

The public and press are welcome to attend.

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If you would like any further information or have any special requirements in respect of this Meeting, please contact Elaine Speed, Senior Democratic Services Officer on 01507 613423

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Date: Monday 17 July 2023

Dear Councillor,

Overview Committee

You are invited to attend a Meeting of the **Overview Committee** to be held at **the Hub, Mareham Road, Horncastle, Lincolnshire LN9 6PH** on **Tuesday, 25th July, 2023** at **10.00 am**, for the transaction of the business set out in the attached Agenda.

The public and the press may access the meeting via the following link <https://bit.ly/ELDCYT> where a livestream and subsequent recording of the meeting will be available or by attending the Meeting.

Yours sincerely



Robert Barlow
Chief Executive

Conservative

Councillors Dick Edginton, Stephen Evans, Alex Hall, Neil Jones and James Knowles

Labour

Councillor Claire Arnold

Liberal Democrat/Independent

Councillor Fiona Martin, M.B.E. (Chairman)

East Lindsey Independent Group

Councillors Carleen Dickinson (Vice-Chairman), Jill Makinson-Sanders and Robert Watson (Green Party)

Skegness Urban District Society (SUDS)

Councillor Billy Brookes



OVERVIEW COMMITTEE AGENDA

Tuesday, 25 July 2023

Item	Subject	Page No.
1.	APOLOGIES FOR ABSENCE:	
2.	DISCLOSURE OF INTERESTS (IF ANY):	
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	To confirm the Minutes of the Meeting held on Tuesday 20 June 2023.	
4.	ACTIONS:	17 - 22
	Actions from the previous Overview Committee Meeting.	
5.	SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP CUSTOMER EXPERIENCE STRATEGY:	23 - 40
	To receive a report from the Assistant Director, Wellbeing and Communities.	
6.	HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE - UPDATE:	To Be Tabled
	To receive a verbal update from the Outside Body Appointee to the Health Scrutiny Committee for Lincolnshire.	
7.	UPDATES FROM SCRUTINY AND POLICY PANELS INCLUDING QUALITY CHECKING OF FINAL REPORTS:	
a)	Scrutiny Panel Update - To monitor the implementation of Magna Vitae's 5-year plan, including Key Performance Indicators:	41 - 42
	To receive a written update from the Scrutiny Officer.	
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	To receive a written update from the Scrutiny Officer.	
c)	Scrutiny Topic Suggestions:	45 - 54
	To consider the scrutiny topic suggestion forms.	
8.	ANNUAL JOINT SCRUTINY TASK GROUP FOR THE SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP:	55 - 60
	To receive a report from the Assistant Director – Corporate.	

- 9. OVERVIEW AND SCRUTINY RECOMMENDATION TRACKER:** 61 - 72
- To note the Overview and Scrutiny Recommendation Tracker.
- 10. EXECUTIVE/COUNCIL FORWARD PLAN:** 73 - 80
- To receive a copy of the Executive/Council Forward Plan.
- 11. DATE OF NEXT MEETING:**
- The programmed date for the next Meeting of this Committee is Tuesday 5 September 2023.

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Minutes of a Meeting of the Overview Committee held at the Hub, Mareham Road, Horncastle, Lincolnshire LN9 6PH on Tuesday, 20th June, 2023 at 2.00 pm.

PRESENT

Councillor Fiona M. Martin, M.B.E. (Chairman)
Councillor Carleen Dickinson (Vice-Chairman)

Councillors Stephen Evans, Alex Hall, Neil Jones, Jill Makinson-Sanders, Robert Watson, Billy Brookes (In place of Danny Brookes), David Hall (In place of Claire Arnold) and Terry Taylor (In place of James Knowles).

GUESTS IN ATTENDANCE:

Zoe Walters - Business Manager, Safer Lincolnshire Partnership
Sergeant Geoff Harrison - Lincolnshire Police

OFFICERS IN ATTENDANCE:

James Gilbert - Assistant Director – Corporate
Martin Gibbs - Head of Procurement and Contracts
Jon Challen - Safer Communities Service Manager
Peter Hunn - Community Safety Manager
Andrew Haw - CCTV Manager, Boston Borough Council
Sarah Cocker - Community Safety Partnership Officer
Rebecca James - Scrutiny Officer
Elaine Speed - Senior Democratic Services Officer and Civic Officer
Lynda Eastwood - Democratic Services Officer

3. APOLOGIES FOR ABSENCE:

Apologies were received from Councillor Dick Edginton.

It was noted that in accordance with Regulation 13 of the Local Government (Committees and Political Groups) Regulations 1990, notice had been given that Councillor Billy Brookes had been appointed to the Committee in place of Councillor Danny Brookes, Councillor David Hall had been appointed to the Committee in place of Councillor Claire Arnold and Councillor Terry Taylor had been appointed to the Committee in place of Councillor James Knowles for this Meeting only.

4. DISCLOSURE OF INTERESTS (IF ANY):

At this point in the Meeting, Members were invited to declare any relevant interests.

Declarations were made as follows:

- Councillor Fiona Martin asked it be noted that she was a Member of the Invest East Lindsey Stakeholder Board, Minute No. 12 (a) refers

and after taking advice from the Monitoring Officer stated that she would remain in the Meeting for this item.

5. MINUTES:

The Minutes of the Meeting held on 7 March 2023 and the Minutes of the Special Meeting held at the rising of the AGM on 24 May 2023 were agreed as a correct record.

6. ACTIONS:

Members noted that the following Actions were now complete.

Actions from the Meeting held on 8 March 2022.

Action No. 92(b).

Comments were received as follows:

Action No. 87 – Items referred from other Committees – Breakdown of purchase price of the Hub figures, from the Meeting held on 7 March 2023, page 17 of the Agenda refers.

Following a discussion and clarity received on the information required by Committee it was agreed that the Assistant Director, Corporate would take this away and a response would be provided to Members for the next Meeting.

Action No. 90 – Envirocrime Contract Progress ELDC – Data on patrols undertaken in Spilsby, from the Meeting held on 7 March 2023, page 17 of the Agenda refers.

A Member considered that envirocrime patrols were not working well across East Lindsey, particularly in small villages and asked that a more detailed report be provided for data across the district.

Action No. 91 – Health Scrutiny Committee (HSC) for Lincolnshire, from the Meeting held on 7 March 2023, page 17 of the Agenda refers.

Councillor Makinson-Sanders highlighted that a 12-week consultation by United Lincolnshire Hospitals NHS Trust on Paediatric Services at Pilgrim Hospital Boston was underway (ending in September 2023). Following a discussion, it was requested that a remote session for all three councils across the Partnership be held in July, led by Anna Richards, Associate Director of Communications and Engagement, ULHT NHS Trust in order that each council could respond to the consultation separately.

Action No. 71 – Budget Overview 2023/24 – Letter to be sent to Local MP asking her to continue to push for a Fairer Funding Deal, from the Meeting held on 24 January 2023, page 17 of the Agenda refers.

Members were advised that a letter had been drafted to the local MP Victoria Atkins, and was with the Leader of the Council to sign off.

Action No. 27 – Overview and Scrutiny Recommendation Tracker – Overview Standing Reference Group – Customer and Digital Service Delivery Improvement Strategy (including CAP provision) – Customer Experience Strategy, from the Meeting held on 29 November 2022, pages 17 to 18 of the Agenda refer.

Members were informed that the Customer Experience Strategy would be presented at the next Committee Meeting to be held on 25 July 2023.

7. CRIME AND DISORDER REPORT

Peter Hunn, Community Safety Manager, Jon Challen, Safer Communities Service Manager and Chair of the Local Community Safety Board, Andrew Haw, CCTV Manager, Boston Borough Council, Zoe Walters, Business Manager, Safer Lincolnshire Partnership, Sarah Cocker, Community Safety Partnership Officer and Sergeant Geoff Harrison, Lincolnshire Police were in attendance to present Members with the Crime and Disorder Report, pages 19 to 66 of the Agenda refer.

The report provided an overview of the work currently being undertaken by the Safer Lincolnshire Partnership at County level, the South & East Lincolnshire Community Safety Partnership at a local level, along with information on CCTV across the partnership and Anti-Social Behaviour activity in East Lindsey. The report recommended that the contents were noted, and additional areas of focus were considered for inclusion in future reports.

Members were invited for their comments and questions.

- A Member referred to the noxious odour pilot scheme in Boston detailed at Paragraph 2.6, page 22 of the Agenda refers and highlighted that there were also examples of this in Louth and queried whether any action could be taken. In response, the Community Safety Manager acknowledged that it was an issue and there were currently gaps in addressing this, in particular involvement from Housing Associations. However, Members were advised that advice letters, progressing to community protection notices were being issued and as a result from the pilot scheme in Boston, this was now being looked at on a county basis. It was further highlighted that a similar scheme was being looked at with regards to noise nuisance.
- A Member highlighted 'The Safety of Women and Girls' and White Ribbon Day – 16 Days of Action, Paragraph 2.9, page 23 of the Agenda refers. It was highlighted that it was not just women and girls who suffered domestic abuse, and it should be promoted for the safety of all. In response, the Community Safety Manager acknowledged that it was not just women and girls, highlighting

that 80% of domestic abuse was directed at women and girls. Members were informed that there were men-only sessions and hoped that other gaps for this would be promoted in Lincolnshire.

- A Member referred to the Safer Streets Round 4, further highlighted at Paragraph 2.9 and queried why community CCTV volunteers had to be relied on and why it was not a paid position. In response, the Community Safety Manager stated that through this scheme it was hoped that additional CCTV would be sourced. The CCTV admin volunteer referred had been trained by the police to burn the discs, and this person had previously been employed as a CCTV Operator.
- A Member highlighted that it was a 54-mile round trip from Louth to Skegness to view CCTV images and did not consider this acceptable. In response, the Community Safety Manager advised Members that as well as a suite in Skegness, there was also a place in Mablethorpe to review CCTV footage and hopefully also in Louth and Spalding in the future. It was highlighted that technology also negated the need to travel, providing GDPR regulations were in place and assured Members that the team was always looking for ways to improve the service.
- A Member queried whether there was any data held on when CCTV cameras were down and the impacts from this. In response, the CCTV Manager advised Members that the contractor held data on downtime and when a fault was reported it was usually fixed within two weeks.
- A Member queried what capacity there was to cover smaller towns, and highlighted Spilsby as an example where a lot of money had been invested into CCTV but in reality it was not adequate. The Community Safety Manager responded that anything was possible, however it all came down to cost, although where there was existing CCTV a broadband connection could help. To assist further, he was happy to have a conversation with the Member outside of the meeting.
- A newly elected Member stated that he was impressed with the report presented and had also visited the CCTV control room for a demonstration which was very illuminating.
- A Member referred to the reflection in Appendix C, page 52 of the Agenda refers and highlighted the low reported number of police image reviews which he found surprising, considering the availability of CCTV image review facilities in Skegness Police Station and queried whether the figures could be explained. The CCTV Manager considered that rather than looking at the numbers reported, it was more important to focus on having fully trained operators which would lead to a higher number of CCTV image reviews in Skegness. Sergeant Harrison added that from his own experience, newly qualified police officers may be on a shift, so

would be untrained in this area. It was recognised that there was a need to upskill, but resourcing was difficult however was currently a work in progress.

With regards to anti-social behaviour enforcement action taken by ELDC in partnership with Lincolnshire Police, Members were pleased to note that a total of 143 Stage 1 enforcement notices had been sent out, a much higher number than in the three previous years.

The CCTV Manager stated that he was happy to extend an invitation out to all Members to visit the CCTV Control Room and the Anti-Social Behaviour Officer was always happy to provide advice.

- A Member commented that he was pleased to see the Dementia Bands pilot, detailed at Paragraph 2.10, page 23 of the Agenda refers and had knowledge of its success whereby it had reunited people who had been lost.
- A Member highlighted that the ANPR Cameras in Louth had not worked for a number of years and queried why more had not been located around the town and also who was responsible for providing them. The CCTV Manager stated that ANPR cameras were now being replaced by Traffic Management systems and LCC Highways was responsible for these. Councillor Alex Hall, a Lincolnshire County Councillor advised he was happy to take Members' queries back on this issue.

No further comments or questions were received.

The Chairman extended her thanks to the Community Safety Manager, the Safer Communities Service Manager and Chair of the Local Community Safety Board, the CCTV Manager, Boston Borough Council, the Business Manager, Safer Lincolnshire Partnership, the Community Safety Partnership Officer and Sergeant Harrison, Lincolnshire Police for their attendance.

Following which it was,

RESOLVED:

1. That the content of the report be noted.
2. That areas of focus to be included in future reports be considered by Members.

N.B. The Community Safety Manager, Safer Communities Service Manager and Chair of the Local Community Safety Board, CCTV Manager, Boston Borough Council, Business Manager, Safer Lincolnshire Partnership, Community Safety Partnership Officer and Sergeant Harrison, Lincolnshire Police left the Meeting at 3.10pm.

8. PARTNERSHIP COMMUNICATIONS STRATEGY:

James Gilbert, Assistant Director (Corporate) presented Members with the Partnership Communications Strategy Report, pages 67 to 72 of the Agenda refer. A copy of the Strategy was attached at Appendix A to the report.

Members noted that when the South & East Lincolnshire Councils Partnership formed in October 2021, the Partnership Business Case identified opportunities to bring together strategy, policy and services across the three Councils. This had the aim of improving services, achieving savings and ensuring resilience.

