI02b - % of full fee-paying members visiting the Market Rasen leisure centre at least once a week | N/A | N/A | 61% | - | - |
| LEI03 - % of full fee-paying members using the wet side at least once per week | N/A | N/A | 79% | - | - |
| LEI04 - Number of users of the senior's active programme | N/A | N/A | 1,137 | - | - |
| LEI05 - Number of non-members using the leisure centres | N/A | N/A | 7,936 | - | - |
| LEI06 - Number of outreach sessions held | N/A | N/A | 17 | - | - |
| LEI07 - Number of outreach users | 50 | N/A | 188 | - | - |
| LEI08 - Number of leisure centre users referred through the Healthy Lifestyle scheme | 369 | N/A | 91 | - | - |
| LEI09 - % of customers reporting satisfaction with West Lindsey leisure events and facilities | 96% | 75% | 92% |  | ↓ |

Markets



MKT01- Quarter four has seen a small decrease in the number of market stalls taken up by our market traders on a Tuesday, with an average take up of 23 per week when compared with 25 in quarter four 2021/22.

MKT02 - Quarter four also reports a decrease in the number of market stalls taken up by our market traders on a Saturday, with an average take up of 7 per week when compared with 10 in quarter four 2021/22.

MKT03- The number of market traders has maintained levels over the course of the year, with an average of 16 traders for 2022/23. Quarter four reports a decrease in the number of traders attending our market on a Tuesday & Saturday, with an average take up of 15 traders, compared with 17 in quarter three.

The support package agreed with Marshalls Yard until April 2023 has come to an end. The Towns Manager is now in post; responsibilities include managing the general market as well as the farmers market and in addition, the delivery of two main events to run alongside the general market and smaller events alongside the farmers market.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|---|-----|
| MKT01 – Average number of Tuesday market stalls **Included in PIP** | 25 | 37 | 23 |  | ↓ |
| MKT02 - Average number of Saturday market stalls **Included in PIP** | 10 | 14 | 7 |  | ↓ |
| MKT03 - Number of market traders | N/A | N/A | 16 | - | - |

Street Cleansing


STR01 – A total of 429 instances of fly tipping were reported during quarter four, an increase of 38.83% when compared with 309 instances in quarter three. However fly tipping incidents for the same time period as last year have decreased by 18.59% decreasing from 527.

A total of 427 of the 429 fly tipping instances reported were collected within ten days, this represents a collection/removal rate of 99.53%

As part of the ongoing work between the Environmental Protection and Street Cleansing Team to reduce fly tipping within the district, three cameras have been installed in rural hotspot areas. The new cameras form part of a wider proactive approach that has been taken in regards to fly-tipping over the last year. This includes the introduction of out of hours patrols, some of which are undertaken jointly with the Police, the use of high visibility tape to inform residents we are aware of fly-tips and attendance at 180 incidents of fly-tipping where an investigation is needed. This resulted in 21 fly-tipping fixed penalties being issued, a significant increase from the 9 issued in 2021/22.

| Counts of fly-tipping by waste / incident size | |
|---|-----|
| Single item | 46 |
| Car boot load or less | 114 |
| Small van / transit van load | 222 |
| Tipper lorry load / significant or multiple loads | 47 |

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|---|-----|
| STR01 – Percentage of fly-tipping collected within 10 days | 99% | 90% | 99% |  | → |




Trinity Arts Centre

TAC01 – Quarter four marks a strong start to 2023 for the Trinity Arts Centre, with a total of 52 performance/screenings held, although this is a decrease from quarter three 28 of the 56 performance/screenings held were pantomime performances.

Quarter four saw the introduction of a new programme of work; folk music. TAC hosted two national bands in the world of folk FARA and McGoldrick, McCusker and Doyle who all played their latest album release. These artists attracted a new audience to the theatre, with more folk performances planned later in the programme.

TAC03 - Strong relationships continue with our regular hirers which was further enhanced by partnership working during February half term where TAC collaborated with a customer to deliver some bespoke children's workshops. The success of these meant the workshops were quick to sell-out and the hirer has since seen an increase in student admissions to their weekly classes.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|--|--------------|--------|--------------|---|-----|
| TAC01 – Total number of performances and screenings held | 13 | 8 | 52 |  | ↑ |
| TAC02 - Audience figures as a % of capacity | N/A | N/A | 33% | - | - |
| TAC03 – Total number of engagement activities held | 151 | 12 | 65 |  | ↓ |
| TAC04 - Income received | £39,108 | N/A | £57,324 | - | - |
| TAC05 – Average spend per head on secondary sales | £2.75 | £2.30 | £2.92 |  | ↑ |



Waste Management

WAS02 –The amount of residual waste collected per household continues to exceed target, however weights have increased over the course of the year, with quarter four averaging 42kg. Communications regarding the purple lidded bin and the “right thing, right bin” campaign continues, with the aim to increase resident’s awareness of what is recyclable and what needs to go in the residual bin.

WAS03 – The end of quarter four marks a full year following the introduction of paper and card collections, a marked reduction in contamination rates is reported with a 50% reduction overall. The Lincolnshire Waste Partnership is continuing direct communications to reduce this even further. Although the quantity of recycling materials collected has reduced the quality of materials collected has improved dramatically (paper and card 1% contamination rate and MDR less than 15%).

WAS04 – The percentage of missed bins collected within the service level agreement is reported at 93% for quarter four, a reduction compared with quarter three 2022/23. Large number of new developments increases occurrences missed bins and also adds pressure on the existing collection rounds, a review of rounds will be undertaken during 2023/24.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|---|--------------|--------|--------------|---|-----|
| WAS02 – Amount of residual waste collected per household | 40.13 kg | 45 kg | 42 kg |  | ↑ |
| WAS03 – Recycling rate **Included in PIP** | 29% | 50% | 17.53% |  | ↓ |
| WAS04 - % of missed black, blue and purple lidded bins collected within the SLA | 97% | N/A | 93% | - | - |
| WAS06 – Green Garden Bin subscription take-up | 51% | N/A | 50.34% | - | - |

Planning and Regeneration Performance Summary

Services Included:

- Development Management



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

Supporting narrative and service breakdown on the pages to follow.

| KPI | Q3 (2022/23) | Target | Q4 (2022/23) | Perf |
|---|-----------------|--------|-----------------|------|
| DEV03 – % of major planning applications determined on-time | 100% | 90% | 100% | ● |
| DEV04 – % of non-major planning applications determined on-time | 96% | 94% | 100% | ● |
| DEV05 – % of major appeals allowed | 7% | 8% | 0% | ● |
| DEV06 – % of non-major appeals allowed | 1% | 8% | 1% | ● |

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

There are no measures within this portfolio that have performed below target for two consecutive quarters.

