



**Overview and Scrutiny
Committee**

Tuesday, 17 January 2023

**Subject: Scrutiny of Progress and Delivery Quarter 2 2022/2023 and
Performance Improvement Plan**

Report by: Assistant Director, Change Management and
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Purpose / Summary: To consider the recommendations arising from
the Council's policy committees with regards to
quarter two Progress and Delivery, and the
performance improvement plan.

RECOMMENDATION(S):

That the Committee examine the responses given to the report by the Corporate Policy and Resources and the Prosperous Communities 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 1 November 2022, are summarised at section two of this report.
- 1.4 Minutes of the Corporate Policy and Resources Committee, where the report was presented on 10 November 2022, are summarised at section three of this report.
- 1.5 The full Progress and Delivery report for quarter 2 of the financial year 2022-2023 is attached at Appendix 1.
- 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 1 November 2022

- 2.1 On inviting questions from Committee Members, there was widespread praise for the presentation of the report and the performance improvement plan. There were discussions regarding the number of market stalls and the strategy to improve the markets, with one Member of the Committee commenting that markets in other areas appeared to be more successful, with sold out spaces and waiting lists to be allocated a stall. The Member also enquired as to the number of empty properties behind the stated 1% in the report and requested that figures be provided on a ward-by-ward basis. His final comment was regarding the length of time for a DFG application to be completed, noting it had long been an area of underperformance and seeking greater assurance that this would be further addressed.
- 2.2 The Change, Project and Performance Officer undertook to provide the empty property details to Members after the meeting, and provide increased narrative regarding the market stalls element in the next report. With regard to the DFG completion information, she explained that as part of the performance improvement plan work, there would be even greater focus on this area in the next report and that Officers sought to provide Members with the details regarding the elements of the process that were within the control of the Council.

- 2.3 In response to comments from a Member of the Committee providing additional information to aspects of the report, such as the number of residents in Market Rasen left homeless by recent flooding and the success of walking cricket and other activities at Market Rasen Leisure Centre, the Officer confirmed that the homeless figure following the floods was relating to those who had required Local Authority intervention to rehome, rather than the number affected by the flooding. She confirmed she would feed the additional leisure activity information into the next report.
- 2.4 There was further discussion regarding the performance of the markets, and questions raised regarding the impact of a three year plan rather than immediate action. The Chairman confirmed there was work underway already seeking to make those improvements.
- 2.5 The final comments from the Committee Members revolved around the reduced quantity of green waste, whether there had been any cost savings arising from that, and whether the time to process a DFG had reduced because the discretionary DFGs were no longer being processed. It was confirmed by Officers that there had been no cost savings from the reduced amount of green waste and further details of the breakdown of the DFGs would be shared with Members after the meeting.

3 Summary of Minutes – Corporate Policy and Resources Committee 10 November 2022

- 3.1 In respect of DFGs Members noted performance was already on an upward trajectory. April's figures had reported 302 days whereas September was 170, averaging 171 for the quarter. The improvements in the process resulted from the T24 review undertaken at the end of 2021.
- 3.2 In responding to Members' comments about possible improvements to the application process, and indicating how daunting these could be for customers, whilst accepting they were often set by Central Government, Officers outlined how the T24 review, referred to, had identified this too. As a result, additional capacity had been added to the front end of the application process. Now when a referral was received, Council Officers would phone the customer and complete the form on their behalf, posting it out for the customer to sign and return. This had been one of the main contributors to reducing the times and Members welcomed the approach.
- 3.3 In response to Members' questions around the number of *[market]* stalls, it was stressed this was an average over the period, accepting that the number of stalls could vary from week to week.
- 3.4 Members commended the usage figures of the Market Rasen Leisure Centre. Enquiries were made as to whether data could be provided specifically in relation to the 3G facilities, their occupancy and usage

across the week. Officers undertook to ascertain the information and supply it to Members.

- 3.5 In relation to the Trinity Arts Centre, again the performance was commended but Members noted that most of the attendance was due to cinema screenings. Members sought indication as to what future proofing if any was being done, given the new ventures to open soon in the same local area, or work to ensure the offer at the Centre was different, in order to complement not compete with new offerings. Members were advised that a new Trinity Arts Centre Business Plan was being developed to reflect those matters referenced by Members and would be submitted to the relevant Committee in due course.
- 3.6 Referring to the reduced recycling rates, dual-hatted Members advised they were aware that this was a County wide reduction. A break down of the rates for each District was requested, again with Officers undertaking to provide this outside of the meeting.
- 3.7 Finally referring to fly-tipping, Members indicated it would be useful to understand the nature of the fly tips, acknowledging that rubble and such items, often tipped rurally, were considerably more difficult and costlier to remove, as opposed to maybe sofas, and the like, in the urban areas. The total cost of the service over the last few years was also requested. Again, Officers indicated they would ascertain the information, and circulate to Members. Going forward greater narrative around the nature of the “tips” would be included in the report where possible.

4 Conclusion

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