One of the first service reviews to be concluded was for the 'Corporate' Directorate, and this included the creation of a single Partnership Communications Service. Whilst working together informally since the Partnership formed, the team formally came together as a single service in November 2022, creating the opportunity to fully align the communications approach.

In the 2023/24 Annual Delivery Plan, approved by Council in March 2023, it was identified that a single Partnership Communications Strategy would be brought forward for consideration to provide a framework for how the Partnership communicated with internal and external audiences going forward. This report brought forward the Strategy for input through the scrutiny process.

Members were invited to put their comments and questions forward.

- A Member referred to those people who did not engage through social media and queried whether these people had been 'written off'. In response, the Assistant Director (Corporate) advised Members that the Council had a range of channels to engage with people and would expect each service to be able to target those people who did not use social media.
- A Member queried why there was not anything covered within the report about improving the service, and highlighted that there had been a number of mis-spellings that had gone out on press releases.
- The Chairman highlighted that although Members knew what was happening in their own wards, there was potential for vast improvement with officers keeping Members informed.
- A Member queried whether access points could be made available to those residents who wanted to make contact via social media. The Assistant Director (Corporate) advised Members that the access point model had been replaced with outreach hubs.

- A Member considered that the problem with officers responding extended across the Partnership and not just ELDC, and stated that officers in each council should be aware of the other councils' processes and procedures. The Chairman agreed that communication could be better, however highlighted that each council in the Partnership was sovereign with its own Constitution.
- A Member referred to the summary on Strategic Communications set out on page 80 of the Agenda and highlighted that he was not comfortable with the 'R' in the core purpose 'reputation management of staff and Members'.

No further comments or questions were received.

Following which, it was

RESOLVED:

That comments provided be used to shape the development of the Partnership Communications Strategy at Appendix A.

9. PROCUREMENT STRATEGY:

Martin Gibbs, Head of Procurement and Contracts presented Members with a report that detailed the Procurement Strategy 2023/2026, together with a copy of the strategy attached at Appendix 1, pages 105 to 104 of the Agenda refer.

Members noted that on 1 March 2023, Council approved its Annual Delivery Plan 23/24, which included a specific action to bring forward a Procurement Strategy for adoption, Minute No. 70 refers. This was also a key strand of the South & East Lincolnshire Councils Partnership Business Case, recognising that through joint procurement the Councils could deliver significant savings.

The Strategy was particularly important at this time, given the scale of projects the Council had underway through the Towns Fund and Levelling Up Agendas and the associated joint procurement opportunities with its partner Councils. The combined spend of the Partnership Councils on capital projects in the coming years would be in excess of £100m.

Members were advised that the Council had not had a Procurement Strategy in place for a number of years. By having this strategy formally in place, it provided a clear strategy for Procurement throughout the next 3 years.

The Committee was invited to review the Procurement Strategy and provide feedback to shape the final Strategy.

- A Member agreed that there was a need for a procurement strategy across the Partnership, however was not happy that the

procurement and contracts service was being provided by PSPS Limited and further highlighted that this had not been made clear to the Audit and Governance Committee. Members were advised that a number of different solutions had been considered, following which Member briefings were held across all three councils where all the processes were explained. The new service went live in April 2023.

No further comments or questions were received.

Following which, it was

RESOLVED:

That comments from Committee be accepted to shape the final Strategy.

N.B. Martin Gibbs, Head of Procurement and Contracts left the Meeting at 3.35pm.

10. HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE - UPDATE:

The Chairman congratulated Councillor Jill Makinson-Sanders for being nominated as the Outside Body Appointee to the Health Scrutiny Committee (HSC) for Lincolnshire and also to Councillor Claire Arnold as her named substitute.

Councillor Makinson-Sanders advised Members that she attended the HSC Meeting held on 14 June 2023.

Members were provided with an update by email on 19 June 2023 that included the following items:

- Councillor Carl Macey has been re-elected Chairman of the committee, supported in this role by his Vice Chairman Councillor Mrs Linda Wootten from Grantham.
- Very good news for Lincolnshire that United Lincolnshire Health Trust had had its application to become a teaching hospital agreed.
- Paediatrics at Boston. There would now be a full public consultation, over 12 weeks, which was now live and finished on Monday 4 September 2023.
- A further dental practice in East Lindsey would be closing in Skegness later this year. Dental services and fluoridisation would be on the agenda for the next meeting of the HSC on 19 July 2023.
- There was an interesting presentation from Sue Couzland, Divisional Director for EMAS in Lincolnshire and Neil Scott a senior officer in the organisation. Their services had been reshaped considerably.

- GP Services in Lincolnshire. Sarah-Jane Mills and Dr Reid Baker gave a glowing report on the county's GP services. There were 81 practices in the county, arranged into 15 networks.
- Integrated Health Board. This new government initiative had a legal duty to publish an annual plan and strategy. A new one would come in March 2024, but until then the five pillars they would build on were:
 - A new relationship with the public, working together to make the most of what was available.
 - Living well and staying well.
 - Access.
 - Integrated Community Care.
 - A happy workforce.

Further details can be seen by clicking on the link: [Agenda for Health Scrutiny Committee for Lincolnshire on Wednesday, 14th June, 2023, 10.00 am \(moderngov.co.uk\)](#)

Members were informed that the next meeting of the HSC would be held on Wednesday 19 July 2023.

The Chairman thanked the Outside Body Appointee for her contribution on reporting back from the HSC.

11. UPDATES FROM SCRUTINY AND POLICY PANELS INCLUDING QUALITY CHECKING OF FINAL REPORTS:

(a) Scrutiny Panel Update - To monitor the implementation of Magna Vitae's 5-year plan, including Key Performance Indicators:

Members were referred to the written update attached at pages 125 to 126 of the Agenda.

Members noted that since the election in May 2023, there were currently 3 new members to recruit for the Panel including the election of Chairman.

(b) Upcoming Scrutiny work:

Members were referred to the written update on pages 127 to 128 of the Agenda.

Rebecca James, Scrutiny Officer advised Members that a call for Members to join the 'Review of the Carbon Reduction Plan and associated carbon reduction activity at ELDC' Scrutiny Panel had not yet been circulated as she was waiting for Committee to confirm that this was the next Panel to be formed.

Councillors David Hall and Robert Watson put themselves forward to join the Panel.

A query was raised whether electric vehicle charging points could be included within the scrutiny.

Following a brief discussion, the Scrutiny Officer revisit the targets on the scoping document and although not specifically detailed, with Members agreement would add it to the lines of enquiry.

12. SCOPING OF SCRUTINY AND POLICY TOPICS:

(a) Scoping Document - To review the running of Invest East Lindsey Limited, with a particular focus on Kingfisher Caravan Park:

N.B. At this point in the Meeting, Councillor Fiona Martin, Chairman advised Members that she was a Member of the Invest East Lindsey (IEL) Stakeholder Board, and after taking advice from the Monitoring Officer stated that she would remain in the Meeting for this item.

Rebecca James, Scrutiny Officer referred Members to the Project Scoping Template attached at page 129 of the Agenda. Members were advised that a scoping document had previously been agreed on Kingfisher Caravan Park (KCP), however after further discussion by Committee it had been agreed that the scrutiny would be widened to review the running of IEL Limited, with a particular focus on KCP.

The Scrutiny Officer advised Members that following agreement of the scoping document, a call for Members to join the Scrutiny Panel would be circulated in the Members' Point Brief, following which Members were invited to review the scoping document.

- A Member highlighted that there had been a great deal of concern with IEL and considered that this Panel should be given priority.
- Further to the details on the scoping document, a Member considered that there was no mention on caravan operators as external witnesses who could provide valuable advice to the Panel. In response, the Chairman advised that finer details to the scoping document would be added once it had been approved and the Panel had been formed.

No further comments or questions were received.

Following which, it was

RESOLVED:

That the Scoping Document 'To review the running of Invest East Lindsey Limited, with a particular focus on Kingfisher Caravan Park' be agreed.

(b) Scoping Document - Public Convenience Provision in East Lindsey:

Rebecca James, Scrutiny Officer referred Members to the Project Scoping Template 'Public Convenience Provision in East Lindsey', page 131 of the Agenda refers.

The Scrutiny Officer highlighted to Members that the Assistant Director, Neighbourhoods' main focus was on the free to use facilities as there was a provision in place for chargeable toilet facilities and a procurement process was currently underway on this.

Following which, Members were asked to review the scoping document.

- The Chairman suggested that a caveat be inserted at the bottom of the scoping document to reflect that the scrutiny was to focus on non-paying toilet facilities.
- A Member highlighted he would like to see the inclusion of how residents were discriminated against, for example who should pay and who could use the facilities for free.
- A Member queried whether the scrutiny could be undertaken in two parts, the first for non-paying facilities and the second for chargeable facilities.
- A Member welcomed the scrutiny and highlighted that visitors to the district were annoyed when they had to pay for toilet facilities.

From the comments received, the Chairman considered that the Committee felt that the scrutiny should cover both paying and non-paying toilet facilities and wider issues, including inequalities.

A brief discussion ensued and Members were asked to consider in what order they wished the first three scrutiny panels to run.

Following which, it was

RESOLVED:

- 1) That the Project Scoping Template 'Public Convenience Provision in East Lindsey' be agreed, with Members comments taken into consideration for the Panel to agree at its inaugural meeting.
- 2) That the first three Scrutiny Panels were to run in the following order:
 - 'To review the running of Invest East Lindsey Limited, with a particular focus on Kingfisher Caravan Park';
 - 'Public Convenience Provision in East Lindsey';

- 'Review of the Carbon Reduction Plan and associated carbon reduction activity at ELDC'.

13. PROPOSED JOINT SCRUTINY ACTIVITY FOR 23/24 FOR THE SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP (S&ELCP):

Rebecca James, Scrutiny Officer presented Members with the Proposed joint scrutiny activity for 2023/24 for the South & East Lincolnshire Councils Partnership (S&ELCP) report, including Appendix A '2023/24 Draft Work Programme, Appendix B 'Agreed Scoping Document – Public Transport in the SELCP area', Appendix C 'Project Scoping Template – Healthy Living Action Plan', Appendix D 'Project Scoping Template – Partnership Enviro-Crime Enforcement Contract' and Appendix E 'Project Scoping Document – Partnership Housing Standards Strategy', pages 133 to 150 of the Agenda refer.

The report outlined the proposed joint scrutiny topics for the Partnership for 2023/34 and the establishment of a Joint Task and Finish Group for each topic.

Members were advised that the topics included had previously been considered by scrutiny committees at each Council, but this report brought forward more detail on each topic and requested appointments to the Joint Task Groups. Appendix A provided an overview of the proposed Partnership scrutiny work plan.

The agreed approach was that each Council's relevant scrutiny committee should appoint up to three Members to a Joint Task and Finish Group for any given topic. Each agreed topic would have its own Joint Task and Finish Group. A call for Members would be made at the Committee Meeting to be held on 25 July 2023.

The 'parent' scrutiny committees would agree the broad remit of the Joint Task and Finish Groups, but each Group would have a delegation to determine the detailed lines of enquiry/witnesses. A Lead Officer would be appointed by the relevant Deputy Chief Executive, and that Lead Officer would support the Group and would prepare any final report with the Group.

Final reports would be submitted to each council's parent scrutiny committee for final review and subsequent recommendation on to the relevant decision-making person/body, as appropriate.

Members were advised that the Public Transport in the SELCP area Joint Scrutiny Panel convened in May 2022 and an interim report had been presented to Overview Committee on 7 March 2023, Minute No. 92(d) refers. It was further highlighted that Lincolnshire County Council had requested to use the report for evidence to support a bid for £2.5m and was willing to work with the joint scrutiny panel.

A Member asked for details of the LCC Meeting that the Interim Report was presented to. The Scrutiny Officer responded that she would provide the Member with the details after the meeting.

Following a brief discussion, Members agreed to accept the report and its associated appendices.

Following which, it was

RESOLVED:

- a) That the topics and associated scopes, as set out at Appendices B - E, with each Task and Finish Group authorised to review the scopes and determine the detailed lines of enquiry and witnesses be agreed.
- b) That three Members to each of the proposed Task and Finish Groups identified in Appendices B to E appointed by the Committee be agreed at its Meeting to be held on 25 July 2023.

14. PERFORMANCE AND GOVERNANCE FRAMEWORK - QUARTER 4/END OF YEAR MONITORING REPORT 2022/23:

James Gilbert, Assistant Director (Corporate) presented Members with the Performance and Governance Framework - Quarter 4/End of Year Monitoring Report 2022/23 (April 2022 to March 2023) pages 151 to 174 of the Agenda refer.

Members attention was drawn to the Performance Indicators (Appendix A) and the Strategic Risk Register (Appendix B).

Members were invited to put their comments and questions forward.

- A Member highlighted the pie chart 'East Lindsey Q4 KPI Overview', page 156 of the Agenda refers and queried what 'trend only' referred to. The Assistant Director (Corporate) explained that this was a trend where no target was set against it and was monitored over a period of time.
- A Member referred to 'East Lindsey – Governance' - Percentage of corporate complaints responded to within corporately set timescales, (76% performance against a target of 95%), page 159 of the Agenda refers and queried why it took so long to respond to a complaint. The Assistant Director (Corporate) explained that the response time depended on the service area involved and the complexity of the complaint, but was happy to find further information in relation to this.
- A Member referred to East Lindsey – General Fund Assets - Percentage of available pitches occupied on Kingfisher Caravan Park, (48% performance against 60% target), page 161 of the Agenda refers. It was further highlighted that there was also a

shortfall in the number of caravan sales completed and considered that this needed a lot more explanation.

