

Minutes of a Meeting of the Overview Committee held the Hub, Mareham Road, Horncastle, Lincolnshire LN9 6PH on Tuesday, 5th March, 2024 at 10.00 am.

PRESENT

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

Councillors Dick Edginton, Stephen Evans, Alex Hall, Neil Jones, James Knowles and Jill Makinson-Sanders.

Councillors Ruchira Yarsley and Roger Dawson attended the Meeting as a Substitute.

GUESTS IN ATTENDANCE:

Councillor Craig Leyland	- Leader of the Council/Portfolio Holder for Corporate Affairs (Virtual)
Councillor Graham Marsh	- Deputy Leader of the Council and Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction

OFFICERS IN ATTENDANCE:

Jon Challen	- Service Manager, Safer Communities
David Dodds	- Environmental Health Service Manager
James Gilbert	- Assistant Director - Corporate
Rebecca James	- Scrutiny and Policy Officer
Laura Allen	- Democratic Services Officer
Lynda Eastwood	- Democratic Services Officer
Jackie Wright	- Chief Delivery Officer (PSPS) (Virtual)

84. APOLOGIES FOR ABSENCE:

Apologies were received from Councillor Billy Brookes.

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 Ruchira Yarsley had been appointed to the Committee in place of Councillor Robert Watson and Councillor Roger Dawson had been appointed in place of Councillor Claire Arnold for this Meeting only.

85. DISCLOSURE OF INTERESTS (IF ANY):

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

Councillor Yarsley requested that it be noted that in relation to Item 9a she was the Chairman of the Magna Vitae Scrutiny Panel, however would remain in the Meeting to speak on that item.

86. MINUTES:

The Minutes of the Meeting held on 23 January 2024 were agreed as a correct record.

87. ACTIONS:

Members noted that the following Actions were now complete.

Actions from the Meeting held on 23 January 2024.

Action Nos. 71 (a), 72 (b), 81 (Numbers 5, 7, 11 and 17) – completed.

Actions from the Meeting held on 28 November 2023.

Action Nos. 57 (b), 58 (a) and 59 (c) – completed.

The Chairman informed Members that an update to actions 72 (a) and 72 (b) had been tabled for today's meeting and marked as completed. The updated actions are attached to the Minutes at Appendix A.

Comments were received as follows:

- A Member requested that the full names of Officers were included on the Action Sheet to ensure it was clear who was responsible for providing a response. The Chairman confirmed this would occur in future.

Action No. 72 (b) – 'To schedule a future Agenda item to look at money saving opportunities with (Artificial Intelligence (AI) and invite the Chief Delivery Officer to provide a report' from the meeting held on 23 January 2024, page 55 of the Agenda refers.

- A Member commented that ELDC should not follow the transformation work carried out by PS2 as it was necessary to look at what suited this Council in order to make savings.

In response, the Assistant Director (Corporate) advised that Artificial Intelligence (AI) relied on technology and that the Council needed to look across the sector to find suitable solutions and PSPS being a technology provider was able to implement those solutions. The Assistant Director (Corporate) further advised Members that the Chief Delivery Officer (PSPS) was present at today's meeting to provide an update on the work the Council was already undertaking with AI across the Partnership in order to drive efficiency and

support the deployment of AI where it was more cost effective and affordable because of high volume services.

Councillor Graham Marsh, the Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction assured Members that he met fortnightly with the Chief Delivery Officer (PSPS) to oversee technology that was brought into the Council and that a wide remit was considered to determine what was achievable and if there were better ways of moving forward to save money.

Action No. 57 (b) – 'Further updates to be provided to the Committee in relation to progress for Market Towns, including arranging a walkaround for Louth' from the meeting held on 28 November 2023, page 56 of the Agenda refers.

- A Member informed the Committee that a walkaround of Louth had been postponed due to the unfortunate loss of the Town's Planning Committee Chair and that additional time was being given for the new Chair to become established before arranging the walkaround.

The Chairman informed Members that during the Overview Committee Pre-Meeting it was agreed that items in the Overview and Scrutiny Recommendation Tracker would no longer show in the Action Sheet to avoid duplication and the need to cross reference between the two updates.