Development Management

DEV01 – Development Management received £147,835 (£133,177 in application fees; £14,658 in pre-application fees) in total fees during quarter four. Whilst this is reduced compared with the quarter four 2021/22 overall for 2022/23 a total fee income of £1,110,374.35 (£1,060,512 in application fees, and a further £49,862 in pre-application fees) is reported, this is an increase on the previous year's total income of £1,057,498.

DEV02 – a total of 483 applications were received in quarter four; 11 major development applications, 77 minor applications, 141 other applications (including householder), 254 additional applications.





DEV03 – 17 applications for major planning applications were determined during quarter four, 100% which were determined within the 13-week target (29%) or within an agreed extension of time (71%). 100% of the 52 major application determined during 2022/23 were determined within the 13-week target or within an agreed extension of time.

DEV04 – In addition quarter four saw 189 non-major applications determined, of which 100% were determined within the 8-week target or within an agreed extension of time. A total of 815 non-major applications were determined throughout 2022/23, 788 (97%) of which were in time or within an agreed extension of time.

DEV05 – One major development appeal was allowed throughout 2022/23, which accounts for 2% of all major decisions made.

DEV06 – Quarter four saw two non-major appeals allowed and two dismissed equating to 1% of decisions made. 2022/23 a total of 27 appeals were determined, of those 6 were allowed and 19 dismissed, accounting for less than 1% of all non-major decisions made.

Performance exceptions

| KPI | Q4 (2021/22) | Target | Q4 (2022/23) | Perf | DoT |
|---|--------------|--------|--------------|---|-----|
| DEV01 - Planning and pre-application income | £293,025 | N/A | £147,835 | - | - |
| DEV02 - Received planning applications | 466 | N/A | 483 | - | - |
| DEV03 – % of major planning applications determined on-time | 100% | 90% | 100% |  | → |
| DEV04 – % of non-major planning applications determined on-time | 95% | 94% | 100% |  | ↑ |
| DEV05 – % of major appeals allowed | 13% | 8% | 0% |  | ↑ |
| DEV06 – % of non-major appeals allowed | 1% | 8% | 1% |  | → |



Progress and Delivery

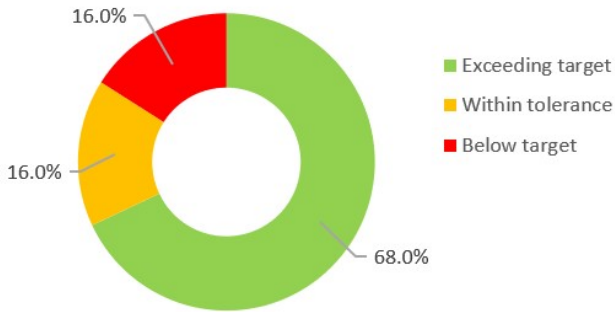
Appendix A

Summary of Year-End Performance

April 1st – 31st March 2022/23

Introduction and Overview

Overall Performance Summary 2022/23



The overview of our 2022/23 Progress and Delivery is an opportunity to reflect on the excellent performance throughout the year, a year not without challenges but one which has seen the performance improve throughout the course of the year.

The graph highlights the position at the end of the year: 84% of the Councils key performance indicators finish either within the agreed tolerance or exceeding their targets for 2022/23. This is an increase on the previous year which reported 69%.

A total 16% of measures report below target at the end of the year, this equates to of nine measures, eight of which have been monitored with performance improvement plans. The performance improvement plans are one of several positive outcomes of 2022/23, introduced to provide further context and an extra level of assurance to the monitoring of our measures and something we are keen to further embed going into 2023/24.

Disabled Facilities Grants has been a huge positive following the T24 review and subsequent performance improvement plans working together to support the team. The team have fully embraced the processes delivering a fantastic service to some of our most vulnerable residents, the service improvements implemented by the team has meant they have been able to maintain the end-to-end times for DFG's whilst receiving a 58% increase in referrals. The reporting against our **statutory and regulatory services** has also seen significant improvements in performance, including the continued success of our **Local Land Charges** team, again following the successful T24 review, and subsequent improvements identified from this. Our **Council tax** and **Benefits** teams have exceeded performance targets whilst managing the additional challenges of administering government grants to support the ongoing cost of living crisis. The list could go on as the services have all worked to contribute to what has been a positive end to the year.

Looking ahead to 2023/24 there are a number of expected changes, firstly, we will be welcoming new Members to our Council; Councillors have a key role to play in the monitoring and management of the Councils performance and following on from the work undertaken so far to embed a performance management culture in WLDC, we will continue to work together with our Councillors to help build on this and ensure the ongoing maturity of this culture within the organisation.

The planned work will be underpinned by our Corporate Plan, the new plan will be the key document which sets out the Councils vision and strategy for the next four years, to ensure that the progress and delivery performance measures align with this a full review of measures and targets is planned to be undertaken during 2023/23 for 2024/25 Progress and Delivery, again with our Councillors being a key stakeholder in this process.

Corporate Health Year-End Performance

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|--|---------------------|-------------|------------------------|------|-----|
| COF01 – Budget variance | -£186,542 | 0 | -£564,000 ¹ | | |
| COF02- Average number of days taken to pay invoices **Included in PIP** | 11 days | 14 days | 21.5 days | | |
| COF03- Overall Council budget forecast outturn | -0.35497% | 0.00% | -3.72% ¹ | | |
| COF04 - Annual Statement of Account | Unqualified | Unqualified | No data | | |
| CUS01- Overall Customer Satisfaction | 88% | 75% | 73% | | |
| CUS04- % of complaints where the Council is at fault | 33% | 45% | 24% | | |
| CUS05- Average number of calendar days taken to resolve a complaint | 9 days | 21 days | 7 days | | |
| GLC01- Number of data breaches resulting in action from the Information Commissioners Office | 0 | 0 | 0 | | |
| GLC02– Number of FOI requests received | 585 | N/A | 572 | - | |
| GLC03- % of FOIs completed within 20 working days | 99.8% | 97% | 100% | | |
| GLC04- Number of FOI challenges upheld | 3 | 0 | 0 | | |
| HUM01- Staff absenteeism | 0.54 days | 0.6 days | 0.5 days | | |
| HUM03– Health & Safety incidents | 39 | N/A | 58 | - | |
| ICT05- Server and system availability | 100% | 98% | 100% | | |

