



**Overview and Scrutiny
Committee**

Tuesday, 30 July 2024

**Subject: Scrutiny of Progress and Delivery Quarter 4 and Year End
2023/2024**

Report by: 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 4 June 2024, 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 27 June 2024, 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 2023-2024 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 4 June 2024

- 2.1 There was considerable debate in relation to **Disabled Facilities Grants** (DFGs) particularly the time taken to complete works required. DFGs had been the focus of the Committee previously. Officers reiterated that whilst the funding structure remained as it was, there was no opportunity to improve the timescales. It was highlighted that the funding strategy remained with Lincolnshire County Council.
- 2.2 With regard to the **markets data**, it was enquired whether there was any way of monitoring footfall within Gainsborough town centre, to be able to ascertain whether anecdotal evidence of increased footfall on market days was a true picture. It was confirmed that footfall cameras in the town centre were in the testing phase and that data would be available to share in the future.
- 2.3 Members of the Committee drew attention to the **reduced rates of Council Tax collections** and recognised that it was a worrying trend which could lead to significant financial pressures. Officers agreed with the potential risk, and offered assurance to the Committee that work was ongoing to improve collection rates and ensure the reduced collections did not continue.

- 2.4 In relation to rates of **fly-tipping**, the Committee enquired whether increased fines had had an impact. Early indications showed that those who had been issued with fines at the new higher rate had been paying immediately. It was highlighted that the new measures for the 2024/25 reporting periods included the fixed penalty charges so Members would see that information starting to be reported in future reports.
- 2.5 Further debate focused on matters relating to the market share for **land charges**, where it was explained a benchmarking exercise was underway.
- 2.6 Regarding the cleanliness issues which had been raised about the **Gainsborough Leisure Centre**, Members were assured that Officers were visiting on a weekly basis to maintain oversight. With regard to the reduction in the number of outreach sessions, it was explained that in previous years there had been more sessions held but with lower engagement levels, therefore this year had focused on those sessions where there was highest attendance. It was recognised that further detail within the report could provide greater context, however, it was noted that the upcoming Sports and Leisure Development Strategy would help align those areas of work.
- 2.7 Further comments were made regarding the impact of not having a cross-boundary agreement for the use of **household waste recycling centres**. Members questioned whether that lead to incidents of fly-tipping in the district. It was recognised this was an area that had previously been discussed, however, there was currently no expectation of a cross-boundary agreement being reached.
- 2.8 Final comments highlighted the success of **Planning and Regeneration**, the continuation of the **garden waste collections** and the **crematorium business plan** which would be presented to the Committee in due course.

3 Summary of Minutes – Corporate Policy and Resources Committee 27 June 2024

- 3.1 Members raised concerns regarding **recycling rates**: the Performance and Programme Manager explained a piece of work was being produced on recycling and would be reported back to Members.
- 3.2 Regarding concerns about the reporting of **leisure centre dissatisfaction rates**, the Committee felt complaints were not being recorded and suggested it be reviewed. It was confirmed a report would be going to the Prosperous Communities Committee and the issue regarding complaints would be taken forward.
- 3.3 Members asked for assurance regarding **staff absence** and asked if there were any gaps in resourcing. The Chief Executive assured Members this was being managed and there were no significant vacancies.

- 3.4 Members praised the 83% performance rate and felt officers were working extremely hard to deliver quality services across the district.

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.