In reference to Appendix A1 Briefing Note – Heritage Update from the meeting held on 28 November 2023, pages 59 to 62 of the Agenda refer.

- A Member expressed concerns that no progress had been made since Louth was added to the 'At Risk Register' in 2022. Further concerns were raised that the names of the towns of the enforcement cases were not listed in the report and that there was a failure to recognise Louth in conservation area appraisals.
- A Member further commented that in the absence of a key member of staff, such as the Heritage Manager, more than one person was necessary to be in post if they were responsible for both East Lindsey and Boston.

The Chairman advised that the Heritage Champion had previously kept the Committee up to date. Further to a discussion it was agreed that the current Heritage Champion, Councillor Wendy Bowkett and Place Manager – Economic Growth, Jeffrey Kenyon be invited to the next meeting of the Overview Committee to provide an update on conservation appraisals.

The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction confirmed to Members that the Heritage Manager's work was overseen by the Enforcement Service Manager.

Action No. 59 (b) – 'An update to be provided to the Committee for the January 2024 Meeting in relation to waste bins on new housing estates' from the meeting held on 28 November 2023, page 57 of the Agenda refers.

- A Member raised concerns of roads being too tight and narrow on new housing developments which did not allow refuse lorries to get through easily and further stated that planning applications for larger housing sites needed to ensure there was enough space for one car and a refuse lorry to pass.

In response, the Chairman advised that the Planning Policy Committee were best placed to examine the issues.

- A Member spoke in support of the concerns on streets that were too narrow for refuse lorries and other large vehicles to navigate.

Further to a discussion it was agreed to refer the issue raised to the Planning Policy Committee.

88. UPDATE ON ENVIROCRIME CONTRACT:

The Chairman welcomed David Dodds, Environmental Health Service Manager (ELDC) to provide an update on the review of the scrap metal licensing regime.

The Environmental Health Service Manager informed Members that the Council was in the final stages of a full review of the scrap metal licensing policy and that an overhaul of the policy was needed as the current fees and charging regime was not fit for purpose. The Environmental Health Service Manager further advised that there was a number of fixed and mobile collectors in East Lindsey. In total there were seven approved fixed sites and ten mobile collectors and there were twelve scrap metal operators which were under investigation to ensure they were correctly licensed. It was assured that different methodologies were being examined and work was being undertaken with the Finance and Environmental Health Teams to develop a more robust scheme which would provide full cost recovery.

Members were invited to put their comments and questions forward.

- A Member queried whether scrap metal licencing was a large issue in relation to Envirocrime. In response, the Environmental Health Service Manager advised that activity had been increasing and peaks and troughs were expected depending on the value of scrap metal.
- A Member queried if operators were legally required to have a licence. In response, the Environmental Health Service Manager advised that it was illegal to operate without a licence and that the Council was targeting those who were operating illegally. The

Environmental Health Service Manager advised Members that the Council was working with partner agencies who were encouraging people to think twice about operating without a licence and highlighting that a waste carriers licence could be obtained from the Environment Agency free of charge.

- A Member stated that more publicity was needed if a licence could be obtained free of charge. In response, the Environmental Health Service Manager clarified that it was not free to obtain a scrap metal dealer licence, it was only free to obtain a waste carriers licence from the Environment Agency as many businesses needed to transport their own waste. The Environmental Health Service Manager further advised that the scrap metal dealers licence required a fee to be charged as covered by the Scrap Metal Licencing Act and that the Council were not able to recharge for its time spent on enforcement, however it was able to charge for their time as part of the application process.
- A Member further enquired if adverts or posters on licensing requirements could be placed at recycling centres. In response, the Environmental Health Service Manager explained that there was no opportunity to advertise at recycling centres as mobile collectors visited licenced metal sites and not recycling sites. Members were reassured that the Council was co-ordinating with licenced metal sites to address the issues and that all information received was acted upon, particularly in relation to those operating without a licence and advertising on social media sites.

No further comments or questions were received.

The Chairman thanked the Environmental Health Service Manager for his informative report.

89. COMMUNITY SAFETY UPDATE:

The Chairman welcomed Jonathan Challen, Safer Communities Service Manager and Councillor Graham Marsh as Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction.