¹ Subject to final review of the statement of accounts

Change Management, ICT and Regulatory Service Performance Summary


Measures where performance is exceeding target.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|---|------------------|-------------------|------------------|------|-----|
| ENV02- % of Environmental Protection cases closed within six months | 99% | 75% | 100% | | ↑ |
| FDS01- % of Food Standards Agency inspections completed | 87% | 96% | 97.8% | | ↑ |
| ENF03- % of planning enforcement cases closed within six months | 73% | 75% | 82.5% | | ↑ |
| LLC03- Average number of working days to process a Local Land Charge search | 8.1 days | 10 days | 2 days | | ↑ |
| LLC04- % of Local Land Charge searches processed within 10 working days | 86% | 86% | 100% | | ↑ |
| LIC01- % of licensing applications processed within target time | 100% | 96% | 99.5% | | ↓ |
| LOT01- Number of properties on the Council Tax base per FTE | 5,538 | 5,000 | 6,289 | | ↑ |
| LOT03- Council Tax in year collection rate | 98.02% | 98.02% | 98.28% | | ↑ |
| LOT05- NNDR in year collection rate | 96.75% | 96.75% | 99.32% | | ↑ |
| SYS01- Website availability | 100% | 98% | 100% | | → |
| SYS02- % of Systems Development request completed within 10 working days | 99% | 85% | 99% | | → |
| SYS03- LLPG standard | Gold | National Standard | Gold | | → |

Measures where performance is within agreed tolerance levels.




| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|---|------------------|--------|------------------|------|-----|
| FDS02- % of registered food premises rated three stars or above | 98% | 96% | 91% | | ↓ |
| ENF02- % of planning enforcement cases given an initial response within 20 days | 74% | 90% | 86.9% | | ↑ |
| ENF05- % of housing enforcement cases closed within six months | 91% | 75% | 75.8% | | ↓ |
| BEN01- End to end processing times for Benefit Claims | 5.4 days | 5 days | 5.4 days | | → |
| BEN02- Benefit claims older than 30 days | 17 | 12 | 13 | | ↑ |

Measure where performance is below target.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|---|---------------------|--------|---------------------|---|-----|
| LLC02- Local Land Charges Market share **Included in PIP** | 34% | 40% | 28% |  | ↓ |

Finance, Business and Property Services Performance Summary

Measures where performance is exceeding target.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|--|---------------------|--------|---------------------|---|-----|
| PRO01– % of all maintenance that is planned | 77% | 70% | 83% |  | ↑ |
| PRO02– % of all maintenance that is responsive | 23% | 30% | 17% |  | ↑ |
| PRO03– Rental portfolio voids | 7% | 12% | 2.3% |  | ↑ |

Measures where performance is within agreed tolerance levels.

There are no KPIs that fall within this category.

Measure where performance is below target.



There are no KPIs that fall within this category.

Homes and Communities Performance Summary


Measures where performance is exceeding target.

There are no KPIs that fall within this category.

Measures where performance is within agreed tolerance levels.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|---|---------------------|--------|---------------------|---|-----|
| HME04– Number of households placed in leased temporary accommodations | 6 | 5 | 5 |  | ↑ |
| HHW04– Number of long-term empty properties as a % of all housing stock in the district | 1% | 2% | 1.45% |  | ↓ |

Measure where performance is below target.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|--|---------------------|----------|---------------------|---|-----|
| HHW01– Average number of calendar days from receipt of completed DFG application to completion of work **Included in PIP** | 182 days | 120 days | 182 days |  | → |

Operational and Commercial Services Performance Summary

Measures where performance is exceeding target.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|--|---------------------|--------|---------------------|------|-----|
| LEI09- % of customers reporting satisfaction with West Lindsey Leisure Centre facilities | 96% | 75% | 94% | | ↓ |
| STR01- Percentage of fly-tipping collected within 10 days | 99% | 90% | 99% | | → |
| TAC01- Total number of performances and screenings held at the Trinity Arts Centre | 65 | 96 | 886 | | ↑ |
| TAC03- Total number of engagement activities held at the Trinity Arts Centre | 467 | 144 | 328 | | ↓ |
| TAC05- Average spend per head on secondary sales at the Trinity Arts Centre | £1.59 | £2.30 | £2.98 | | ↑ |
| WAS02- Amount of residual waste collected per household | 40.64 kg | 45 kg | 41 kg | | ↑ |

Measures where performance is within agreed tolerance levels.





| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|--------------------------------------|---------------------|--------|---------------------|------|-----|
| BDG03- Building Control Market Share | 75% | 78% | 74% | | ↓ |

Measure where performance is below target.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|---|---------------------|--------|---------------------|------|-----|
| GLC05- % of contracts awarded to local suppliers | 13% | 20% | 7% | | ↓ |
| MKT01- Average number of Tuesday market stalls **Included in PIP** | 30 | 37 | 24 | | ↓ |
| MKT02- Average number of Saturday market stalls **Included in PIP** | 13 | 14 | 8 | | ↓ |
| WAS03- Recycling rate **Included in PIP** | 44% | 50% | 35.2% | | ↓ |
| WAS05- Number of Green Garden bins sold | 28,289 | 28,289 | 28,002 | | ↓ |

Planning and Regeneration Performance Summary

Measures where performance is exceeding target.

| KPI | Actual (2021/22) | Target | Actual (2022/23) | Perf | DoT |
|--|---------------------|--------|---------------------|---|-----|
| DEV03– % of major planning applications determined on-time | 100% | 90% | 100% |  | → |
| DEV04– % of non-major planning applications determined on-time | 97% | 94% | 97% |  | → |
| DEV05– % of major appeals allowed | 3% | 8% | 1.72% |  | ↑ |
| DEV06– % of non-major appeals allowed | 2% | 8% | 0.6% |  | ↑ |

Measures where performance is within agreed tolerance levels.

There are no KPIs that fall within this category.

Measure where performance is below target.

There are no KPIs that fall within this category.

Agenda Item 5b



**Overview and Scrutiny
Committee**

Tuesday, 4 July 2023

**Subject: Overview & Scrutiny Committee - Review of Operating
Methodology**

Report by:

Ele Snow
Senior Democratic and Civic Officer

Ele.Snow@west-lindsey.gov.uk

Purpose / Summary:

To consider and approve the Operating
Procedure for the Overview and Scrutiny
Committee, Civic Year 2023 / 2024

RECOMMENDATION(S):

- 1. That Members of the Committee approve the Operating Methodology for implementation throughout the 2023/24 Civic Year**

IMPLICATIONS

Legal: The Constitution of the Council states that the Overview and Scrutiny Committee will undertake a review of its Operating Methodology each year (Part IV, Responsibility for Functions, page 16, paragraph 1)

Financial: There are no financial implications arising from this report.

Staffing: The Overview and Scrutiny Committee is supported by existing resources within the Democratic Services team, there are no additional staffing implications arising from this report.

Equality and Diversity including Human Rights: The work of the Overview and Scrutiny Committee seeks to benefit all those residing, working or visiting in West Lindsey. Where additional needs are highlighted, for example access to public meetings, these are addressed as necessary.

Data Protection Implications: There are no data protection implications arising from this report, however, where there may be discussion items which involve the likely disclosure of personal or private information, the Committee will resolve to exclude public and press from such items.