- A Member highlighted the East Lindsey - Corporate KPIs 2022/23, page 158 of the Agenda refers where it stated 'surveyed collectively' and queried what this meant. The Assistant Director (Corporate) explained that these were KPIs where the survey had been undertaken across all three councils in the Partnership and where there were shared officers.

The Assistant Director (Corporate) advised Members that the KPIs were intended to stretch services and the green status of a KPI was not an 'easy' green, furthermore it would be unhealthy for every KPI to be green.

- A Member queried whether there was adequate staffing where a red status had been awarded. The Assistant Director (Corporate) responded that it depended on the service involved, however acknowledged that some service areas were very stretched currently.
- A Member referred to CORP001(b) Economic Growth, page 164 of the Agenda refers and current proposals for an extension of Louth Industrial Estate. It was highlighted that this was not included on the risk register and considered that it needed adding as it was a risk to the local economy.
- A Member referred to CORP002 – Uncertainty of future Lincshire flood defence scheme, page 164 of the Agenda refers. It was highlighted that the medium risk awarded had been raised at previous Committee meetings and the Member felt very strongly that this should be re-evaluated as 'when, not if' flooding occurred it was a serious risk to the coastal economy.

The Assistant Director (Corporate) responded that these comments would be forward to the Assistant Directors of the relevant services for a response.

No further comments or questions were received.

Following which, it was

RESOLVED:

That the Performance and Governance Framework - Quarter 4/End of Year Monitoring Report 2022/23 be noted.

15. OVERVIEW AND SCRUTINY RECOMMENDATION TRACKER:

Members were referred to the Overview and Scrutiny Recommendation Tracker, pages 175 to 186 of the Agenda refer.

Rebecca James advised Members that the tracker had received a thorough update from the relevant officers moving into the 2023/24 municipal year and highlighted that a number of them had been proposed to be closed and were marked in green.

Members were invited to review the tracker, in particular those marked to be closed and to put their comments and questions forward.

No questions or comments were received.

Following which, it was

RESOLVED:

That the Overview and Scrutiny Recommendation Tracker be noted.

16. EXECUTIVE/COUNCIL FORWARD PLAN:

Members were presented with the Executive/Council Forward Plan 2023-24, pages 187 to 194 of the Agenda refer and were invited for their comments.

- A Member referred to the 'Approval of the award and spend of funding from the UK Shared Prosperity Fund and Rural England Prosperity Fund', page 187 of the Agenda refers. It was highlighted that no Member briefings had been held on this which was disappointing as input from Members would have been useful. The Chairman added that her understanding was that there was no consistency in how the funding was being awarded and how expressions of interest were being treated.
- A Member queried why the Cultural Development Fund (CDF) – Round 3 had been deferred from May 2023 and moved to July 2023. The Assistant Director (Corporate) explained that items were often moved on the Forward Plan, highlighting the key element was that the item had been added and published on the Council's website at least 28 clear days before the start of the period covered.

A Member added as a Point of Information that he had been corresponding with Magna Vitae in relation to the CDF who had highlighted their concerns of the time slippage and a potential loss of funding.

No further comments or questions were received.

Following which it was,

RESOLVED:

That the Executive/Council Forward Plan 2023-24 be noted.

17. DATE OF NEXT MEETING:

The date of the next Meeting was confirmed as Tuesday 25 July 2023.

The Meeting closed at 4.40 pm.

ACTIONS

ACTIONS FROM THE OVERVIEW COMMITTEE MEETING HELD ON 20 JUNE 2023		
6		ACTIONS:
✓		<i>Action No. 91 – Health Scrutiny Committee (HSC) for Lincolnshire, from the Meeting held on 7 March 2023, page 17 of the Agenda refers.</i>
		In relation to a 12-week consultation by United Lincolnshire Hospitals NHS Trust on Paediatric Services at Pilgrim Hospital Boston it was requested that a remote session for all three councils across the Partnership be held in July 2023. Contact - Anna Richards, Associate Director of Communications and Engagement, ULHT NHS Trust. UPDATE 17/07/2023: A provisional date has been arranged for Tuesday 1 August 2023 – when the time has been confirmed this will be communicated to all Members.
14		PERFORMANCE AND GOVERNANCE FRAMEWORK - QUARTER 4/END OF YEAR MONITORING REPORT 2022/23:
*	(a)	<u>CORP001(b) Economic Growth, page 164 of the Agenda refers</u>
		It was highlighted that the current proposals for an extension of Louth Industrial Estate was not included on the risk register. A request was made for this to be given consideration to be added to the register as it was a risk to the local economy. UPDATE 17/07/2023: This has been forwarded on to the Group Manager, Insights and Transformation to discuss with the relevant Assistant Director.
*	(b)	CORP002 – Uncertainty of future Lincshire flood defence scheme, page 164 of the Agenda refers.
		It was highlighted that the medium risk awarded had been raised at previous Committee meetings. As it was considered 'when, not if' flooding occurred this was a serious risk to the coastal economy and it was requested that this be re-evaluated. UPDATE 17/07/2023: This has been forwarded on to the Group Manager, Insights and Transformation to discuss with the relevant Assistant Director.
ACTIONS FROM THE OVERVIEW COMMITTEE MEETING HELD ON 7 MARCH 2023		
87		ITEMS REFERRED FROM OTHER COMMITTEES
✓		Breakdown of purchase price of the Hub figures required. UPDATE 17/07/2023: A response is attached at Appendix A to the Action Sheet.

✓ = completed, * = in hand, x = outstanding

ACTIONS

89		HERITAGE AND SCRUTINY BRIEFING REPORT	
*		An update to be provided after consultation on Conservation Areas with the timescale being 4 to 6 months from June 2023.	HERITAGE MANAGER (NOVEMBER 2023)
90		ENVIROCRIME CONTRACT PROGRESS ELDC	
*	(b)	The Environmental Health Service Manager (ELDC) to provide Members with data on patrols undertaken in Spilsby. UPDATE 17/07/2023: Following further discussion, concerns were raised that patrols were not working well across East Lindsey, particularly in small villages and it was requested that a more detailed report be provided for data across the district.	ENVIRONMENTAL HEALTH SERVICE MANAGER (ELDC)
91		HEALTH SCRUTINY FOR LINCOLNSHIRE UPDATE	
*		Update on the Mental Health Consultation, running until 31 st March 2023 - to be presented to a future Overview Committee meeting. UPDATE 17/07/2023: This is an item being presented to the HSC Meeting on 19 July 2023. An update will be requested for the next Committee meeting.	OUTSIDE BODY APPOINTEE TO THE HSC (SEPTEMBER 2023)
		ACTIONS FROM THE OVERVIEW COMMITTEE MEETING HELD ON 29 NOVEMBER 2022	
16		Q & A SESSION WITH JOHN TURNER, CHIEF EXECUTIVE, NHS LINCOLNSHIRE INTEGRATED CARE BOARD:	
*	(c)	Maz Fosh, Chief Executive of Lincolnshire Community Health Services to be invited to attend a future meeting of the Committee. UPDATE 22/05/23: Maz Fosh is happy to attend Committee. Currently waiting for confirmation of a date.	DEMOCRATIC SERVICES
27		OVERVIEW AND SCRUTINY RECOMMENDATION TRACKER:	
	(c)	<u>Overview Standing Reference Group – Customer and Digital Service Delivery Improvement Strategy (including CAP provision)</u>	
✓		<i>Recommendation No. 4 – ‘Ensure drop-in sessions/hub model is well planned and monitored from the outset to ensure continuity and equality of service across the district and ensure residents know how to access the service they need’, pages 143 to 150 of the Agenda refer.</i>	
		The Assistant Director, Corporate to put the suggestion of more Councillor involvement forward to the Customer Experience Board.	ASSISTANT DIRECTOR – WELLBEING AND

✓ = completed, * = in hand, x = outstanding

ACTIONS

	<p><u>UPDATE 23/09/2022:</u> The Assistant Director, Wellbeing and Community Leadership has advised that a draft Customer Experience Strategy is shared with Overview Committee as part of its development. It is anticipated this is in Q4.</p> <p>UPDATE 17/07/2023: This is being presented to Committee on 25/07/2023, Agenda Item No. 5 refers.</p>	<p>COMMUNITY LEADERSHIP (JULY 2023)</p>
	<p style="text-align: center;">ACTIONS FROM THE OVERVIEW COMMITTEE MEETING HELD ON 8 MARCH 2022</p>	
88	<p>EMERGING DISTRICT LED LINCOLNSHIRE HEALTH AND WELLBEING STRATEGY</p>	
*	<p>The Assistant Director, Wellbeing and Communities to provide a written update on the Partnership's approach and progress to improve health outcomes for its communities in six months.</p> <p><u>UPDATE 03/10/2022:</u> The Assistant Director, Wellbeing and Communities is attending Committee in January 2023 to update on the S & E L Healthy Living Board and go through the developed action plan and talk through progress etc.</p> <p><u>UPDATE 21/02/23:</u> This item is titled 'Lincolnshire Districts Health and Wellbeing Strategy' and is on the Agenda at Item 6, together with two briefing papers.</p> <p>UPDATE 07/03/23 Work to be picked up for September's meeting of the Overview Committee. Invitation to be sent to the Healthy Living Strategic Lead to brief Members at a future Reserved Members' Day.</p>	<p>ASSISTANT DIRECTOR – WELLBEING AND COMMUNITY LEADERSHIP (SEPTEMBER 2023)</p>

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APPENDIX A TO ACTION SHEET – ref Action No. 87 from the Meeting held on 7 March 223**Overview Committee****Public Sector Hub and College**

This short document presents the costs associated with the Public Sector Hub and College, which opened for occupation in January 2023.

It also details the funding secured from the Greater Lincolnshire Local Enterprise partnership toward the College aspect of the development.

It should be kept in mind that whilst the Council offices aspect of the project is a capital cost to the Council, the Council has disposed of two aging and expensive to maintain assets, generating capital receipts towards the build cost. The new building is far more energy efficient than the previous offices, resulting in the Council being able to significantly mitigate cost pressures resulting from the large increase in utility costs over recent months.

Costs of the Hub

LAND PURCHASE	£500,000.00
MAIN BUILD CONTRACT - including agreed 'compensation events', which are contract additions.	£7,376,378.63
Furniture, fittings and equipment	£153,048.00
Boston College fit out	£80,000.00
Compensation events not yet agreed but all allowed for in this provisional outturn.	£96,934.21
TOTAL ORIGINAL MAIN BUILD	£7,706,360.84
ADDITIONAL WORK NOT PART OF MAIN BUILD CONTRACT (COVERED BY THE CONTINGENCY)	
Banovallum Court Works	£202,000.00
Bat Surveys	£1,790.00
Interior Furniture and Equipment	£70,208.65
Additional equipment not part of main contract - including flag poles, caretaking equipment, kitchenware etc.	£15,342.00
INCOME	
Additional works invoiced to Boston College	-£67,642.31
TOTAL WORKS NOT PART OF MAIN BUILD CONTRACT	£221,698.34
CURRENT FORECAST	£8,428,059.18
CURRENT BUDGET (INCLUDED GLLEP CONTRIBUTION)	£8,376,490.00
UNDER+/OVERSPEND- - Note - this allows for all compensation events above to me met; however, this may be reduced if any settle in ELDCs favour.	-£51,569.18

APPENDIX A TO ACTION SHEET – ref Action No. 87 from the Meeting held on 7 March 223

ICT costs up to end of March 2023

- The ICT budget for the project was £724,000.
- The total cost came in at £646,843 (**£77,157 under budget**).
- £329,542 of the final costs would have been required even if we had stayed at Tedder Hall. This was due to the ‘sweating’ of assets once the move became imminent.

This means the specific ICT cost related to the Hub move was £317,301.

We then secured £22,000 from the sale of ICT assets that had a value.

This leaves a balance of £295,301 as the cost.

Capital receipts from the sale of Skegness Town Hall and Council-owned assets on Manby Park

- £845,000 for Manby Park
- £655,000 for Skegness Town Hall
- £45,000 for land subject to a right of pre-emption at Manby Park that had to be lawfully omitted from the sale.

In total the Council received £1,545,000, slightly above the business case figures.

Andy Fisher

Assistant Director – General Fund Assets

Andrew Sweeney

Project Director

James Gilbert

Assistant Director – Corporate

30 June 2023



REPORT TO:	East Lindsey District Council Overview Committee
DATE:	25 th July 2023
SUBJECT:	South & East Lincolnshire Councils Partnership Customer Experience Strategy
PURPOSE:	To seek Overview Committee’s input into the draft South and East Lincolnshire Councils Customer Experience Strategy.
KEY DECISION:	Yes
PORTFOLIO HOLDER:	Councillor Marsh, Deputy Leader of the Council with responsibility for Customer Services
REPORT OF:	Emily Spicer, Assistant Director for Wellbeing and Community Leadership
REPORT AUTHOR:	Emily Spicer, Assistant Director for Wellbeing and Community Leadership; Roxanne Warrick, Lead for Health Living Strategic Lead
WARD(S) AFFECTED:	ALL
EXEMPT REPORT?	No

SUMMARY

As sovereign Councils and as a Partnership we are committed to a vision of providing a customer experience that is simple, effective and customer focused and ensure access to the many services that are offered. One of the key principles to achieving this vision is to understand our communities and customers, and how they change to inform the way we provide our services, now and into the future.