The Safer Communities Service Manager provided an overview on Community Safety efforts in Lincolnshire. It was explained that efforts which were historically only undertaken at a district level had become a county-wide approach with the introduction of the Safer Lincolnshire Partnership (SLP) and an additional level was in place as East Lindsey District Council had opted to maintain a local partnership with Boston and South Holland Councils which ensured the delivery of local initiatives.

The Safer Communities Service Manager further provided Members with a detailed background on hate crime initiatives and the changes in county priorities. It was advised that the South East Lincolnshire Community

Safety Partnership (SELCSP) had continued to keep hate crime as a priority when county priorities had changed.

Assurance was provided that partnership working with the police was helping to improve consistency across agencies and that an agreement with Lincolnshire police had been secured to share hate crime data on a quarterly basis.

The Safer Communities Service Manager informed Members that the SELCSP has supported National Hate Crime Awareness Week and was continuing to raise awareness in other ways. Further assurance was provided that maintaining a local partnership was the right choice for the Council in supporting and maintaining specific focuses and priorities.

The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction stated his support of the SELCSP and the benefits of maintaining a district level approach.

Members were invited to put their comments and questions forward.

- A Member queried the statistics and sought clarification on what was being done to stop hate crime. In response, the Safer Communities Service Manager advised that each one of the statistics related to individuals and that hate crime was reported either to the Police or to the Council's Anti-Social Behaviour Officers. It was important that any information was reported and recorded correctly to ensure that hate crimes were not slipping through the net.
- A Member queried if figures would be reported to Police in East Lindsey if a hate crime incident occurred in another part of the county. In response, the Safer Communities Service Manager advised that Lincolnshire had benefited from a county wide approach through the SLP and for anti-social behaviour a combined database was being utilised to track incidents and ensure that agencies were connected and communicating far and wide across the county.
- A Member sought an indication of whether the county wide body had failed to focus on hate crime. In response, the Safer Communities Service Manager advised that the SLP had a set capacity to address core priority groups and could not address every area. Individual agencies were still tasked with addressing individual elements that were not county level priorities. For example, the Lincolnshire Road Safety Partnership took up the road safety elements which were not a key priority for the SLP and in most instances work was being undertaken elsewhere by other agencies and partnerships.
- A Member requested if local partnerships such as the SELCSP were able to report back to the SLP. In response, the Safer Communities

Service Manager advised that through the police lead, efforts were being made to reintroduce hate crime as a priority and this was to be determined from strategic assessments in 2025.

N.B. Councillor Yarsley left the Meeting at 10.51am.

- A Member queried the reasoning for hate crime not being a priority at a county level. The Safer Communities Service Manager advised that it was a capacity issue, and that anti-social behaviour was always at the top of the priorities list. It was assured that Lincolnshire had a small well-connected group working together on the issues.
- A Member queried how much funding and resources were available to fulfil the SELCSP's role. In response, the Safer Communities Service Manager confirmed that no budget was in place and no funding had been available since the establishment of the Police and Crime Commissioner (PCC) and that funding had been fed into the SLP which had strengthened the need for collaboration.

N.B. Councillor Yarsley returned to the Meeting at 10.53am.

- The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction commented that his understanding of the prioritisation of anti-social behaviour for the SLP was due to data led assessments and that priorities were also influenced by police and the PCC's perception. It was further advised that the SELCSP's role was to oversee what happened on a day-to-day basis by working in partnership to improve and tackle the issues on multiple levels.
- A Member stated that it was their expectation for the police to address hate crime and not local authorities. It was further queried if the high figures on race was related to the influx of asylum seekers in Skegness. The Safer Communities Service Manager confirmed that the figures had been affected by asylum seekers and that difficulties to define the crossover between a civil and a criminal act had led to confusion on the responsibilities of police. It was explained that similar to the understanding of anti-social behaviour, it was a responsibility to promote and alert people of what hate crime involved. The SLP had undertaken a lot of work in that area and the Council was best placed to offer intervention or mediation when occurrences were not related to the criminal justice system.
- A Member expressed their dissatisfaction at the lack of responsiveness of police in relation to anti-social behaviour in the local area which had discouraged residents from making reports.

N.B. Councillor Hall left the Meeting at 11.02am.