Climate Related Risks and Opportunities: Whilst there are no related risks arising from this report, consideration must be given to opportunities for climate related improvements. Consideration may be given to, for example, the number of meetings, the requirement for Members to travel, and ensuring that there is sufficient business to necessitate meetings to take place.

Section 17 Crime and Disorder Considerations: There are no relevant considerations arising from this report, however the Committee does receive at least annual reports under section 19 of the Police and Justice Act 2006.

Health Implications: There are no health implications arising from this report, although it is noted that aspects of the work of the Overview and Scrutiny Committee aim to support the work of the Council in improving health and wellbeing provision across the district.

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

Risk Assessment: N/A

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

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

Yes

No

X

Key Decision:

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

Yes

No

X

1 Background

- 1.1 The Operating Methodology for the Overview and Scrutiny Committee sets out the criteria for fulfilling the main functions of the Committee.
- 1.2 The methodology was introduced in 2014, with an updated version reviewed and agreed by the Committee in 2019. It is reviewed annually with amendments considered in line with each annual review of the Constitution.
- 1.3 This approach has worked well and allowed the Committee to structure the work streams, according to the criteria in the methodology, throughout each year.
- 1.4 The updated Operating Methodology is attached for review at Appendix 1.

2 Committee Functions and Fulfilling the Scrutiny Role

- 2.1 The functions of the Overview and Scrutiny Committee are detailed in Part IV of the Constitution, attached as Appendix 2 (please note this section is pending the amendments as approved at Annual Council).
- 2.2 The Overview and Scrutiny Procedure Rules are given in Part V of the Constitution (attached as Appendix 3) and detail how the Committee should exercise its rights under the traditional call-in process.
- 2.3 These functions and procedure rules are considered annually as a part of the Constitution Review presented for approval at Annual Council.
- 2.4 Any amendments are then factored into the review and the Operating Methodology.

3 Review of Existing Operating Methodology

- 3.1 The current version of the Operating Methodology has been in place since June 2022 and was considered by the previous iteration of the Committee as a part of the Overview and Scrutiny Annual Report.
- 3.2 Following that review, and the annual review of the Constitution, the suggested amendments for approval are as follows:
 - Scope for pre-decision scrutiny items to revert to four per civic year from two. This is to maximise options for scrutiny across the Council.
 - Formatting of document improved with standardised bullet points to remove any misinterpretation of previously used ticks and crosses.
 - Table of amendments updated for June 2023 assuming changes are approved by the Committee.

- 3.3 The updated Operating Methodology will be used as a reference point when considering items for the Committee's work plan for the coming civic year.

4 Conclusion and Recommendation

- 4.1 Members are asked to read, comment and, if satisfied, approve the Operating Methodology for 2023/24.

Overview and Scrutiny Operating Methodology

Functions covered within this document:

1. Performance management (for service areas presenting performance figures below target)
2. Pre-decision scrutiny (also known as pre-scrutiny and identified from the Forward Plan)
3. Ongoing project work (for example as requested or identified by a policy committee or Council)

1. Performance Management

The Committee can request a Service Performance Review (to identify reasons for off-track performance and ways to improve) when:

- The performance has been off track for at least two consecutive reporting periods
- Recommendations from the relevant committee have been implemented and allowed time to have an impact
- At least four committee Members wish to request the review

The following restrictions apply:

- A maximum of four such reviews can be requested in any municipal year
- Any service area subject to such a review is excluded from re-examination under any process for the subsequent six month period (ie, further two reporting periods)

Process for a Service Performance Review:

- The request is to be made in writing, signed by at least four committee Members, set out the reasons for the request and be submitted to the O&S Clerk at least 21 days prior to the next committee meeting.
- The request will be considered at the next meeting and, if agreed, terms of reference for the review group should be set.
- Alternatively, where a request for a Service Performance Review is identified during a Committee meeting, and is supported by at least four Members of Committee, this will replace the request in writing.
- The Chairman (or representative) of the relevant policy committee is to be invited to the meeting where the scope of the review is considered.
- The findings of the review will be heard by the O&S Committee and presented to the relevant policy committee, where the Chairman (or representative) of O&S shall also attend.
- If the policy committee does not wish to accept the recommendations of the review group, the decision shall be referred to Council.

2. Pre-Decision Scrutiny

The Committee can identify items for pre-decision scrutiny (also known as pre-scrutiny) from those detailed on the Forward Plan. These could be items which are politically sensitive or of high public interest and where the Committee considers it would be of benefit to scrutinise the proposed decisions in advance.

These items can be selected from the Forward Plan during meetings of the Committee by a proposer, seconder and majority vote.

The following restrictions apply:

- A maximum of four 'pre-scrutiny' items can be identified per municipal year.
- The Committee cannot dictate the timeline or prevent the decision being submitted to the relevant policy committee within the pre-agreed timescales.
- Any decision considered under pre-scrutiny cannot then be called-in under the traditional process.
- Any item considered under pre-scrutiny is excluded from re-examination under any process for the subsequent six month period.
- NB: The policy committee is not strictly bound by recommendations from O&S however it is expected that they should be given due consideration.

Commented [ES1]: Previously reduced from 4 to 2 items, suggested to revert to 4 items in order to maximise options for scrutiny across the Council

Process for Pre-Decision Scrutiny:

- The O&S Committee will receive the exact report due to be presented at the policy committee, at least 1 cycle prior to the policy meeting.
- The O&S Committee will make recommendations to the policy committee where it feels there are areas to be further addressed in order to support the proposed decision.
- The Officer responsible for the report will work with the Chairman / representatives of O&S to revise the report accordingly (when necessary).
- The amended report, along with the minute from the O&S meeting and the original report, will be submitted to the policy committee within the original timescale.

3. Ongoing Project Work

The O&S Committee can be requested by either of the policy committees, or Council, to conduct reviews of policy, services or any aspect of a service as identified by the relevant committee.

Any such request will be made to the Chairman of the O&S Committee from the Chairman (or representative) of the requesting committee / Council. The purpose, scope and terms of reference for the review will be agreed by the requesting committee and shared with the Chairman of O&S at the time of the request.

Such reviews will form part of the work plan for the O&S Committee, report timescales will be set out in the Forward Plan and recommendations will be agreed and shared with the referring committee.

Where the Committee chooses to conduct a review of policy or services that has not been referred by a policy committee, or does not fall under items 1 or 2 as detailed above, such reviews are limited to one review per civic year.

Updated Versions / Amendments to Operating Methodology*:

June 2019
May 2022
June 2023

*the Operating Methodology is reviewed annually by the Committee, however the above dates refer to amendments made.