Attached at **Appendix A** is the draft **South & East Lincolnshire Councils Partnership Customer Experience Strategy** setting out the vision, principles and approach for Customer Experience across the three sovereign councils ‘*working together to offer a clear and consistent experience*’.

The strategy sets out three key outcomes we are seeking over the next four years to achieve this:

- An organisational culture that is customer focussed
- A simple, effective, and positive customer experience
- Support that meets our customer’s needs

Success will be monitored through the South & East Lincolnshire Councils Partnership Customer Experience Board who will have oversight of the Strategy and work collaboratively to enable effective strategic direction and co-ordination of delivery. The governance framework for the Customer Experience Board is **attached at Appendix B**.

RECOMMENDATIONS

That the Overview committee considers the draft SELCP Customer Experience Strategy (**Appendix A**) and provides feedback to inform its development.

REASONS FOR RECOMMENDATIONS

In following the recommendation, member of the Overview committee can shape the draft Customer Experience Strategy prior to its consideration at Executive Board.

OTHER OPTIONS CONSIDERED

N/A

1. BACKGROUND

- 1.1** As part of the 2023/24 South and East Lincolnshire Councils Partnership (SELCP) Annual Delivery Plan, development of a shared Customer Experience Strategy is a key strand to assist the Councils' improvement in delivering a cost-effective operating model whilst supporting service delivery.
- 1.2** The Overview committee will be the have the first opportunity to review the draft SELCP Customer Experience Strategy (**attached at Appendix A**), in order to comment and shape the document ahead of its presentation to Executive Board.

2. REPORT

- 2.1** Each of the three councils that form the South & East Lincolnshire Councils Partnership, are responsible for delivering a wide range of public services.
- 2.2** This strategy enables SELCP to move away from 'customer service' as the responsibility of a single team or department. Instead, it recognises the importance to the whole organisation and ensures providing a simple, effective and positive customer experience be part of our core vision and values that every council employee subscribes to.
- 2.3** For the purpose of this strategy, our "customers" are residents, businesses, people who work in or visit the area, community groups and charities and partners working with the councils

- 2.4** Working collaboratively through the Customer Experience Board and with oversight from Portfolio Holder for will ensure links identified with the SELCP ICT and Digital Strategy for consistent approach.
- 2.5** Portfolio Holders, services and stakeholders have been involved in development of the Customer Experience Strategy including representatives from for organisations that directly support people to access and navigate Council services.

3. CONCLUSION

- 3.1** Commenting and critiquing the draft will add value to the Strategy's development, ensuring that the needs of East Lindsey' communities, businesses and visitors are recognised.

EXPECTED BENEFITS TO THE PARTNERSHIP

- 4.1** The draft Strategy, if adopted by each Council, will support a consistent approach to Customer Experience across the South & East Lincolnshire Councils Partnership.
- 4.2** A single strategy and shared governance will provide administrative efficiency and help meet ambitions of SELCP.

IMPLICATIONS

SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

The draft Strategy, if adopted by each Council, will provide a consistent approach to Customer Experience across the South & East Lincolnshire Councils Partnership where it benefits each sovereign council.

CORPORATE PRIORITIES

The development of the SELCP Customer Experience Strategy supports the following Corporate Priorities:

Our Council:

Ensure our services are digitally enabled and efficient to meet the expectations of our changing communities whilst not excluding who are not yet digitally enabled.

Ensure that our staff have the skills needed to drive the organisation forward and meeting the changing expectations of our residents.

STAFFING

All work in preparing this strategy will be contained within existing staffing resources. However, the Strategy is adopted additional resource requested will

CONSTITUTIONAL AND LEGAL IMPLICATIONS

There are no constitutional or legal implications identified in considering the draft as per the recommendation.

DATA PROTECTION

There are no data protection issues identified in considering the draft as per the recommendation.

FINANCIAL

There are no financial implications at this juncture in terms of considering the draft as per the recommendation.

RISK MANAGEMENT

There are no risk management issues at this juncture in terms of considering the draft as per the recommendation.

STAKEHOLDER / CONSULTATION / TIMESCALES

The draft has been presented to all relevant Portfolio Holder's across the South and East Lincolnshire Councils Partnership with Overview being the first committee to consider this draft. East Lindsey's Community Support network were invited to review and help develop this document.

REPUTATION

There are no reputation risks identified at this juncture in terms of considering the draft as per the recommendation.

CONTRACTS

There are no contractual issues identified at this juncture in terms of considering the draft as per the recommendation.

CRIME AND DISORDER

There are no crime and disorder issues identified at this juncture in terms of considering the draft as per the recommendation.

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

The SELCP Customer Experience Strategy has been drafted to ensure equal opportunities are provided for everyone and our customer diversity is recognised, respected and valued.

HEALTH AND WELL BEING

There are no health and wellbeing issues identified at this juncture in terms of considering the draft as per the recommendation.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

There are no health and wellbeing issues identified in terms of considering the draft as per the recommendation.

ACRONYMS

SELCP South & East Lincolnshire Council's Partnership

APPENDICES

Appendices are listed below and attached to the back of the report: -

<i>APPENDIX A</i>	South & East Lincolnshire Councils Partnership Customer Experience Strategy
<i>APPENDIX B</i>	Customer Experience Board & Governance

BACKGROUND PAPERS

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report

CHRONOLOGICAL HISTORY OF THIS REPORT

A report on this item has not been previously considered by a Council body

REPORT APPROVAL

Report author:	Roxanne Warrick Health Living Strategic Lead roxanne.warrick@e-lindsey.gov.uk
Signed off by:	Emily Spicer Assistant Director for Wellbeing and Community Leadership emily.spicer@sholland.gov.uk
Approved for publication:	Councillor Marsh Deputy Leader of East Lindsey District Council with responsibility for customer services

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2023-2027

CUSTOMER EXPERIENCE STRATEGY



Working together to offer a clear and consistent experience





INTRODUCTION **03**

WHAT IS CUSTOMER EXPERIENCE? **04**

WHY A CUSTOMER EXPERIENCE STRATEGY? **05**

OUR PEOPLE & SERVICES **06**

OUR PROMISE **12**

MEASURING SUCCESS **14**

The South & East Lincolnshire Councils Partnership is made up of Boston Borough Council, East Lindsey District Council and South Holland District Council. This strategy outlines how we will work together to support people to access the many services that we offer.

We want to ensure the continued transformation of our services and that we are meeting the needs of our customers now and into the future.

We are committed to ensuring our customers receive a positive customer experience that is accessible, simple and efficient for all.

For the purpose of this strategy, our “customers” are:

- Residents
- Visitors
- Businesses
- People who work in the area
- Community Groups and Charities
- Partners working with the Councils



WHAT IS 'CUSTOMER EXPERIENCE'?

Customer experience is how you feel when you interact with us.

Maybe you need to get in touch with us to let us know you are moving home, to register your business or you would like to know when your waste collection days. Whatever the reason, and the way you have engaged with us, we want that experience to be positive.

We will provide this through a consistent approach across the organisation, regardless of who you are or what service you require. It will not be just our customer services teams who will work towards delivering this, but our employees and partners too. So that whenever and wherever you interact with us, you can expect a quality service.

By working with our communities, we aim to understand their changing needs, and how people want to reach us, or for us to reach them. We deliver services based on our customers needs, which help people find answers to their questions and provide the tools they need to stay independent and help each other.

We respond to the needs of our communities, but we would like to prevent some of those needs from occurring. We will do this by being intelligence lead, focusing our resources where they are needed and by being as flexible as possible. We know that some people prefer to help themselves, so we need to make sure self-serve options are available. Where this is not possible, we will ensure our staff are well trained if you need to speak to them.

WHY A CUSTOMER EXPERIENCE STRATEGY?

Society is changing and so is our way of communicating

How do you stay in touch with your extended family? How do your children talk to friends? How do you find a new job? As a council we are just one of the many organisations you may need to interact with.

Prevent needs from getting worse

It is a lot better for people to have their issues resolved at the earliest opportunity than allow them to get worse and cause any distress, cost more money or require a lot of time to put right. In the same way, it is better for us as a council to step in early, whenever possible, and not allow matters to escalate.

Resident trust

As public services, it is important that we can demonstrate value and that our residents trust us to do the right things for them and advocate for them.

Affordability

With an ever-increasing population and more complex economic pressures, it is more important than ever that we get it right first time. Chasing a response, contacting us repeatedly because we made a mistake, complaining – these all cost you and us.

Wellbeing, health and wealth

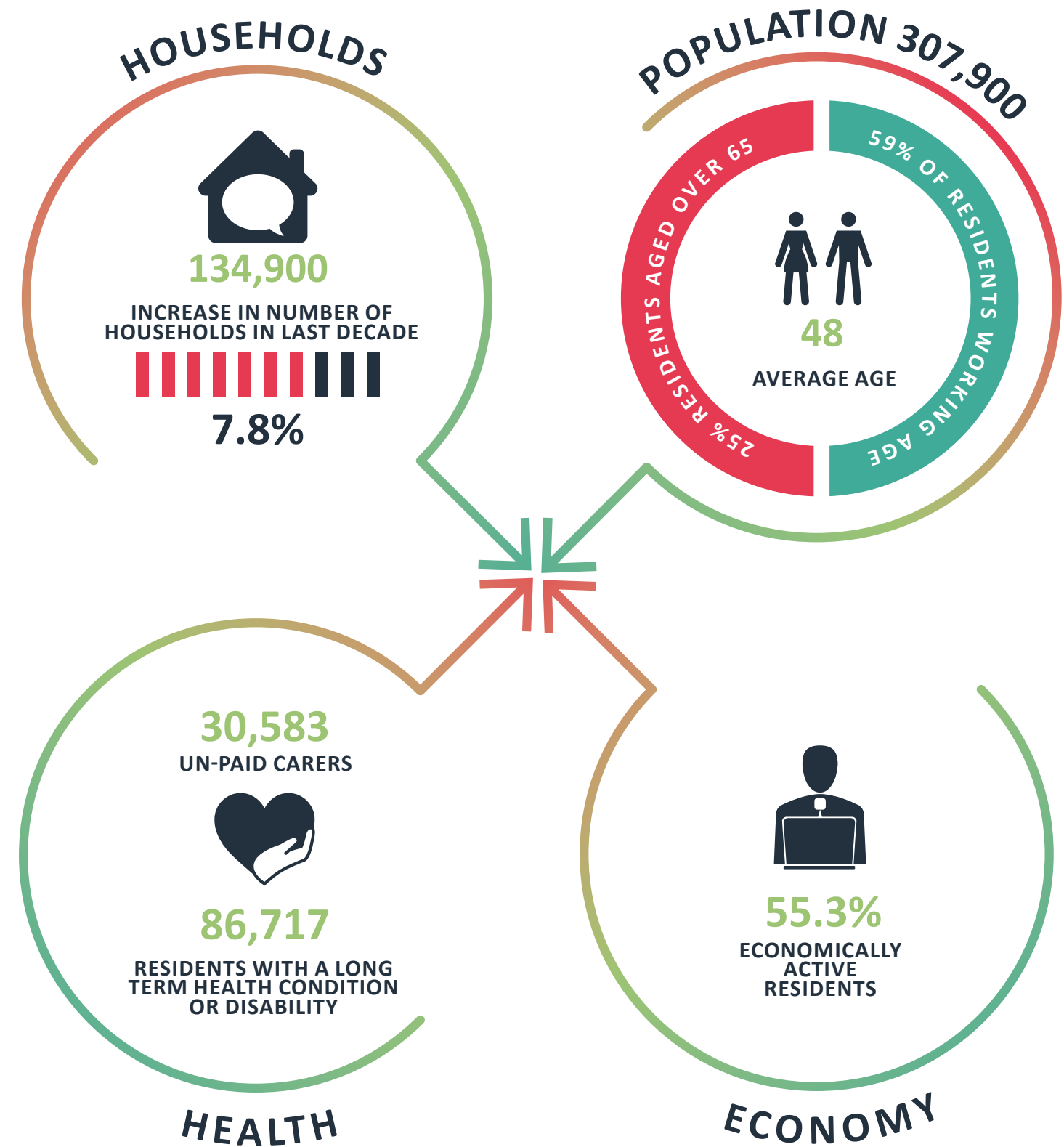
Access to the right information and advice, and early access to support are key in helping us all stay healthy, make the right choices for ourselves and our families, and make it easy to access the support of our local communities.

OUR PEOPLE

Our “customers” are businesses, partners and anyone who lives, works and visits South and East Lincolnshire. We believe it is important to understand how our communities and customers change to inform the way we provide our services, now and in the future.

We understand there are specific challenges that will need to be collectively addressed to ensure a positive customer experience. These include:

- Providing a quality customer experience across an increasingly diverse community
- Maintaining a good experience as our population grows and demand for services increases
- An ageing population and increasing dependency mean many customers need our services and extra help to live independently
- Ensuring our services have capacity to understand and support the needs of our most vulnerable customers and communities
- Ensuring that transactional support is as accessible and efficient as possible, to allow our customer facing staff the capacity to support early intervention, prevention and help manage demand.

