

Appendix 2

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

39 PROGRESS AND DELIVERY PERIOD 2 2019/20

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

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

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

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

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

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

RESOLVED to note the report.