- A Member queried what constituted as a hate crime, for example in the treatment of people with disabilities which were not always visible. In response, the Safer Communities Service Manager advised that the definition of a hate crime depended on what occurred following a confrontation. The deciding factor was if the pattern of behaviour escalated following a respectful right to challenge and it was always necessary to maintain the right of freedom of speech to a certain extent before actions were regarded as a hate crime.

N.B. Councillor Hall returned to the Meeting at 11.04am.

N.B. Councillor Edginton left the Meeting at 11.05am.

- A Member requested clarification on the definition of Mate Crime. In response, the Safer Communities Service Manager explained that mate crime related to an element of befriending and was crime embedded in personal engagements and relationships. The scene was based on what occurred behind closed doors and it was recognised that the adult safeguarding arena was more equipped to deal with and provide intervention for issues surrounding relationships and domestic abuse. In conclusion, mate crime was focused on established relationships whereas hate crime was centred around people one was not familiar with.
- A Member queried the work undertaken in relation to scams and fraud and sought clarification on whether all reports went to the police or were diluted through other agencies. In response, the Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction provided reassurance that whether a report went to the Police or to the Council it was always identified and directed to who was the most appropriate person to investigate.

N.B. Councillor Edginton returned to the Meeting at 11.10am and the Safer Communities Service Manager left the meeting at 11.11am.

No further comments or questions were received. The Chairman thanked the Safer Communities Service Manager for his informative update.

90. UPDATE ON ARTIFICIAL INTELLIGENCE:

The Chairman welcomed Jackie Wright, Chief Delivery Officer (PSPS) to provide an update.

Members received a presentation (a copy is attached at Appendix B to the Minutes).

The Chief Delivery Officer (PSPS) provided Members with an overview of the use of Artificial Intelligence (AI) in the Public Sector.

Councillor Craig Leyland as Portfolio Holder for Corporate Affairs confirmed that his portfolio covered a range of areas and thanked the Chief Delivery Officer (PSPS) for her presentation. He advised that the Council needed to consider all the points raised and determine how best to take advantage of AI to improve day to day operations.

Councillor Graham Marsh as Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction confirmed that he had no comments to make.

Members were invited to put their comments and questions forward.

- On the wider issues with AI, a Member queried if there were any laws against bias or discrimination for AI technologies. In response, the Chief Delivery Officer (PSPS) advised that the law was developing with regards to this and that it was currently the Council's responsibility to monitor. The policy was a moving policy and had taken into account the pace of change around controls and governance. Over the next 12 to 18 months it was expected that more protection in law would become evident.
- A Member queried how different laws in other countries affected the storage of data and utilisation of AI. In response, the Chief Delivery Officer (PSPS) advised that this was one of the challenges faced by all organisations and it was largely discouraged to use tools from outside of Europe. Tools that could be locally hosted within the UK and were compliant with GDPR was the current focus and the Council was looking to manage and maintain its own data to ensure it was protected.
- A Member provided an anecdotal negative experience with chatbots and queried if PS2 had been able to utilise university students and graduates to bring new ideas and innovation. In response, the Portfolio Holder for Corporate Affairs commented that an impact on staffing through using AI would provide a significant advantage by freeing up extra capacity and this was a driver that Council Leaders were supporting in order to alleviate staffing pressures.
- A Member indicated they would like to see a Scrutiny Group created that was dedicated to examining the opportunities of utilising AI.
- A Member queried if any services within the Council had already benefited from AI processes. In response, the Chief Delivery Officer (PSPS) advised that no AI processes had been implemented from a service area perspective and that work needed to be undertaken with current systems before processes were changed or reengineered for AI.

The Assistant Director (Corporate) advised Members that Annual Delivery Plans had been approved across the three Council's and within those a series of service reviews had been undertaken which

had brought ideas and thoughts forward for the Council to start testing.

Further to a discussion, it was agreed that a Scrutiny request be submitted and a policy document be circulated to Members for the creation of an AI Scrutiny Group.

No further comments or questions were received. The Chairman thanked the Chief Delivery Officer (PSPS) for her report.

91. HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE - UPDATE:

The Chairman referred Members to the briefing papers from Councillor Jill Makinson-Sanders, the Outside Body Appointee to the Health Scrutiny Committee (HSC) for Lincolnshire following its Meeting held on 21st February 2024, pages 63 to 66 of the Agenda refer.