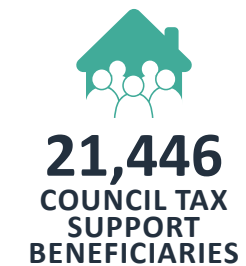




IN A YEAR...

OUR CURRENT CUSTOMER EXPERIENCE

Delivering services to local businesses and residents is a significant part of our core purpose. We do this with Public Sector Partnership Services (PSPS Ltd) who provide services on behalf of all three Councils



YOUR CUSTOMER EXPERIENCE WITH THE SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP WILL BE SIMPLE, EFFECTIVE AND PEOPLE FOCUSED

OUR VISION

We believe that there is a way this can be achieved through an integrated sub-regional offer:

- consistent standards
- a customer focused culture
- flexible approach to meet customer needs
- use of digital technology
- knowledgeable staff

To deliver our vision, we have developed a customer promise that assists us to continually improve our customers' experience no matter how they chose to interact with us. Our customer promise.

South & East Lincolnshire Councils Partnership have values and behaviour principles that show how we work to the best we can for our customers and communities.



HOW WE WORK AS ONE TEAM TO BE THE BEST FOR OUR PLACE AND PEOPLE

OUR PROMISE

We promise to provide:

A person centre approach

- Aim to resolve your question the first time you contact us
- Empower staff so they provide a consistent and high-quality service
- Provide a flexible approach to services to ensure they continue to meet the changing needs of our customers, now and in the future
- Understand your point of view and seek feedback to improve the customer experience
- Monitor customer demand and identify things we need to change

Digital First Approach

- Provide a choice of channels that are simple and easy to use
- Through our Digital Strategy, introduce, promote and support self-service
- Provide help and support for you and your local community to use our on-line services
- Continue to embrace technology and become more efficient

The best solutions

- Work with you to identify solutions to your issues
- Provide a seamless and joined up service between the council and our partners
- Maximise self-help and early intervention to resolve problems early
- Provide a professional service through skilled and trained staff

Be understanding, open and respectful

- Ensure we treat all our customers with respect
- Ensure we do as we say we will
- Keeping you informed and updated as appropriate
- Provide information, advice, and signposting to services clearly, consistently and up to date



MEASURING SUCCESS

We are seeking to achieve 3 key outcomes to deliver our vision. Success will be monitored by our new Customer Experience Board and through relevant performance indicators.

Outcome 1: An organisational culture that is people focused

To design our services in such a way that makes them easy to access whilst delivering the right outcomes in the most efficient way possible.

How will this be achieved?

- Always putting our customers at the heart of everything we do ensuring we understand what they need from us
- Provide a choice of channels to contact us on
- Providing an experience that is right first time and delivering this at first point of contact so customers benefit from an efficient and responsive service
- Ensuring our services are available and accessible to all our customers
- Being seen as approachable and professional by our customers, welcoming feedback, being willing to admit our mistakes and always learning from these
- Invest in the right technology to meet our ambitions
- Provide a reliable and secure service
- Continuously review our services and seek feedback and evidence to improve how we do things
- Create a culture of customer excellence

Outcome 2: A simple, effective, and positive customer experience

To deliver an improved, comprehensive and consistent experience, irrespective of how our customers interact with us

How will this be achieved?

- Working as one organisation offering a clear and consistent experience
- Ensuring our staff have the knowledge, skills, tools and capability to deliver a consistent and high quality of service where and however our customers interact with us
- Clearly setting out service information that Customers may access when they wish, highlighting contact routes and waiting times, whilst keeping customers informed of progress so they don't need to follow up enquiries unnecessarily
- Support our staff to provide the best possible experience to you, and to invest in their training and understanding of good customer service.
- We will say sorry if we get things wrong and put it right, quickly
- We will listen to your feedback and take it into account when making improvements to our service
- Provide online access 24 hours a day, 7 days a week

Outcome 3: Support that meets our customer's needs

To create the environment, facilities and advocacy to support those that need it most.

How will this be achieved?

- Design efficient processes across all our services
- Work with our trusted partners to deliver the best service we can
- Our website will be available 24 hours a day all year round
- Our face-to-face service will be available for those who need it
- Our trained staff will be available on phone lines should you need to talk to us
- We will make sure everyone has equal access to services

**Working together to offer a clear
and consistent experience**

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Customer Experience Board & Governance

South & East Lincolnshire Council's Partnership require a clear governance structure and arrangements to ensure that it can achieve the ambition and deliver outcomes outlined in the Customer Experience Strategy.

The newly established Customer Experience Board will have oversight for the Customer Experience Strategy and work collaboratively to enable the effective strategic direction and co-ordination of delivery.

This framework supports the Member Governance Structure which forms part of the approved Memorandum of Agreement for South & East Lincolnshire Councils Partnership and will be regular reviewed to ensure it is meeting needs of the Councils.

The Customer Experience Board has the following objectives:

- To develop a single Customer Experience Strategy for the partnership in support of the opportunities identified within the approved S&ELCP Business Plan
- To identify opportunities to create a single improved approach for customer experience across the partnership based on best practice
- To support the development of organisational cultural and the 'One Team' partnership ethos in support of customer experience
- To support the ambitions of the S&ELCP through improved outcomes for our communities
- To inform the development of the ICT Strategy for the Partnership reflecting the vision and ambitions of the Customer Experience Strategy
- To develop customer standards for the Partnership and ensure correct standards are applied and maintained
- To address service issues which do not meet the aspirations and aims of the Customer Excellent Strategy
- To develop a customer insight model, intelligence reporting and data collection to inform policy development for the Partnership
- To lead the customer relationship with PSPS Ltd

The bi-monthly meetings are chaired by either South & East Lincolnshire Councils Partnership's Deputy Chief Executive (Communities) or Assistant Director (Well Being & Community Leadership).

The membership of the Customer Experience board includes the following representatives:

- Head of ICT (PSPS Ltd)
- Head of Customer Contact (PSPS Ltd)
- Customer Operations and Delivery Manager (PSPS Ltd)

- Assistant Director (Neighbourhoods)
- Assistant Director (Corporate)
- Assistant Director (Housing)
- Senior Change and Performance Business Partner

Where appropriate, if any investment is required to support delivery of the strategy services will be required to bring forward a business case. It is expected that services will work with the relevant Portfolio Holders in developing and agreeing business case to ensure the right level of operational and political balance is achieved. All business cases will require approval from both the Customer Experience Board and Portfolio Holders responsible for Customer Experience thereafter.

Any projects that emerge to support delivery will be managed in line with South & East Lincolnshire Council's Partnership's Project Management Framework; **with the Customer Experience Board and service specific Portfolio Holders retaining a level of strategic oversight.**

Projects will usually be planned activity as part of the S&ELCP Annual Delivery Plan. Customer Service Board will produce quarterly highlight reports to update on status, track activities and details of risks and/or issues.

Scrutiny Panels - Update for Overview Committee 25th July 2023

To monitor the implementation of Magna Vitae's 5-year plan, including Key Performance Indicators.

This panel started its work in April 2022. In March 2023, they brought an interim report to Overview Committee. Following the election, the panel has advertised for new Members and will meet for the first time in late July – we currently need one final member before we can arrange the first meeting. The first task will be to review the work done by the panel so far and to agree the focus for the second part of the work.

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Scrutiny Panels - Update for Overview Committee 25th July 2023

Upcoming Scrutiny Panels

Following discussion at Overview Committee, the next 2 topics to be considered by a scrutiny & policy panel will be as follows:

- To review the running of Invest East Lindsey Limited, with a particular focus on Kingfisher Caravan Park .
- To consider Public Convenience Provision in East Lindsey.

The Invest East Lindsey/Kingfisher panel will be asked to look at the following key areas:

1. What are the challenges Invest East Lindsey faces and does the company have plans to overcome those challenges?
2. Review short and long-term plans/aims for Invest East Lindsey;
3. To gain an understanding of the current and future plans for Invest East Lindsey projects;
4. To consider whether the current plans for Kingfisher are performing as expected. If not, why not and should they be continued, or should alternative options be considered?

The Public Convenience panel will be asked to look at the following key areas, with the focus being clarified at the start of the piece of work:

1. Review current state of the buildings;
2. Review current costs of providing them;
3. Do we want to continue to provide? How many?
4. Possibilities for future use of the buildings.

A request for Members for both these panels was included in the Members Point Brief in June and July 2023. There are currently 5 confirmed members for Public Conveniences and 4 confirmed members for Invest/Kingfisher and initial meetings will be arranged once we have 7 members for each panel.

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Scrutiny Topic Suggestion Form

Please complete the sections below if you wish to suggest a topic for scrutiny or policy development. If you require assistance whilst completing this form please contact the Scrutiny & Policy Officer on:

Telephone: 01507 613410 / 07766 421653

Email: rebecca.james@e-lindsey.gov.uk

Suggested topics must meet one or both of the following criteria:

- A High level/strategic topics that impact on how services are delivered and/or how the council works**
 - B Issues that have a significant impact on the East Lindsey community**
-

1. Topic title

How can ELDC help retain, attract and re-attract qualified, innovative, ambitious and young professionals in the district?

2. Which of the above criteria does your topic suggestion meet – A or B (please highlight one or both) - and explain how.

B – it affects the future viability of businesses and hinders the future growth and sustainability of towns and villages in the district.

3. Reasons why the subject should be reviewed. If applicable please state whether this topic is:

- (a) post-decision scrutiny;
- (b) pre-decision scrutiny; or
- (c) policy development**

Policy development. This topic would look at current policy/strategy and also look at how these can be developed to meet the future needs of the district.

4. What is the relationship to the corporate priorities as identified in the Corporate Plan?

- Support our town centres to remain vital and viable as shopping habits change
- Create an environment that helps businesses to survive and grow
- Improve equality of opportunity across the district and in target areas

Portfolio Responsibility if known: Cllr Kirk - Coastal Visitor Economy, Business Interaction and Engagement, Employment and Skills (and Cllr Grist – Business Interaction and Engagement, Rural Development Fund, Young People))

5. Evidence (What evidence is there to support the need for scrutiny? What are the facts?)

Skilled workers and young people leave the area and never return, taking with them skills, education and innovation to other parts of the country.

Desired Outcomes (What would be achieved for the council or district by undertaking this topic?)

Attract skilled work (and workers) to the district
Make the area attractive to remote workers who can spend their money in the district
Plan to upskill the labour force
Reduce the skills divide

Topic proposed by: Cllr Billy Brookes

Date: June 2023

Office use only

- Overview Meeting: 25th July 2023
- Accept/ Reject:

Please note, if you wish to see more details about how Overview Committee assesses scrutiny topics, please ask the Scrutiny Officer for a copy of the Scrutiny & Policy Panel Operational Guidelines.

Scrutiny Topic Suggestion Form

Please complete the sections below if you wish to suggest a topic for scrutiny or policy development. If you require assistance whilst completing this form, please contact the Scrutiny Officer on:

Telephone: 01507 613410 / 07766 421653

Email: rebecca.james@e-lindsey.gov.uk

Suggested topics must meet one or both of the following criteria:

- A High level/strategic topics that impact on how services are delivered and/or how the council works**
 - B Issues that have a significant impact on the East Lindsey community**
-

1. Topic title

Update ELDC planning policy to encourage/require integration of renewable energy sources into new build properties

2. Which of the above criteria does your topic suggestion meet – A or B (please highlight one or both) - and explain how.

A – it affects how planning policy is decided and would affect how planning officers make decisions / recommendations

B – it will impact residents positively – those that buy a new build property will be confident it is 'future-proof' in terms of energy efficiency and upcoming new requirements

3. Reasons why the subject should be reviewed. If applicable, please state whether this topic is:

- (a) post-decision scrutiny;
- (b) pre-decision scrutiny; or
- (c) policy development**

This scrutiny will help influence planning policy and therefore planning decisions based on a potentially updated policy.

4. What is the relationship to the corporate priorities as identified in the Corporate Plan?

1. Help enable a supply of homes that meet needs and aspirations;
2. Adapt to meet the challenge of a changing natural environment;

Portfolio Responsibility if known: Cllr Ashton

5. Evidence (What evidence is there to support the need for scrutiny? What are the facts?)

Requirements for energy efficiency and use of renewable energy in properties will become a requirement in the near future. Acting now will help residents.

Desired Outcomes (What would be achieved for the council or district by undertaking this topic?)

Recommending/requiring that developers integrate this now will help ensure that new build properties are future proof for the owners and avoid costly retrofit measures when the new requirements come into force in a few years' time.

Topic proposed by: Councillor Paul Rickett

Date: June 2023

Office use only

- Overview Meeting: 25th July 2023
- Accept/ Reject:

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Email: rebecca.james@e-lindsey.gov.uk

Suggested topics must meet one or both of the following criteria:

- A High level/strategic topics that impact on how services are delivered and/or how the council works**
- B Issues that have a significant impact on the East Lindsey community**
-

1. Topic title

Broad band and phone connectivity in ELDC area

2. Which of the above criteria does your topic suggestion meet – A or B (please highlight one or both) - and explain how.

B

3. Reasons why the subject should be reviewed. If applicable, please state whether this topic is:

- (a) post-decision scrutiny; **The decision is by LCC (I understand)**
- (b) pre-decision scrutiny; or
- (c) policy development

4. What is the relationship to the corporate priorities as identified in the Corporate Plan?

I can't say, however a better broadband and phone service should be the basic priority for all- We live in the 21st century and 3rd world countries have better connectivity than the rural areas of England. I find it appalling that in a stretch from Wragby to Horncastle, I need 3 different cell phone providers to be able to have connectivity throughout. Only people who can afford Starlink have any hope to have a solid connectivity, which is unacceptable, as the 'internet' is not a rad concept, it's a basic requirement for anyone to get anything done- from your groceries to calling from help we need data.