Overview and Scrutiny Committee

1. To exercise the Council's responsibilities for overview and scrutiny and agree each year an operating methodology;
2. To conduct reviews of policy, services or aspects of service that have either been referred by a policy committee or the council, or have been chosen by the committee* according to the agreed criteria for selecting such reviews
* reviews chosen by the Committee are limited to 1 per civic year.
3. To approve and keep under review an annual overview and scrutiny work programme, including the work programme of any scrutiny panels established in accordance with the Overview and Scrutiny Committee work programme;
4. To approve the scope, timetable and method for each review by a scrutiny panel to put in place and ensure that such reviews are monitored and managed efficiently and in accordance with the Overview and Scrutiny Procedure Rules;
5. To make reports and recommendations to the Council, a policy committee or any other Council committee arising from the exercise of these terms of reference;
6. To consider the Forward Plan and comment as appropriate to the relevant Committee on proposed decisions which relate to services within their remit (before they are taken by the appropriate policy committee) – limited to 2 per civic year;
7. To exercise the powers of call in and scrutiny in relation to policy committee decisions made but not implemented, as set out in section 21(3) of the Local Government Act 2000 and challenge such decisions in accordance with the procedure set out in the Overview and Scrutiny Procedure Rules in Part V of this Constitution;
8. To take an overview of the policies, forward plans of related authorities, of all public bodies and agencies as they affect the council's area or its inhabitants; and acting as the 'horizon scanning' Committee for the Council, bringing matters which will have effect to the attention of the relevant Policy Committee at the earliest opportunity so they can be considered as part of Policy Development.
9. To maintain under review the arrangements for the performance monitoring of Council services;

10. To discharge the statutory functions arising under section 19 of the Police and Justice Act 2006 relating to issues of crime and disorder and to develop and implement such procedures, protocols and criteria as deemed by the Committee to be appropriate.
11. This Committee has an operating methodology which is agreed annually at its first full meeting.

Overview and Scrutiny Procedure Rules

Contents

Rule

| | | |
|-----|---|----|
| 1. | Number and arrangements for Overview and Scrutiny Committee.. | 26 |
| 2. | Seats on Overview and Scrutiny Committee..... | 26 |
| 3. | Co-optees..... | 26 |
| 4. | Meetings of the Overview and Scrutiny Committee..... | 26 |
| 5. | Quorum..... | 27 |
| 6. | Work programme..... | 27 |
| 7. | Agenda items..... | 27 |
| 8. | Policy review and development..... | 27 |
| 9. | Reports from the Overview and Scrutiny Committee..... | 28 |
| 10. | Consideration of Overview and Scrutiny Committee reports by policy committees..... | 28 |
| 11. | Rights of Overview and Scrutiny Committee members to documents..... | 28 |
| 12. | Members and officers giving account..... | 28 |
| 13. | Attendance by others..... | 29 |
| 14. | Call-in..... | 29 |
| 15. | Procedure at Overview and Scrutiny Committee Meeting..... | 31 |
| 16. | Oversight Commissions | 32 |

Overview and Scrutiny Procedure Rules

1. Number and Arrangements for Overview and Scrutiny Committee

1.1 The Council will have one Overview and Scrutiny Committee.

‘Overview and Scrutiny Committee’

It will perform all overview and scrutiny functions on behalf of the Council and will be politically balanced.

1.2 The terms of reference of the Overview and Scrutiny Committee will be as detailed in Article 7 and Part IV of the Constitution.

2. Seats on Overview and Scrutiny Committee

2.1 All Councillors with the exception of the Chairman, Leader of the Council, Deputy Leader of the Council, Leader of the Opposition and any serving Member of either policy committee may be members of the Overview and Scrutiny Committee. However, no member may be involved in scrutinising a decision in which he/she has been directly involved.

2.2 A member must if he/she is involved in the consideration of a matter at a meeting of the Overview and Scrutiny Committee of the Authority or a sub-committee of that Committee, regard himself/herself as having a personal and a prejudicial interest if that consideration relates to a decision made, or action taken, by another of the Council's –

- committees or sub-committees; or
- joint committees or joint sub-committees.

of which he/she may also be a member and took part in that decision making.

2.3 Sub-paragraph (2.2) above shall not apply if that member attends that meeting for the purpose of answering questions or otherwise giving evidence relating to that decision or action.

3. Co-optees

3.1 The Overview and Scrutiny Committee shall be entitled to appoint a number of people as non-voting co-optees.

4. Meetings of the Overview and Scrutiny Committee

4.1 Special meetings may be called from time to time as and when appropriate.

- 4.2 An Overview and Scrutiny Committee meeting may be called by the Chairman of the Committee, by a simple majority of members of the Committee or by the Proper Officer if he/she considers it necessary or appropriate.

5. Quorum

- 5.1 The quorum for the Overview and Scrutiny Committee shall be one quarter of the whole numbers of members provided that in no case shall the quorum of the committee be less than four voting members.

6. Work Programme

- 6.1 The Overview and Scrutiny Committee will be responsible for reporting annually to the Council on both its proposed work plan and its work in the preceding year and, in doing so, shall take into account wishes of members on the Committee who are not members of the largest political group on the Council.

7. Agenda Items

- 7.1 Any member of the Overview and Scrutiny Committee shall be entitled to give notice to the Proper Officer that he/she wishes an item relevant to the functions of the Committee to be included on the agenda for the next available meeting of the Committee. On receipt of such a request, the Proper Officer will ensure that it is included on the next available agenda.
- 7.2 The Overview and Scrutiny Committee shall also respond, as soon as its work programme permits, to requests from the Council and policy committees to review particular areas of council activity. Where it does so, the Overview and Scrutiny Committee shall report their findings and any recommendations back to the relevant policy committee and/or Council. The Council and/or the relevant policy committee shall consider the report of the Overview and Scrutiny Committee at the next available meeting.
- 7.3 There will be a standing item on the agenda of all ordinary meetings of the Overview and Scrutiny Committee which will allow for consideration to be given to the work programme.

8. Policy Review and Development

- 8.1 The role of the Overview and Scrutiny Committee in relation to the development of the Council's budget and policy framework is set out in detail in the Budgetary and Policy Framework Procedure Rules in Part V of this Constitution.
- 8.2 In relation to the development of the Council's approach to other matters not forming part of its policy and budgetary framework, the Overview and Scrutiny Committee may make proposals to policy committees for developments in so far as they relate to matters within its terms of reference.

8.3 The Overview and Scrutiny Committee may hold inquiries and investigate the available options for future direction in policy development and may appoint advisers and assessors to assist in this process. It may go on site visits, conduct public surveys, hold public meetings, commission research and do all other things that it reasonably considers necessary to inform its deliberations. It may ask witnesses to attend to address it on any matter under consideration and may pay to any advisers, assessors and witnesses a reasonable fee and expenses for doing so.