The Outside Body Appointee informed Members that she had been unable to attend the January HSC for Lincolnshire Meeting and had ensured that the minutes were circulated to Members as they contained important considerations on the ambulance service which were being re-assessed in six months' time. The Outside Body Appointee further advised that the Chief Executive of the United Lincolnshire Hospitals NHS Trust was remaining in post whilst recruitment for his replacement was undertaken.

No comments or questions were received. The Chairman thanked the Outside Body Appointee for her contribution on reporting back from the HSC.

Following which it was,

RESOLVED:

That the Health Scrutiny Committee for Lincolnshire briefing papers be noted.

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

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

The Chairman welcomed Councillor Ruchira Yarsley, Chairman of the Magna Vitae Scrutiny Panel to the meeting who was in attendance to answer Members' questions.

Members were referred to the final draft report of the Panel, pages 67 to 88 of the Agenda refer.

Members were invited to put their comments and questions forward.

- A Member commented that scrutiny groups with newer Councillors could benefit from mentoring to assist with formulating recommendations. A concern was also raised over the proper maintenance and repair of facilities whereby the Council was incurring great expense for these. In response, the Scrutiny Panel Chairman advised that unfortunately explanations for each of the recommendations had been removed during revisions which would have aided greater understanding, and whilst ELDC supported Magna Vitae financially it was necessary to obtain the benefits and credit for providing that support.
- A Member queried the reason for the contract being secured where Magna Vitae would not undertake maintenance. In response, the Scrutiny Panel Chairman advised that the current contract had to be adhered to and that pre-scrutiny could be undertaken before the next contract was agreed. It was further advised that ELDC had previously supported paying maintenance as it related to capital assets which belonged to the Council and required protection.
- A Member sought clarification on the definition of sight tourism and commented that the recommendation for an annual presentation from Magna Vitae was already undertaken, page 82 of the Agenda refers. In response, the Scrutiny Panel Chairman advised that sight tourism occurred when people came to visit areas with beautiful countryside and undertook activities for the benefit of the views and scenery they encountered.

The Scrutiny and Policy Officer informed Members that meetings with Magna Vitae had been attended and that they were aware of the report and had been given the opportunity to comment prior to today's meeting.

- The Chairman commented on the benefits of new Councillors becoming involved in the scrutiny process and that it was refreshing to see new perspectives.
- In relation to Recommendation 2, a Member queried who was responsible for communication, page 82 of the Agenda refers. The Chairman advised that the existing ELDC team was undertaking work on promotion and that Magna Vitae had their own communications and promotions team. The work ELDC was undertaking aimed to ensure the connection between ELDC's funding and Magna Vitae was more publicly visible and recognised.

The Scrutiny and Policy Officer further advised that ELDC assisted promoting campaigns on behalf of Magna Vitae and the Chairman confirmed that no further funding was required for advertising.

Councillor Graham Marsh as Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction assured Members that

there was good lines of communication between ELDC and Magna Vitae. It was further advised that there was scope to readdress the decision of the maintenance contract in future and that the Council had wanted to ensure its properties were well maintained. Councillor Marsh concluded that the contract was not expensive in comparison to the benefits in the community and it was important that Councillors shared the same goals when considering future contracts.

The Scrutiny Panel Chairman explained that the communications recommendation was intended to perform similarly to the Members' Point Brief to ensure all Members were kept informed of the collaborative work ELDC and Magna Vitae had undertaken. Thanks was given to the Scrutiny and Policy Officer for her assistance throughout the process and it was concluded that a future joint scrutiny would be beneficial.

- A Member queried statements regarding the Partnership's vision for the future of health and leisure, page 73 of the Agenda refers. In response, the Chairman advised that a response would be more appropriate outside of the meeting as it related to a Member of staff.

The Chairman thanked the Panel Chair and Members for the good work that had been undertaken.

Following which it was,

RESOLVED:

- That the draft report of the 'To monitor the implementation of Magna Vitae's 5 year plan, including Key Performance Indicators (Part 2) be noted.
- That Overview Committee recommended the report for consideration at the next Council meeting.

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

Rebecca James, Scrutiny and Policy Officer referred Members to the briefing paper, pages 117 to 118 of the Agenda refer.