Portfolio Responsibility if known: Cllr Marsh

5. Evidence (What evidence is there to support the need for scrutiny? What are the facts?)

The fact that our area has relative lower connectivity than the national average and the fact post Covid, people work from home more than they ever did before, should be enough to convince anyone this is a topic worth looking at. <https://rsnonline.org.uk/nfu-survey-results->

Desired Outcomes (What would be achieved for the council or district by undertaking this topic?)

We as a council are injecting money into our coastal towns to increase tourism, but with tourism comes the responsibility to enhance the experience of all, not just visitors, but the one's who live here. We may see more than just caravans if we have a better connectivity to the rest of the world- business outings, corporate retreats, and the like.

<https://rsnonline.org.uk/nfu-survey-results-show-rural-areas-still-significantly-behind-national-averages-for-broadband-and-mobile-connectivity>

Topic proposed by: Ruchira Yarsley

Date: June 28th

Office use only

- Overview Meeting:
- Accept/ Reject:

Please note, if you wish to see more details about how Overview Committee assesses scrutiny topics, please ask the Scrutiny Officer for a copy of the Scrutiny & Policy Panel Operational Guidelines.

Scrutiny Topic Suggestion Form

Please complete the sections below if you wish to suggest a topic for scrutiny or policy development. If you require assistance whilst completing this form, please contact the Scrutiny Officer on:

Telephone: 01507 613410 / 07766 421653

Email: rebecca.james@e-lindsey.gov.uk

Suggested topics must meet one or both of the following criteria:

- A High level/strategic topics that impact on how services are delivered and/or how the council works**
- B Issues that have a significant impact on the East Lindsey community**
-

1. Topic title
Viking CCS (Carbon Capture Scheme)

2. Which of the above criteria does your topic suggestion meet – B- and explain how.

This proposal consists of a 55km pipeline that rings around the upper northeast portion of the District en route to the Theddlethorpe Gas Terminal and then offshore.

It cuts across the ELDC countryside from west of North Thoresby south past the east of Louth and Grimoldby before making a sharp left turn north of Gayton le March and heading to the coast immediately under Theddlethorpe.

Although the pipeline will be buried, the disruption to agriculture will be significant and further impact on the cost-of-living crisis by interrupting local food production and supply. Furthermore, the explosion risk from this pipeline is not to be underestimated.

3. Reasons why the subject should be reviewed. If applicable, please state whether this topic is:

pre-decision scrutiny

4. What is the relationship to the corporate priorities as identified in the Corporate Plan?

This proposed development is contradictory to our corporate plan: the destruction of agricultural fields, the worry of leaks (or worse), the fear of living alongside or in close proximity to what could be a ticking time bomb. These factors do not support growing our village and town centres, reduce the Carbon footprint of our council or district, or support well being of residents. The programme claims job creation, but are these the same unskilled/low-skilled jobs we already struggle to fill along the coast? With the ever-increasing use of AI, one might think that even skilled roles are in jeopardy in a facility such as this.

Portfolio Responsibility if known: I believe this is shared between Cllrs Grist, Kirk, Ashton, and Marsh.

5. Evidence (What evidence is there to support the need for scrutiny? What are the facts?)

Given that this development has bypassed the District Council entirely, there has been no opportunity for the planning committee, or indeed the full council, to investigate the project and view all sides of the matter. As this is one of two proposals currently being debated for the same site in Theddlethorpe, I believe the council must take additional care and scrutinise this proposal with the same vigour as I expect a GDF planning application would receive. The panel, and council, must ask why our district is the dumping ground for waste made elsewhere- certainly there are alternatives to this on-shore plan that would not lay the bulk of the risk associated with carbon capture at the feet of our district's residents.

Desired Outcomes (What would be achieved for the council or district by undertaking this topic?)

Following scrutiny, I would be seeking the panel to make a recommendation to the Council which could formulate the basis of a formal position of ELDC. This position would be the official representation of the District when consulted by the Secretary of State regarding the Viking CCS application.

Topic proposed by: Stef Bristow

Date: 23 June 2023

Office use only

- Overview Meeting:
- Accept/ Reject:

Please note, if you wish to see more details about how Overview Committee assesses scrutiny topics, please ask the Scrutiny Officer for a copy of the Scrutiny & Policy Panel Operational Guidelines.

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REPORT TO:	Overview
DATE:	25 July 2023
SUBJECT:	Annual Joint Scrutiny Task Group for the South & East Lincolnshire Councils Partnership
PURPOSE:	To establish a Joint Scrutiny Task Group and agree the associated scope to undertake the annual scrutiny review of the South & East Lincolnshire Councils Partnership
KEY DECISION:	N/A
PORTFOLIO HOLDER:	Councillor Craig Leyland, Leader of the Council
REPORT OF:	James Gilbert, Assistant Director – Corporate
REPORT AUTHOR:	Rebecca James, Scrutiny & Policy Officer
WARD(S) AFFECTED:	None
EXEMPT REPORT?	No

SUMMARY

When the Partnership was formed it was agreed in the Memorandum of Agreement that there would be an annual joint scrutiny undertaken to review progress of the Partnership and to understand its effectiveness and the opportunities for its further development.

This report brings forward the proposed scope of that scrutiny and seeks a member appointment to the Task Group.

This report is being considered by ELDC's Overview Committee, BBC's Environment & Performance Overview and Scrutiny Committee and SHDC's Performance Monitoring Panel.

RECOMMENDATIONS

- That the scope at **Appendix A** is agreed to enable the scrutiny exercise to commence promptly in late September.
- To agree the appointment of one member from the Scrutiny Committee to join the Task Group alongside the Chairman and Vice-Chairman.

REASONS FOR RECOMMENDATIONS

- To enable scrutiny to commence in line with the commitment in the Memorandum of Agreement.
- To ensure representation for all 3 partner Councils in line with the previously agreed Council report (November 2021)

OTHER OPTIONS CONSIDERED

None

1. BACKGROUND

- 1.1** This report brings forward the second annual joint scrutiny of the South & East Lincolnshire Councils Partnership.

2. REPORT

- 2.1** When the Councils formed the Partnership in October 2021, the Memorandum of Agreement committed the Councils to undertake an annual scrutiny of the Partnership ‘to understand its effectiveness and opportunities for further development’.
- 2.2** A draft scope to frame the scrutiny is attached at **Appendix A**.
- 2.3** In November 2021, Council agreed that the annual Partnership Scrutiny Task Group should be made up of the Scrutiny Committee Chairman, Vice Chairman and one additional Scrutiny Member from each of the Partnership Councils’ relevant Scrutiny Committee.
- 2.4** Once the scrutiny has been undertaken, the Task Group’s report will be presented back to the relevant Scrutiny Committee at each Council before the recommendations are considered by the appropriate Committee/Portfolio Holders.
- 2.5** Proposed dates for the Task Group to meet remotely are below (these are suggested dates only, chosen to avoid conflict with committee meetings and can be altered to suit those members who join the panel to complete the piece of work):

	Date	Time	Focus
1	26 th September	6pm – 7:30pm	Introductions, Chair, discuss lines of enquiry
2	5 th October	6pm – 7:30pm	Witnesses, evidence, discussion
3	12 th October	6pm – 7:30pm	Witnesses, evidence, discussion
4	19 th October	6pm – 7:30pm	Witnesses, evidence, discussion
5	30 th October	6pm – 7:30pm	Agree final report and recommendations
6	6 th November	6pm – 7:30pm	‘Contingency’ meeting

EXPECTED BENEFITS TO THE PARTNERSHIP

The recommendations will support the aims and ambitions of the South & East Lincolnshire Councils Partnership and the further development of the Partnership.

IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCILS' PARTNERSHIP

NONE

CORPORATE PRIORITIES

NONE

STAFFING

NONE

CONSTITUTIONAL AND LEGAL IMPLICATIONS

NONE

DATA PROTECTION

NONE

FINANCIAL

NONE

RISK MANAGEMENT

NONE

STAKEHOLDER / CONSULTATION / TIMESCALES

N/A

REPUTATION

NONE

CONTRACTS

NONE

CRIME AND DISORDER

NONE

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

NONE

HEALTH AND WELL BEING

NONE

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

NONE

LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

NONE

ACRONYMS

NONE

APPENDICES

Appendices are listed below and attached to the back of the report: -

APPENDIX A	Scoping document
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BACKGROUND PAPERS

- Partnership Memorandum of Agreement
- November 2021 Council report
- The 2022 Annual Scrutiny of the Partnership report

CHRONOLOGICAL HISTORY OF THIS REPORT

The first annual joint scrutiny report was considered by this committee on 29 November 2022

REPORT APPROVAL

Report author:	Rebecca James, Scrutiny Officer ELDC
Signed off by:	James Gilbert, Assistant Director - Corporate
Approved for publication:	Craig Leyland, Leader of the Council



JOINT SCRUTINY TASK & FINISH GROUP Project Scoping Template

Topic: Joint Scrutiny of the South & East Lincolnshire Councils Partnership 2023

Objectives and Key Issues:

The function of scrutiny within each of the partner Councils plays an important and key role within the overall governance arrangements for each of the partnership Councils and for the Partnership as a whole.

The approved business case demonstrated a number of opportunities for the South & East Lincolnshire Councils Partnership.

Progress on these identified opportunities, plus other key issues, form the basis of this annual joint scrutiny of the Partnership.

Lines of Enquiry:

- To review delivery of the recommendations from the 2022 Partnership annual scrutiny;
- To consider progress against the Peer Review recommendations from 2022;
- To consider how the partnership is responding to shared and common challenges and opportunities at a local, corporate, and sub-regional level across the southeast region of Lincolnshire;
- To review the progress being made to achieve the combined financial opportunity of up to £42m (if all service integration opportunities are embraced) identified in the Partnership business case.
- How is the partnership building on the existing and successful PSPS Ltd relationship in order to improve service effectiveness and efficiency;
- How is the Partnership securing service delivery improvements and resilience across the Partnership;
- How is the Partnership creating additional capacity and increased resilience to do more for our communities;
- To cement a solid foundation of partnership working ahead of the potential for devolution and local reform;
- To consider the increased opportunities to secure external funding to enable the future prosperity for our communities;

- To understand progress in delivering a sub-regional Growth Strategy; and
- To seek assurance that the Digital Strategy and ICT Roadmap is making progress.

Standard Areas to Consider

Relationship with Annual Delivery Plans: as per the lines of enquiry above

Financial Implications: as per the lines of enquiry above

Witnesses

Internal:

ELDC/BBC/SHDC Leader & Deputy Leader, Chief Executive, ELDC/SHDC/BBC Members, Other relevant officers TBC by panel

External: PSPS Chief Executive, PSPS Head of ICT & Digital

Resources

Liaison Officer:

Rebecca James, Scrutiny & Policy Officer, S&ELCP

James Gilbert, Assistant Director, Corporate

Required officer expertise:

To be decided as the scrutiny review progresses

Timescale

Start date: 26th September

End date: 6th November

Target ELDC Overview Committee Meeting: 28th November

Target BBC Overview & Scrutiny Meeting: 19th December

Target SHDC Scrutiny Committee Meeting: 15th November

Target Cabinet / Executive Board Meeting: ELDC 29/11, SHDC 06/12, BBC 16/01

OVERVIEW SCRUTINY RECOMMENDATION TRACKER

	Recommendation	Action Taken	Time scale	Officer Responsibility	AD & Directorate	Portfolio Holder
Carbon Management Scrutiny Panel						
7	A standing Climate Change and Environment Committee be established to take this forward with regular monitoring of progress of projects through scrutiny / overview. This committee or a reconvened carbon management scrutiny panel should begin work immediately on outstanding issues from this scrutiny and the implementation of reduction projects, assessing action plans and governance procedures outlined in the CRP.	<p><u>UPDATE 22/02/2021:</u> A Climate Change and Environment task force is due to be established across the Strategic Alliance with staff champions from across the different service areas together with the relevant portfolio holders. SB</p> <p><u>UPDATE 12/05/2021:</u> Now the CC&E Team is in place; this will be a focus for them to set up. A revised timeline will see this introduced by December 2021.</p> <p><u>UPDATE 24/09/2021:</u> No further update at present but still very much a priority. SB</p> <p><u>12/01/2022:</u> Still planned to action this in 2022. SB</p> <p><u>UPDATE OCTOBER 2022:</u> Work has started again on this now a new officer is in post, and it is due to be established by December 2022. SB</p> <p><u>UPDATE JANUARY 2023:</u> Slightly behind schedule but well in progress. Staff survey in November 2022 found 25% of respondents were interested in being involved with an internal climate change committee. Structure currently being finalised before staff are invited to express interest in early 2023.</p> <p><u>UPDATE MARCH 2023:</u> No further update at present</p> <p><u>UPDATE JUNE 2023:</u> Terms of Reference have been drafted and EOIs have gone out to staff and these are currently being reviewed to ensure a productive mix across the S&ELCP.</p>	Sep-23	Sarah Baker - Climate Change and Environment Manager	Communities Directorate - Christian Allen	PORTFOLIO - COMMUNITY SAFETY, LEISURE & CULTURE, AND CARBON REDUCTION Councillor Graham Marsh