9. Reports from the Overview and Scrutiny Committee

9.1 Once it has formed recommendations on proposals for development, the Overview and Scrutiny Committee will prepare formal reports and submit them to the Proper Officer for consideration by the relevant policy committee (if the proposals are consistent with the existing budgetary and policy framework), or to the Council as appropriate (e.g. if the recommendation would require a departure from, or a change to, the agreed budgetary and policy framework).

9.2 If the Overview and Scrutiny Committee cannot agree on one single final report to the Council or the relevant policy committee as appropriate, then up to one minority report may be prepared and submitted for consideration by the Council or policy committee with the majority report.

9.3 The Council or policy committee shall consider any report of the Overview and Scrutiny Committee at the next available meeting after being submitted to the Proper Officer.

10. Consideration of Overview and Scrutiny Committee's Reports by Policy Committees

10.1 Once an Overview and Scrutiny report on any matter which is the responsibility of a policy committee has been completed, it shall be included on the agenda of the next available meeting of the relevant policy committee.

11. Rights of Overview and Scrutiny Committee Members to Documents

11.1 In addition to their rights as Councillors, members of the Overview and Scrutiny Committee have the additional right to documents and to notice of meetings as set out in the Access to Information Procedure Rules in Part V of this Constitution.

11.2 Nothing in this paragraph prevents more detailed liaison between the relevant policy committee and the Overview and Scrutiny Committee as appropriate depending on the particular matter under consideration.

12. Members and Officers Giving Account

12.1 The Overview and Scrutiny Committee may scrutinise and review decisions made or actions taken in connection with the discharge of any council functions within its remit. As well as reviewing documentation, in fulfilling the

scrutiny role, it may require any member of a policy committee, the Head of Paid Service or an Assistant Director to attend before it to explain in relation to matters within its remit –

- (a) any particular decision or series of decisions; and
- (b) the extent to which the actions taken implement Council policy

and it is the duty of those persons to attend if so required.

More junior officers may be invited to assist the Committee.

12.2 Where any member or officer is required to attend the Overview and Scrutiny Committee under this provision, the Chairman of the Committee will inform the Proper Officer. The Proper Officer shall inform the member or officer in writing giving at least five working days' notice of the meeting at which he/she is required to attend. The notice will state the nature of the item on which he/she is required to attend to give account and whether any papers are required to be produced for the Committee. Where the account to be given to the Committee will require the production of a report, then the member or officer concerned will be given sufficient notice to allow for presentation of that documentation.

12.3 Where, in exceptional circumstances, the member or officer is unable to attend on the required date, and then the Overview and Scrutiny Committee shall, in consultation with the member or officer, arrange an alternative date for attendance.

13. Attendance by Others

13.1 The Overview and Scrutiny Committee may invite people other than those people referred to in paragraph 12 above to address it, discuss issues of local concern and/or answer questions on issues within the remit of the committee. The committee may, for example, wish to hear from residents, stakeholders and members and officers in other parts of the public sector and shall invite such people to attend.

14. Call-In

14.1 Call-in should occur where members of the Overview and Scrutiny Committee have evidence which suggests that the policy committee(s) for which it is responsible did not take the decision in accordance with the principles set out in Article 12.

14.2 Five working days are to be allowed for the call-in of decisions. The procedure is as follows –

- (a) If four members on the Overview and Scrutiny Committee wish to call in a decision with a view to requesting that the relevant policy committee reconsiders the decision, this must be done within five

working days of publication of the decision, provided the issue in question has not been recorded as urgent.

- (b) Any request to call in a decision must be in writing, be signed by the four members and set out the resolution to be considered. The call-in notice should also set out the reason(s) why the decision should be reconsidered. The notice should be sent to the Head of Paid Service no later than 5pm on the fifth working day following publication of the decision.
 - (c) Decisions can only be called in once and must be considered at the next meeting of the Overview and Scrutiny Committee unless the agenda for that meeting has already been published. If the agenda has been published, the issue will be considered at the subsequent Overview and Scrutiny Committee meeting unless the matter is considered urgent by the Chairman of the Overview and Scrutiny Committee, taking into account any views of the Chairman of the Committee whose decision has been called in.
 - (d) The date of publication of the decision will be deemed to be the day on which the minutes were published on the Council's website.
 - (e) If having considered the decision the Overview and Scrutiny Committee may:
 - (i) refer back to the relevant policy committee for further consideration, setting out in writing its recommendations; or
 - (ii) not refer back to the relevant policy committee and the decision shall take effect on the date of the overview and scrutiny meeting.
- 14.3 Where a matter is to be referred to another committee, call-in only applies after the matter has been considered by that other committee.
- 14.4 Call-in does not apply to recommendations to Council nor to Council decisions themselves.
- 14.5 The Chairman of the committee whose decision has been called in shall be invited to the Overview and Scrutiny Committee meeting when the item is considered. The Chairman of the Overview and Scrutiny Committee (or his/her representative) shall attend the policy committee meeting when the called-in item goes back for consideration.
- 14.6 Where a policy committee does not wish to accept the recommendation(s) of the Overview and Scrutiny Committee on a called-in decision, the decision shall be referred to Council.
- 14.7 The call-in procedure set out above shall not apply where the decision being taken by the policy committee is urgent. A decision will be urgent if any delay likely to be caused by the call-in process would seriously prejudice the Council's

or the public interest. The record of the decision shall state whether, in the opinion of the decision-making committee, the decision is an urgent one and, therefore, not subject to call-in. The committee taking the decision must agree both that the decision proposed is reasonable in all the circumstances and to it being treated as a matter of urgency. The Chairman of the Overview and Scrutiny Committee shall be consulted before any matter is dealt with under this urgency procedure.

- 14.8 Urgency in this context goes further than the urgency provisions contained in the Local Government (Access to Information) Act 1985 relating to late reports. A report may well have been submitted to the relevant committee in good time but the implementation of the decision is nevertheless considered urgent.
- 14.9 The operation of the provisions relating to call-in and urgency shall be monitored annually.

15. Procedure at Overview and Scrutiny Committee Meetings

- 15.1 The Overview and Scrutiny Committee shall consider the following business –
- (a) minutes of the last meeting;
 - (b) declarations of interest;
 - (c) consideration of any matter referred to the Committee for a decision in relation to call-in of a decision;
 - (d) (responses of the policy committee(s) to reports of the Overview and Scrutiny Committee;
 - (e) the business otherwise set out in the agenda for the meeting; and
 - (f) the work programme.
- 15.2 Where the Overview and Scrutiny Committee conducts investigations (e.g. with a view to policy development), the Committee may also ask people to attend to give evidence at committee meetings which are to be conducted in accordance with the following principles:
- (a) that the investigation be conducted fairly and all members of the Committee given the opportunity to ask questions of attendees, to contribute and speak;
 - (b) that those assisting the Committee by giving evidence be treated with respect and courtesy; and
 - (c) that the investigation be conducted so as to maximise the efficiency of the investigation or analysis.
- 15.3 Following any investigation or review, the Committee shall prepare a report for submission to the appropriate policy committee and/or Council as appropriate and shall make its report and findings public.