Members were advised that the Panel had met several times to date and that the task group planned to meet again in March with a view to bringing a report to the April 2024 Overview Meeting.

(c) Scrutiny Panel Report - Public Convenience Provision in East Lindsey:

The Chairman introduced the final draft report from the Scrutiny Panel on Public Convenience Provision in East Lindsey and informed Members that Councillor Stef Bristow, the Scrutiny Panel's Chairman was not present for today's meeting.

Members were invited to put their comments and questions forward.

- A Member commented that a list of Scrutiny Panel Members was not included in the report and that some of the recommendations were not clear to understand. In response, the Scrutiny and Policy Officer confirmed that no acknowledgements had been included in the report and advised Members that the Panel consisted of Councillors Stef Bristow (Chair), Robert Watson, Sandra Campbell-Wardman, Ellie Marsh, Kate Marnoch, Terry Taylor and Danny Brookes. The Scrutiny and Policy Officer further advised that the recommendations had not been determined through the conventional approach and that advice had been provided. The recommendations had been put forward with the agreement of the Panel and it was for Overview Committee to determine the way in which they were written.
- A Member spoke in support of requesting more detailed recommendations.
- A Member speculated that the reason the recommendations appeared different was due to targeting them towards the Parish Council and not the District Council.
- The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction advised Members that a number of public conveniences had previously been offered to Parish Councils and they had refused to take them on.
- Referring to public convenience provisions in Hubbard's Hills, a Member commented that the issues needed thorough examination especially when there was vandalism and difficulties in maintaining these facilities.

Further to a discussion, it was agreed that the Scrutiny Panel be requested to meet again before the next Full Council meeting and that comments be put forward for the inclusion of an acknowledgements paragraph and for recommendations to be made clearer.

Following which it was,

RESOLVED:

- That the draft report of the 'Public Convenience Provision in East Lindsey' Scrutiny Panel be noted and return to the next meeting of the Overview Committee for final quality checking.

(d) Update - Joint Scrutiny Panels:

Rebecca James, Scrutiny and Policy Officer referred Members to the briefing paper, pages 119 to 120 of the Agenda refer.

Members were advised that the Panel had met several times to date. The Panel had met with the Assistant Director for Leisure and Culture on 29th January 2024 to discuss work undertaken in the three areas of the Partnership on Health and Leisure provision, and the task group planned to meet on 4th March 2024 with a view to bringing a report to the April 2024 Overview Meeting.

Councillor Dick Edginton as Chairman of the Scrutiny Panel provided feedback on the value of the Joint Scrutiny Panel and offered thanks to the Scrutiny and Policy Officer for co-ordinating the responses in preparation for bringing the final report to the Committee next month.

93. UPCOMING SCRUTINY WORK:

The Scrutiny and Policy Officer informed Members that scrutiny requests had previously been delayed following the district election in 2023 and more time being required for new Members to undertake training. It was confirmed that requests for suggestions for new scrutiny panels were now being circulated to Members and that at least two topics were expected to be included at the April 2024 Overview Meeting.

94. SCOPING OF SCRUTINY AND POLICY TOPICS:

The Scrutiny and Policy Officer informed Members that Project Scoping templates for the Community Safety Strategy Review and Carbon Reduction had been approved in March 2023 and that an additional section for 'Indicators for Success' had been added to the template to help understand the desired outcomes, pages 121 to 124 of the Agenda refer.

A Member commented that Community Safety was beneficial as a Joint Scrutiny across the Partnership. The Scrutiny and Policy Officer advised Members that she would raise this request with the Partner Councils.

The Chairman took the opportunity to remind Members to put forward scrutiny topic requests to the Scrutiny and Policy Officer.

(a) Project Scoping Template - Community Safety Strategy Review:

RESOLVED:

- That the Project Scoping Template for the 'Community Safety Strategy Review' be noted.

(b) Project Scoping Template - Review of the Carbon Reduction Plan and associated carbon reduction activity at ELDC:

RESOLVED:

- That the Project Scoping Template for the 'Review of the Carbon Reduction Plan and associated carbon reduction activity at ELDC' be noted.