11	Include local offsetting projects in the council's carbon strategy and begin to invest in these projects as soon as possible.	<p><u>UPDATE 22/02/2021:</u> Net zero target means that residual emissions can only be offset using approved methods of Green House Gas emissions. More detail on this is due to be given in 2021 following Government consultation. An offsetting strategy should then be developed. SB</p> <p>UPDATE 01/04/2021: No update at present. SB</p> <p>UPDATE 24/09/2021: No further update at present. SB</p> <p>UPDATE 12/01/2022: No further update at present. SB</p> <p>UPDATE JANUARY 2023: No further update at present</p> <p>UPDATE MARCH 2023: no further update at present <u>UPDATE JUNE 2023:</u> No further update at present - this is unlikely to progress formally in 2023-24 as isn't captured in the Annual Delivery Plan. We are in touch with some projects such as seagrass reintroduction off the EL coastline which may in the future hold potential in this regard.</p>	Apr-24	Sarah Baker - Climate Change and Environment Manager	Communities Directorate - Christian Allen	PORTFOLIO - COMMUNITY SAFETY, LEISURE & CULTURE, AND CARBON REDUCTION Councillor Graham Marsh
12	In its budgeting and planning the council measures the cost of our exposure to risk in carbon recapture and including in budgeting a cost figure for the potential extraction of that carbon as part of our cost benefit analysis.	<p><u>UPDATE 22/02/2021:</u> As above, this is likely to become clearer over the coming months. While indicative figures are available, more clarity is expected to be given once more is known about approved carbon recapture methods. SB</p> <p>UPDATE 01/04/2021: No update at present. SB</p> <p>UPDATE 24/09/2021: No further update at present. SB</p> <p>UPDATE 12/01/2022: No further update at present. SB</p> <p>UPDATE JANUARY 2023: No further update at present.</p> <p>UPDATE MARCH 2023 No further update at present <u>UPDATE JUNE 2023:</u> No further update at present</p>	Oct-23	Sarah Baker - Climate Change and Environment Manager	Communities Directorate - Christian Allen	PORTFOLIO - COMMUNITY SAFETY, LEISURE & CULTURE, AND CARBON REDUCTION Councillor Graham Marsh
OVERVIEW STANDING REFERENCE GROUP						
Sutton on Sea Colonnade Project						

3	To work with Lincolnshire County Council to improve the surfacing of Broadway.	<p>22/02/2022: An approach has been made to LCC Highways to understand future scheduling opportunities within the County Council to link up any future planned works to resurface the Broadway car park (ELDC) and any repairs or resurfacing to the Broadway highway (LCC). This is beyond the control of ELDC to implement directly but we will seek to work in partnership with Highways colleagues to minimise local disruption and maximise the impact of the transport infrastructure works. UPDATE 18/07/2022: Agreed and with Delivery team following which a Council decision is required. LR</p> <p>UPDATE MARCH 2023 - No further progress to report. Emphasis has been on completing design works to progress the main build. Site not progressed as a tender opportunity for coming season UPDATE JUNE 2023 (JB): Resurfacing project is not being progressed at this time as works on finalising main contractor arrangements for the Towns Fund Colonnade project are finalised. Works to resurface the car park would be required to be undertaken in the low season (November to March). Intention to revisit scope of works in early 2024 as part of potential alignment with completion of capital works on the main scheme (subject to additional funding and approval being secured).</p>	Apr-24	Jon Burgess, Economic Development Manager	Growth Directorate - Lydia Rusling	PORTFOLIO - COASTAL ECONOMY - Councillor Steven Kirk
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4	Explore opportunities with universities and museum services to develop the exhibition space.	<p><u>22/02/2022</u>: This will be picked up by the Economic Growth project team from April 2022 once the Towns Fund business cases are submitted. Plans need to be in place for Easter 2024 opening when all of the new facilities are operational. Additional opportunities for more interactive interpretation within Sutton on Sea during the construction phase. <u>UPDATE 18/07/2022</u>: Cultural Strategy and NPO bid will support this. An update can be provided at the committee meeting. LR</p> <p><u>UPDATE MARCH 2023</u>: Works on this will be ongoing and are now better supported by the award of National Portfolio Organisation status for East Lindsey which will provide extra support to establish the Colonnade site as a cultural hub. Further complimented by Levelling Up Fund projects inland which will provide additional capacity and resource for local cultural events</p> <p><u>UPDATE JUNE 2023 (JB)</u>: No further update. Works continuing to appoint main contractor are continuing to confirm build programme and completion date for exhibition space, and alignment with NPO activities.</p>	Apr-24	Jon Burgess, Economic Development Manager	Growth Directorate - Lydia Rusling	PORTFOLIO - COASTAL ECONOMY - Councillor Steven Kirk
5	Include more soft landscaping in the final design.	<p><u>22/02/2022</u>: The enhancement of the Pleasure Gardens is due for further consultation by the end of December, for works to commence in 2023. <u>UPDATE 18/07/2022</u>: regular meetings with the gardening club have taken place. I expect Jon's comment is still relevant – consultation required for works to commence in 2023. As previously stated, the focus has been on the Section 30 agreement. LR</p> <p><u>UPDATE MARCH 2023</u> Updated landscape design received from design team. Further workshop required to inform local input.</p> <p><u>UPDATE JUNE 2023 (JB)</u>: Works to finalise landscaping scope of works and design are continuing as part of final contractor appointment. Intention is to remove planting installation as part of main contract so it can be delivered as a community project, led by ELDC officers in partnership with the local gardening group.</p>	Dec-23	Jon Burgess, Economic Development Manager	Growth Directorate - Lydia Rusling	PORTFOLIO - COASTAL ECONOMY - Councillor Steven Kirk

To monitor the implementation of Magna Vitae's 5-year plan, including Key Performance Indicators.

3	That future monitoring includes a focus on the relevant ELDC corporate priorities;	JUNE 2023 INITIAL UPDATE: This will be incorporated into upcoming agendas and added to the scope as it has been agreed by Overview Committee. JULY 2023 UPDATE: This has been incorporated into the Key Lines of Enquiry, to ensure it is a key focus for the panel moving forwards. Proposal to close this recommendation.	Sep-23	Rebecca James, Scrutiny & Policy Officer	Communities Directorate - Phil Perry	PORTFOLIO - COMMUNITY SAFETY, LEISURE & CULTURE, AND CARBON REDUCTION Councillor Graham Marsh
4	To review reports from the Healthy Living Board as part of the work of monitoring the KPIs for Magna Vitae.	JUNE 2023 INITIAL UPDATE: Agendas and minutes of these meetings have been requested, so that panel members have the information relevant to MV to hand for their meetings. UPDATE JULY 2023: Scrutiny & Policy Officer gets all agendas and minutes from these meetings to share with the panel. Proposal to close this recommendation.	Sep-23	Rebecca James, Scrutiny & Policy Officer	Communities Directorate - Phil Perry	PORTFOLIO - COMMUNITY SAFETY, LEISURE & CULTURE, AND CARBON REDUCTION Councillor Graham Marsh

To explore the issues surrounding caravan licensing and enforcement

1	1 - To recognise the need to make Caravan Enforcement a priority for the new Council, with the first priorities dealing with the issue of unauthorised occupancy and to review and strengthen licence conditions;	JUNE 2023 INITIAL UPDATE: 1a - Unauthorised occupancy being a priority: Scrutiny report has been presented at Overview and AGM. Need to now draft EB report in consultation with Housing/Wellbeing and other relevant parties. 1b - Reviewing Licence Conditions. This piece of work needs to be completed once the EB report has gone to full council.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
2	2 - The Caravan Enforcement Team was only created on October 3, 2022, and given it has inherited a huge backlog, which will take at least two years of concentrated work to clear, this council must recognise, as a priority, the need to staff this team adequately as well as employing an apprentice;	JUNE 2023 INITIAL UPDATE: Request for more staff resource will be included in the EB report, which is to be drafted. The apprentice will fall outside of the EB report and already has approval. First College has been contacted to initiate this recruitment and is in process.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton

3	3 - To receive the 7-year Caravan Park Development Plan drawn up by the Planning Enforcement Service Manager and set a timeline to bring it to fruition;	JUNE 2023 INITIAL UPDATE: This will be included in the EB report.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
4	4 - Draw up, as a matter of urgency, a register of every East Lindsey Caravan site, including existing planning permissions, and this to be shared with Emergency Planning Services;	JUNE 2023 INITIAL UPDATE: Caravan Planning History Searches are in progress now. Once completed the public register can be updated and shared with Emergency Planning. This work on-going. Meeting with Emergency Planning arranged for 7th June to discuss partnership working and information sharing (which will also feed into Floodex exercise outcomes).	Oct-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
5	5 - The Caravan Enforcement team to improve liaison with the Council Tax Team, including improved training for relevant officers, in order to prevent the many current misunderstandings about who is liable for council tax payments. To also amend council tax website pages to make them clearer;	JUNE 2023 INITIAL UPDATE: Met with Council Tax 05/04/23 to discuss proposed amendments to the website pages, training and improved communication. Also to request direct access to council tax records to enable investigations as alternative method to using data sharing request form. - Caravans team to make proposed amendments to council tax and caravan pages to create better links between the two services for the public. Sharon Hammond to approve changes and upload to live website. In progress. - Training identified for PSPS customer services needing a crib sheet to ensure all correct information is asked and provided. Refresher training for Council tax staff concerning enforcement and licencing involvement. Sharron Hammond to liaise with Customer Services for the training to be arranged and Jo Parker and Laura Gale to attend to provide this. In progress. - Forms to make the request for direct access need completed and returning to Sharon Hammond for consideration. Sharron will be arranging access. In progress.	Oct-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
6	6 - Review the findings of the Capacity Grid operation undertaken on behalf of the council in 2018-19 and make recommendations in the light of this review;	JUNE 2023 INITIAL UPDATE: Priority to locate the findings of this (and/or details of council tax paid on sites) to demonstrate additional money brought in for ELDC. Need to liaise with PSPS to establish if we still hold this information.	Sep-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton

7	7 - Liaise with the county council and / or VOA as appropriate to ensure the correct amount of council tax and business rates is collected from Caravan Parks;	JUNE 2023 INITIAL UPDATE - Need to liaise with PSPS how this piece of work can be done.	Sep-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
8	8 - The council to lobby MPs and Ministers to improve holiday caravan legislation and fines, which have not been reviewed by parliament since the 1960's;	JUNE 2023 INITIAL UPDATE: Report sent to Matt Warman and Victoria Atkins. Consider arranging a meeting with them to discuss the matter further. Investigate existence of relevant APPG. Portfolio Holder to pursue.	Sep-23	Rebecca James, Scrutiny Officer	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
9	9 - Obtain specialist legal opinions on how a charging regime could be introduced for holiday sites, and a further opinion on strengthening licensing conditions, including the internal quality of the accommodation;	JUNE 2023 INITIAL UPDATE: In progress to look at ideas of what we think we might be able to charge for in line with legislation that we currently don't and to obtain legal advice following this. Also fees and charges currently set within the existing legislation is part of the lobbying MPs and Ministers to amend legislation. Legal opinion about the licence conditions being strengthened will form part of the work for 1b of the tracker.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
10	10 - Consolidate the information available for the general public in plain English to stop the confusion about what is legal and what is not, particularly when buying a caravan on a site. This should have particular reference to Council Tax and local searches;	JUNE 2023 INITIAL UPDATE: In progress - links into no5 on the tracker. Cannot be completed until 5 has been.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
11	11 - Investigate creating a star rating for all sites to consolidate standards of compliance as part of the longer-term plans for the caravan licensing team;	JUNE 2023 INITIAL UPDATE: This piece of work can only be delivered if more staff resources is approved. This recommendation is to be included in the EB report for members to consider.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton

12	12 - Work with site owners to encourage and promote membership of local and national support groups such as Caravan Park Watch and the BHHPA;	JUNE 2023 INITIAL UPDATE: On going already.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
13	13 - As the council dealing with the largest concentration of caravans in Western Europe, use this experience to consider offering training for other councils on best practice in the caravan industry. This could potentially provide an additional income stream for	JUNE 2023 INITIAL UPDATE: This piece of work can only be delivered if more staff resources is approved. This recommendation is to be included in the EB report for members to consider. If approved this piece of work can start to be delivered once all other pieces of work in this tracker has been completed. This is a long term aim 7+ years minimum.	2029- 2030	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
14	14 - Support relevant outcomes from Floodex and establish closer working relationships with staff at Skegness and Louth fire stations;	JUNE 2023 INITIAL UPDATE: Meeting with Emergency Planning arranged for 7th June to discuss partnership working and information sharing (which will also feed into Floodex exercise outcomes).	Sep-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
15	15 - In future, officers dealing with planning applications for new caravan sites, or for existing sites requesting an extension to their site size or seasonal opening times, should be required to add Section 106 requirements when submitting conditions and these need to be followed	JUNE 2023 INITIAL UPDATE: Meetings with relevant external parties will be arranged to get their input. S106 monitoring officer input will also be requested together with Policy Manager and policy committee input.	Sep-23	Mike Gildersleeves, Assistant Director Planning	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
16	16 - Consider reviewing the Planning Policy in relation to caravan sites and any restrictions as part of the local plan review;	JUNE 2023 INITIAL UPDATE: Mike Gildersleeves to liaise with Policy Manager and provide an update to a future meeting.	Sep-23	Mike Gildersleeves, Assistant Director Planning	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton

17	17 - As part of their remit, the portfolio holder for the coast to arrange regular meetings with coastal operators - other portfolio holders could support on issues such as health and housing;	JUNE 2023 INITIAL UPDATE: CLLR ASHTON TO ARRANGE WITH COASTAL OPERATORS AND OTHER PORTFOLIOS AS APPROPRIATE	Sep-23	Rebecca James, Scrutiny Officer	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
18	18 - Seek to work in partnership with Lincolnshire Trading Standards to investigate 'rogue' operators.	JUNE 2023 INITIAL UPDATE: This will feed into the EB report and dependant on whether the Council want enforcement action to be taken for unauthorised occupancy on site operated by 'rogue' and non-compliant operators.	Dec-23	Jo Parker, Enforcement Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton

How can ELDC help improve the design, quality, and choice of new and existing housing in the district?