16. Oversight Commissions

16.1 Part of the role of the Overview and Scrutiny Committee is to provide support to the two policy committees by holding commissions on specific areas as requested by those committees.

To commence a commission: -

- The Prosperous Communities Committee and/or the Corporate Policy and Resources Committee will agree the purpose, scope and terms of reference of a commission and make a formal request via the Chair of Overview and Scrutiny (by formal report) that a commission is established to investigate in detail a particular issue from a national, regional, sub-regional and local perspective.
- The proposed report and terms of reference for a commission should be agreed with the Chair of Overview and Scrutiny Committee prior to being submitted to the commissioning policy committee for agreement.'
- In undertaking such a commission, the Overview and Scrutiny Committee may hold inquiries and investigate options for future direction in policy development. They may appoint advisers and assessors to assist in this process. They may go on site visits, conduct public surveys, hold public meetings, commission research and do all other things that they reasonably consider necessary to inform their deliberations. They may ask witnesses to attend to address it on any matter under consideration and may pay to any advisers, assessors and witnesses a reasonable fee and expenses for doing so, as specified in the Constitutional operating procedures.
- If a budget is required this will need to be agreed by the commissioning Committee.
- The Overview and Scrutiny Committee will report back their findings to the Commissioning Policy Committee.

Full Forward Plan for all Committees (as at 16 June 2023)

Purpose:

This report provides a summary of reports due at upcoming meetings.

Recommendation:

1. That Members note the contents of this report.

| Date | Title | Lead Officer | Purpose of the report | Date First Published |
|---|---|---|--|----------------------|
| CORPORATE POLICY & RESOURCES | | | | |
| 20 JULY 2023 | | | | |
| 20 Jul 2023 | Body Worn Video Policy | Grant White, Enterprising Communities Manager | To approve updated Body Worn Video Policy. | 11 January 2023 |
| 20 Jul 2023 | Review Close Personal Relationships Policy | Michelle Thompson, Human Resources Manager (Temporary) | New policy - To review and approve the Close Personal Relationships Policy. | |
| 20 Jul 2023 | Review Lone Working Policy | Michelle Thompson, Human Resources Manager (Temporary) | To review and agree the updated changes to the Lone Working Policy. | |
| 20 Jul 2023 | Retirement Policy | Michelle Thompson, Human Resources Manager (Temporary) | This policy has been reviewed and requires sign off for the suggested changes. | |
| 20 Jul 2023 | Review of the Disciplinary Procedure | Michelle Thompson, Human Resources Manager (Temporary) | To review the current Disciplinary procedure. | |
| 20 Jul 2023 | Review and Update of the RIPA Policy | Jeanette McGarry, Assistant Director People & Democratic Services | To review and approve the Council's updated RIPA Policy. | |
| 20 Jul 2023 | Annual Equality Report and revised Equality | Katy Allen, Corporate | 2022/23 review of equality including | |

Page 78

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|--------------------------|---|--|---|-------------------|
| | Policy | Governance Officer | revised equality policy | |
| 20 Jul 2023 | Levelling Up Fund Public Realm Options | Sally Grindrod-Smith, Director Planning, Regeneration & Communities, Amy Potts, Programme Manager, Matthew Snee, Project Officer | A report detailing the business case and options for Public Realm interventions (Market, Park and Pocket Park) for member approval following on from recommendation in report from 1st June 2022. | 26 September 2022 |
| 20 Jul 2023 | Replacement of the Contact centre | Lyn Marlow, Customer Strategy and Services Manager | The report discuss the need to replace the current contact centre with one that provides customer with a choice about how they wish to contact the council, using supporting technology to enable us to deal with more enquiries and the ability to using chat and social media as a way of receiving and dealing with customer enquiries | |
| 20 Jul 2023 | CLOSED SESSION – Leisure Contract | Emma Foy | | |
| 20 Jul 2023 | Fleet Management (TBC) | Ady Selby | | |
| 21 SEPTEMBER 2023 | | | | |
| 21 Sep 2023 | Private Rented Sector Housing - Proposals | Andy Gray, Housing & Environmental Enforcement Manager | To present initial proposals for delivering the preferred options for improving standards in the PRS. | |
| 9 NOVEMBER 2023 | | | | |
| 9 Nov 2023 | Mid-Year Treasury Update 2023/24 | Peter Davy, Financial Services Manager (Deputy Section 151 Officer) | This report provides the Mid-Year update for Treasury Management Indicators in accordance with the Local Government Act 2003 | |
| 9 Nov 2023 | Progress and Delivery Quarter Two (2023/24) | Claire Bailey, Change, | Progress and Delivery Quarter Two | |

Projects and Performance (2023/24)
Officer

TO BE SCHEDULED

| | |
|---------------------------------------|----------------|
| TBC Land & Investment Policy | Gary Reeve |
| TBC Trinity Arts Centre Business Case | Cara Markham |
| TBC Cultural Strategy | Cara Markham |
| TBC Digitalisation Strategy | Nova Roberts |
| Review of P and D Measures | Darren Mellors |

COUNCIL

26 JUNE 2023

| | | | |
|-------------|---|--|--|
| 26 Jun 2023 | Recommendation from CP&R for Amendments to Fees and Charges 2023/2024 | Sue Leversedge, Business Support Team Leader | Amendments to fees and charges for 2023/2024 are recommended to Council for approval. |
| 26 Jun 2023 | The Corporate Plan, 2023-2027 | Ellen King, Policy & Strategy Officer – Corporate Strategy & Business Planning | This report presents for approval the Council's Corporate Plan covering the period 2023-2027. On 8th March 2023, Corporate Policy and Resources Committee recommended the Corporate Plan be approved by Council at its June meeting. |

4 SEPTEMBER 2023

| | | | |
|-------------|-----------------------------|-----------|---|
| 4 Sept 2023 | To make the Keelby NP | Nev Brown | To adopt the NP plan following referendum |
| 4 Sept 2023 | Commercial Loan – Lives TBC | Emma Foy | |

6 NOVEMBER 2023 – no business as yet

22 JANUARY 2024

| | | | |
|-------------|---|------------------|---|
| 22 Jan 2024 | Members Allowance Scheme | Katie Storr | To receive the recommendation from the Remuneration Panel |
| 22 Jan 2024 | Collection Fund - Council Tax Surplus 2023/24 & Council Tax Base 2024- 25 | Alison McCulloch | |
| 22 Jan 2024 | Recommendation from Corporate Policy and Resources Committee - Local Council Tax Support Scheme 2024-25 | Alison McCulloch | |
| 22 Jan 2024 | MidYear Treasury Management Report 2023-24 | Pete Davy | |

