



**Overview and Scrutiny
Committee**

Tuesday, 29 July 2025

**Subject: Scrutiny of Progress and Delivery Quarter 4 and Year End
2024/2025**

Report by: Director, Change Management and Regulatory
Services

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Purpose / Summary: To consider the responses arising from the
Council's policy committees with regards to
quarter two of the 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 The full minute of the Prosperous Communities Committee, where the report was presented on 3 June 2025, is attached at Appendix 1.
- 1.4 The full minute of the Corporate Policy and Resources Committee, where the report was presented on 12 June 2025, is at Appendix 2.
- 1.5 Following the questions and comments raised by the Prosperous Communities Committee, additional information was provided to the Corporate Policy and Resources Committee. This is summarised below.
- 1.5 The full Progress and Delivery reports for quarter four and year-end of financial year 2024/25 are attached at Appendix 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 Questions and Responses

- 2.1 Table of questions and comments raised and answered within the two policy committee meetings.

Matter Raised	Response
Staff Absence Case Management	The reference to effective case management highlighted the council's proactive approach to supporting staff who were absent from work. This included tailored interventions such as wellbeing action plans, home visits, and referrals to Occupational Health where appropriate.
Average Spend Per Head at the Trinity Arts Centre	the total secondary income for 2024/25 reached £57,467, which was up from £45,187 in 2023/24. This was an increase of 27%

	<p>ACTION: It was explained by a Member that the Leisure, Culture, Events and Tourism Working Group had received a detailed breakdown from the Trinity Arts Centre Manager and it was requested that this be shared with the Committee.</p>
The Cumulative Impact of Grant Funding for The Recipients and Associated Communities	<p>there would be a publicly available community impact report exploring the benefits of the grant funding schemes which had been implemented. This would include case studies and would be shared with Members as well as being available on the website</p>
The Review Process for Targets and Measure Sets to Avoid Complacency	<p>the measure sets were reviewed annually, with the focus being to strive for continued improvement.</p>
The Additional Eight Units of Temporary Housing Which Would Be Made Available, And Whether That Would Be Sufficient to Meet Demand	<p>whilst the need had fundamentally changed since the business plan for those eight units had been put in place, it was anticipated that as work continued there would be opportunities to review additional options such as working with partner organisations</p>
The Reduced Levels of Employee Satisfaction Reported Within the Figures	<p>there was now a regular report presented to the Management Team from the People Services Manager and there had been areas of improvement noted within the outcome of the peer review, such as improvement to staff training plans. it was also explained that exit interviews were being monitored, however the wider concerns across the public sector also had an impact on those working within it.</p> <p>the measure related to employee satisfaction was linked with a specific question which formed part of the annual staff survey, with the responses this year being different options to the previous year, and this had impacted on the data reporting.</p>

	Additionally, this measure had been removed for 2025/26.
Percentage Of Abandoned Telephone Calls Through Customer Services	<p>There had been a higher demand through the customer services than anticipated, however there was a full review underway to ensure contingencies were in place to manage that demand.</p> <p>There had been significant work undertaken by the Customer Service and Change teams with the aim to reduce the demand on customer services and direct customers to the correct department in the first instance. As additional information, for the first two months in quarter one of the current year, the abandonment rate had reduced, reporting 11.03% for April and 10.72% for May, with a call wait time of just over 3 minutes on average.</p>
Disabled Facilities Grants (DFGs)	It was acknowledged that there had been membership changes at a county level and as such, it was timely to revisit the debate through the Housing, Health and Care Delivery Group

3 Conclusion

- 3.1 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.