1	ELDC will set local energy efficiency minimums above and beyond the minimum standards required by building regulations, in line with its carbon commitments. This commitment will be a clear and central part of the reviewed Local Plan.	UPDATE JULY 2023: Will consider as part of local plan review, mindful of not further delaying the review due to need for evidence of viability. Could be a scoping piece of work for the planning policy committee	in line with published LDS	Simon Milson - Planning Policy and Research Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
2	ELDC will adopt a 'Fabric First' approach and look to encourage new build homes to be of as high a standard as possible to minimise the need for and facilitate retrofitting in the future. This 'Fabric First' approach will be part of the Local Plan and help inform our policy and decisions.	UPDATE JULY 2023: Will consider as part of local plan review, mindful of not further delaying the review due to need for evidence of viability. Could be a scoping piece of work for the planning policy committee	in line with published LDS	Simon Milson - Planning Policy and Research Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton

3	ELDC needs to complete work to assess the changing fuel needs of 'off grid' homes, and the supply implications of their potential shift to grid electricity.	Not supported, beyond the remit of the district council				
4	The Local Plan will consider a Supplementary Planning Document (SPD) detailing how building layouts are to be planned to maximise solar gain and the functioning of PV (Photo Voltaic), as well as the consideration regarding additional space required for other renewable technologies.	UPDATE JULY 2023: This will be a consideration once the local plan is completed and in line with published LDS	in line with published LDS	Simon Milson - Planning Policy and Research Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
5	Builders and architects will be supported and encouraged to ensure home interiors and landscaping are designed for accessibility for all, in all homes – providing homes for life without recourse for major adaptation.	UPDATE JULY 2023: This will be a scoping piece of work for the planning policy committee – links to design policies in the new local plan. Supports broader objectives linked to Ageing Better work etc.	Dec-23	Simon Milson - Planning Policy and Research Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
6	We need to embed the needs of enforcement into our planning system, with planning, building control, and environmental officers coming together to work with planning policy to ensure that the standards we require are able to be enforced. Our policy must be rooted in enforceability and compliance as officers need to be central to our planning not a follow-up service.	Not supported. We recognise the message but there is nothing new to take forward at this time. Teams already do work together on relevant issues for planning and enforcement and will always be guided by what is in the public interest and the interest of the public purse. LABC only one way of securing compliance (NHBC and approved inspectors)				

7	In the longer term ELDC will seek to investigate in local community heating and resilience projects (e.g., Geothermal heating systems, community generation and battery storage) and lead on these where they come forward, both on a small and large scale, and encourage this where possible, particularly in managed builds such as social housing developments.	Not supported – it is beyond the remit of the local authority – should applications come forward on a commercial basis, we have policies in place to facilitate/support this kind of application.				
8	ELDC will seek to work with partners to help evidence the need for training and retraining in retrofit work.	UPDATE JULY 2023: We currently work with the Retrofit Academy to train our own team members in domestic retrofit. We are also working with Sustainable Warmth contractors to build local supply chain and offer some apprenticeship opportunities as part of the next phase. It is recognised there needs to be work with local colleges to ensure there are the green skills are needed and those conversations are happening but that is quite a long term project depending on college funding/demand for courses and would need to be led by colleges not the Council. Proposal to close this recommendation.	Sep-23	Sarah Baker - Climate Change and Environment Manager	Communities Directorate - Christian Allen	PORTFOLIO - PLANNING Councillor Tom Ashton
9	ELDC buildings will be, as far as possible, exemplars for higher building standards.	UPDATE JULY 2023: There is an aspiration across the Partnership for this to happen. Adrian Sibley looks after Major Projects and can provide an update to future meetings on this if required.	TBC	Sarah Baker - Climate Change and Environment Manager	Communities Directorate - Christian Allen	PORTFOLIO - PLANNING Councillor Tom Ashton
10	ELDC will consider the feasibility of returning to house building / mixed stock holding to balance and influence our local market.	UPDATE JULY 2023: There is an aspiration across the Partnership for this to happen. Andy Fisher / Matthew Hogan to provide an update on this.	TBC			PORTFOLIO - PLANNING Councillor Tom Ashton

11	The Local Plan should be as simple and navigable as possible by both residents and professionals. We recommend a summary of each section of the plan, which would act as a simplified plan / user's guide.	Not supported - Noted, but this would not be possible due to the need to balance this with the need for compliance to enable the local plan to pass examination. Will look to add summaries where practicable.				
12	ELDC will seek to provide more assistance in writing neighbourhood plans. As officer time is limited, we suggest it could be achieved through a peer support network, co-ordinated by ELDC and working alongside other organisations and authorities.	UPDATE JULY 2023: Noted and supported as far as resources allow, barrier is lack of resources available to us to assist on a bigger scale, but can point parish and town councils to examples and others who can assist. Will continue to assist and signpost where asked.	TBC	Simon Milson - Planning Policy and Research Service Manager	Growth Directorate - Mike Gildersleeves	PORTFOLIO - PLANNING Councillor Tom Ashton
13	Ensure neighbourhood plans are not overlooked or ignored by making the links between neighbourhood plans, the Local Plan and the planning process more clearly understood. This will include communicating the needs within neighbourhood plans to external partners such as LCC	Not supported. Planning does already recognise the value of neighbourhood plans alongside the local plan and their role in planning decision making				

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Key Decision	Status	Report title and Content Summary	Decision will be taken no earlier than	Decision Maker	Consultees	Method of Consultation	Documents	Portfolio Holder/ Contact Officer	Annual/ Qtly/ Standard/ Bi-Annual
✓	New 28.03.23 Open The end date to the entire Programme is the end of March 2025.	Approval of the award and spend of funding from the UK Shared Prosperity Fund and Rural England Prosperity Fund - Decision to allocate grant funding from the UK Shared Prosperity Fund and the Rural Prosperity Fund for East Lindsey District, concerning one of the Programme's three core themes (Communities and Place, Supporting Local Businesses, People and Skills)	26.04.23	Deputy Chief Executive	Consultation has occurred through the medium of the Local Partnership Group and Theme Group structure associated with UKSPF/REPF's governance.	Meetings and correspondence	Report & Appendices	Deputy Chief Executive Growth/Senior Programme Manager – UK Shared Prosperity Fund/Rural Prosperity Fund	
	Standard Item	Reports from Scrutiny and Policy Panels	19.07.23	Council	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
✓	New 07.06.23 Open Revised 19.06.23	Waste Collections Rounds Review - Options for changing the council's waste collection rounds in the south of the district, currently collected by Boston Borough Council, to accommodate increased housing growth	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report & Appendices	Portfolio Holder for Operational Services/Assistant Director Neighbourhoods	

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✓	New 14.04.23 Open Revised 16.06.23	Proposed Disposal of ELDC land, Humberston Road, Tetney	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report, Appendices & Valuations	Portfolio Holder for Finance/Service Manager Property and Technical Services/Housing Development Manager	
	New 21.06.23 Open	To outline a proposed Protocol on the use of the Community Reserve to provide loans to Parish Councils for capital works.	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Portfolio Holder for Finance/Deputy Chief Executive Corporate Development/S151 Officer	
Page 74	New 12.07.23 Open	To consider delegating to Lincolnshire County Council the authority to discharge all functions relating to pavement licences under the Levelling Up and Regeneration Bill	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Portfolio Holder for Finance/Group Manager, Public Protection	
	New Open 25.04.23	Customer Experience Strategy	20.09.23	Executive Board	Executive Board	Meetings	Report & Appendices	Portfolio Holder for Partnerships/Healthy Living Strategic Lead	
	New 14.04.23 Open	Partnership Communications Strategy	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report & Appendices	Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction/Assistant Director, Corporate/Group Communications Manager	

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✓	New 14.04.23 Open Revised 22.05.23	Local Development Order: Skegness Gateway - To consider a report pertaining to the making of a Local Development Order (LDO) for the mixed-use development known as "Skegness Gateway". This proposal follows the submission of formal details and formal consultation in relation to the LDO, the broad principle of which has previously been considered by the Executive.	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report & Appendices	Portfolio Holders for Planning & Coastal Economy/Assistant Director for Planning and Strategic Infrastructure	
Page 75	Standard Item	Performance and Governance Framework	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Portfolio Holder for Corporate Affairs/Insights and Transformation Service Manager/ Performance and Corporate Support Officer	
	Standard Item	Reports from Scrutiny and Policy Panels	20.09.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
	New 12.07.23 Open	To consider delegating to Lincolnshire County Council the authority to discharge all functions relating to pavement licences under the Levelling Up and Regeneration Bill	11.10.23	Council	Portfolio Holder/Executive Board/Council	Meetings	Report	Portfolio Holder for Finance/Group Manager, Public Protection	

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	New 14.04.23 Open	South & East Lincolnshire Councils Partnership Performance - To update Council on the Partnership's performance	11.10.23	Council	Portfolio Holder/Councillors	Meetings	Report	Leader of the Council/Group Manager: Insights & Transformation	
	Standard Item	Reports from Scrutiny and Policy Panels	11.10.23	Council	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
	New 12.06.23 Open	South & East Lincolnshire Community Lottery – 1 year update	01.11.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Portfolio Holder for Partnerships/Community Leadership Manager	
Page 76	New 14.04.23 Open Revised 27.06.23	ELDC Annual Crime and Disorder Scrutiny Briefing Report This report sets out the duties placed on local authorities and other named statutory agencies in relation to crime and disorder, to outline: - the current approach to community safety matters in relation to Section 17 of the Crime and Disorder Act 1998 across East Lindsey with regards to ASB and CCTV, South and East Lincolnshire CSP area and Lincolnshire as a whole.	01.11.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report & Appendices	Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction/Community Safety Manager	
	New 12.06.23 Open	Procurement Strategy 2023-2026	01.11.23	Executive Board	Overview Committee/Audit & Governance Committee Portfolio Holder/ Executive Board	Meetings	Report & Appendices	Portfolio Holder for Finance/Head of Procurement & Contracts PSPS	

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	New 26.06.23 Open	Partnership Sub Regional Strategy	01.11.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Leader of the Council/Assistant Director Corporate	
	Standard Item	Reports from Scrutiny and Policy Panels	01.11.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
	Standard Item	Performance and Governance Framework	29.11.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Portfolio Holder for Corporate Affairs/Insights and Transformation Service Manager/ Performance and Corporate Support Officer	S
Page 77	Standard Item	Reports from Scrutiny and Policy Panels	29.11.23	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
	New 12.07.23 Open	Review of Polling Districts, Polling Places and Polling Stations	13.12.23	Council	Portfolio Holder/Council	Meetings	Report	Leader of the Council/Assistant Director Governance	
	New 26.06.23 Open	Partnership Sub-Regional Strategy	13.12.23	Council	Portfolio Holder/Executive Board	Meetings	Report	Leader of the Council/Assistant Director Corporate	
	Standard Item	Reports from Scrutiny and Policy Panels	13.12.23	Council	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
	Standard Item	Local Council Tax Support Scheme 2024/25 - To recommend scheme to Council	10.01.24	Executive Board	Portfolio Holder/Executive Board	Written Corespondence	Report	Portfolio Holder for Finance/Head of Revenues and Benefits	

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	Standard Item	Draft Budget 2024/25 Executive Board	10.01.24	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Portfolio Holder for Finance/S151 Officer/Strategic Finance Manager	
	Standard Item	Reports from Scrutiny and Policy Panels	10.01.24	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
✓	Standard Item Open	Annual Budget Report 24/25, Medium Term Financial Strategy, Capital Programme and Capital Strategy, Treasury Management Strategy, Annual Delivery Plan and approval of Council Tax (for recommendation to Full Council).	14.02.24	Executive Board	LT/Portfolio Holder/S151 Officer/Committees/consultees	Meetings and correspondence	Report	Portfolio Holder for Finance/S151 Officer/Strategic Finance Manager	
Page 78	Standard Item Open	Performance and Governance Framework	14.02.24	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Portfolio Holder for Corporate Affairs/Insights and Transformation Service Manager/ Performance and Corporate Support Officer	
	Standard Item Open	Reports from Scrutiny and Policy Panels	14.02.24	Executive Board	Portfolio Holder/Executive Board	Meetings	Report	Relevant Link Officer	
	Standard Item Open	Local Council Tax Support Scheme 2024/25 - To recommend scheme to Council	28.02.24	Council	Portfolio Holder	Meetings and correspondence	Report	Portfolio Holder for Finance/S151 Officer/Strategic Business Partner, Finance	

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