Page 10

MARCH 2024

| | | | |
|---------------|---|----------|--|
| 10 March 2024 | Executive Business Plan, Medium Term Financial Plan, Council Tax and Revenue Budget and Capital Programme | Emma Foy | |
|---------------|---|----------|--|

GOVERNANCE & AUDIT - SEE SEPARATE SHEET

LICENSING – NO REPORTS SCHEDULED

OVERVIEW & SCRUTINY**4 JULY 2023**

| | | | |
|------------|--|----------------|---|
| 4 Jul 2023 | P&D Q4 & Year End | Darren Mellors | To scrutinise the response from PC and CP&R Cttees to the Q4 and Year End P&D reports |
| 4 Jul 2023 | Review and Approval of the O&S Operating | Ele Snow | To review and approve the Operating |

| | | | |
|-------------------------|---|----------------|---|
| | Methodology | | Methodology for the O&S Committee for Civic Year 2023/24 |
| 4 Jul 2023 | O&S Work Planning | Ele Snow | To review and approve the initial work plan for the Civic Year 2023/24 |
| 5 SEPTEMBER 2023 | | | |
| 5 Sep 2023 | Managing Flood Risk in West Lindsey – twice yearly report | Ady Selby | To receive the twice yearly report on flood risk management in the district |
| 5 Sep 2023 | Invitation to LCC Executive Councillor for Economic Development, Environment & Planning | Ele Snow | Invitation to be made |
| 5 Sep 2023 | CLOSED SESSION – prep for Lincolnshire Police | Ele Snow | Closed session to prep questions and areas of concern re Lincolnshire Police attendance at Oct meeting (prov) |
| 10 OCTOBER 2023 | | | |
| 10 Oct 2023 | Lincolnshire Police | Ele Snow | Invitation to be made |
| 20 Oct 2023 | CLOSED SESSION – prep for Everyone Active | Ele Snow | Closed session to prep questions and areas of discussion re Everyone Active attendance at Nov meeting (prov) |
| 3 Oct 2023 | To establish P and D Review Group | Darren Mellors | To establish a P and D Review Group |
| 7 NOVEMBER 2023 | | | |
| 7 Nov 2023 | Everyone Active | Ele Snow | Invitation to be made |
| 16 JANUARY 2024 | | | |
| 16 Jan 2024 | Scrutiny of P&D Mind-Year Reporting | Claire Bailey | Scrutiny of responses from PC and CPAR Cttees to the Q2 P&D reporting |
| 20 FEBRUARY 2024 | | | |
| 26 MARCH 2024 | | | |
| 26 Mar 2024 | Draft O&S Annual Report | Ele Snow | For Committee to review and approve the draft Annual Report from O&S Cttee to Annual Council |

| | | | |
|-------------|---|-----------|---|
| 26 Mar 2024 | Managing Flood Risk in West Lindsey – twice yearly report | Ady Selby | To receive the twice yearly report on flood risk management in the district |
|-------------|---|-----------|---|

30 APRIL 2024

TO BE SCHEDULED

| | | |
|--|-------------------------|---|
| TBC Invite to Lincolnshire Waste Partnership | Ady Selby / Ele Snow | Invitation to be considered by Cttee 4 July 2023 |
| TBC Invite to HUG2 Partners | Sarah Elvin / Ele Snow | Mentioned at CP&R Cttee – further info required |
| TBC Cultural Strategy | Cara Markham / Ele Snow | Mentioned during O&S Chair’s Briefing – to be discussed & pending timings / more info |

PROSPEROUS COMMUNITIES

31 JULY 2023

| | | | |
|------------|-------------------------------|---|--|
| 1 Jul 2023 | Health and Wellbeing Strategy | Sarah Elvin, Homes, Health & Wellbeing Team Manager | To adopt the Lincolnshire District Council Health and Wellbeing Strategy |
|------------|-------------------------------|---|--|

12 SEPTEMBER 2023

| | | | |
|--------------|---|--|--|
| 12 Sep 2023 | Local Enforcement Plan (Planning Enforcement) | Andy Gray, Housing & Environmental Enforcement Manager | To seek approval for the reviewed Local Enforcement Plan |
| 12 Sep 2023 | Private Rented Sector Housing – Proposals | Andy Gray | |
| 12 Sept 2023 | Revised Parish Charter – Scope and Timeline (TBC) | Katie Storr | |

31 OCTOBER 2023

| | | |
|-------------|---------------|---------------|
| 31 Oct 2023 | P&D Quarter 2 | Claire Bailey |
|-------------|---------------|---------------|

TO BE SCHEDULED

| | |
|---------------------------------------|--------------|
| TBC Trinity Arts Centre Business Case | Cara Markham |
|---------------------------------------|--------------|

REGULATORY**14 SEPTEMBER 2023**

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|-------------|---|--|--|
| 14 Sep 2023 | District Wide Dog Fouling Public Space Protection Order | Andy Gray, Housing & Environmental Enforcement Manager | To confirm approval for the extension of the district wide dog fouling PSPO |
| 14 Sep 2023 | Schedule 4 - Abandoned Shopping Trolleys - Decision | Andy Gray, Housing & Environmental Enforcement Manager | To determine whether to proceed with the schedule 4 abandoned shopping trolley scheme following consultation |

7 DECEMBER 2023

| | | | |
|------------|---|--|---|
| 7 Dec 2023 | Food, Health and Safety Work Plan - Mid Year Update | Andy Gray, Housing & Environmental Enforcement Manager | To update Committee on the current position relating to food hygiene inspections. |
|------------|---|--|---|

Overview and Scrutiny Work Plan

Purpose:

The summary below provides indicative items of business for future consideration for meetings scheduled throughout 2023/24.

Recommendation:

1. That Members note the contents of the report, and consider additional items of business.

Dates of Meetings:

4 July 2023

Scrutiny of Progress & Delivery (Q4 and Year End)
Operating Methodology
Focus on work planning

5 September 2023

Managing Flood Risk in West Lindsey – twice yearly report
Invite to LCC
Preparations for invite to Lincolnshire Police

3 October 2023

Lincolnshire Police
Preparations for invite to Everyone Active

7 November 2023

Everyone Active

16 January 2024

Scrutiny of P&D mid-year reporting

20 February 2024

TBC

26 March 2024

Draft Annual Report & Initial Review of Operating Methodology
Managing Flood Risk in West Lindsey – twice yearly report

30 April 2024

TBC

Indicative Presentations from Outside Agencies / Items of Business:

Consider invite to Lincolnshire Waste Partnership (follow up on roll out of purple-lidded bins)

Cultural Strategy (to progress through the policy committees)

Invitation to Home Energy Grants partner