95. PERFORMANCE AND GOVERNANCE FRAMEWORK Q3 MONITORING REPORT 2023/24:

James Gilbert, Assistant Director - Corporate presented Members with the Performance and Governance Framework – Quarter 3 Monitoring Report 2023/24 (October to December 2023), pages 125 to 172 of the Agenda refer.

The report brought together information relating to the Council's Performance and Governance Framework at the end of Quarter 3 2023/24.

The Assistant Director - Corporate advised Members that four questions had been received in advance of the meeting and responses were provided as follows:

- *Under the Regulatory heading, Q3 saw 557 FPNs for Litter which was double the number for Q2 which included the visitor season. It was queried if there was an identified reason for the increase, page 135 of the Agenda refers. The Assistant Director – Corporate explained that the figure was higher than previous quarters as the Council now had a full capacity of staff in the enforcement service. It was further advised that the Envirocrime contract was at zero cost to the Council and was providing enforcement.*
- *An explanation was requested in relation to more FPNs being paid than outstanding and noting that payment rate percentage was lower than Q1 and Q2, page 136 of the Agenda refers. The Assistant Director – Corporate advised that this had occurred due to the rollover from one quarter to the next and this depended on when FPN's were issued as they were not always paid immediately.*
- *Under the Leisure and Culture heading, Q3 market stall occupancy rate was lower than the previous year's Q3. It was queried if this was a reflection of the weather and cancellation of markets, page 139 of the Agenda refers. The Assistant Director – Corporate confirmed that no markets had taken place between the 25th December 2023 and 1st January 2024 due to bad weather and this had impacted upon the figures.*

- *Under the Corporate heading, an explanation was requested where the staff turnover percentage for Q3 appeared significantly high, page 143 of the Agenda refers.* The Assistant Director – Corporate acknowledged that the figure for staff turnover Q3 2023/24 noted as 9.11% needed to be amended to 3%.

Members were invited to put their comments and questions forward.

- A Member queried if questions were able to be asked on the day of the meeting. The Chairman clarified that submitting questions in advance improved the likelihood of obtaining specific responses, however questions were still welcomed during the meeting.
- In relation to risk, a Member queried what the 'Identification and Suitability of future Depot Accommodation' risk included, page 127 of the Agenda refers. The Assistant Director – Corporate explained that additional housing developments resulted in increased waste which required more vehicles and waste capacity. The implication was that the existing depots may not be of a suitable size to accommodate the requirements. An update providing clarification on the risk was to be provided to the Committee at the next Meeting.
- On homelessness, a Member recognised that there was people who chose not to receive help and emphasised with officers who dealt with those who did not want assistance, page 131 of the Agenda refers. It was queried if figures were available on those who did not accept assistance. In response, the Assistant Director – Corporate explained that the Housing Team were aware who did not want to engage and advised that figures could be obtained and provided to the Committee.
- In relation to 'Percentage of car parking income received against agreed annual', a Member commented that car parking policies needed to be re-examined and that free car parking should be provided to encourage people to go shopping in town centres, page 153 of the Agenda refers. In response the Chairman advised that free parking was available in all market towns on ELDC owned land.

A Member commented that there was a shortage in free carparking and that the issue was convenience and not the cost of parking.

The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction commented that a carpark in Alford was gifted by the Council on an asset transfer and that the implementation of free parking had not impacted on footfall in shops which supported the need for a mixture of free and paid carparking options to generate a greater turnover of people.

No further comments or questions were received.

Following which it was,

RESOLVED:

That the Performance and Governance Framework Q3 2023/24 Report be noted.

96. OVERVIEW AND SCRUTINY RECOMMENDATION TRACKER:

Members were referred to the Overview and Scrutiny Recommendation Tracker, pages 173 to 186 of the Agenda refer.

Members were invited to review the tracker and to put their comments and questions forward.

Overview Standing Reference Group – Sutton on Sea Colonnade Project.

No. 3 - 'To work with Lincolnshire County Council to improve the surfacing of Broadway' page 175 of the Agenda refers.

A Member commented that funding for the Broadway Carpark repairs was welcomed and that Councillors expected to be kept updated. In response, the Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction assured Members that money had been put aside to complete the car park.

To explore the issues surrounding caravan licensing and enforcement

No. 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;' page 178 of the Agenda refers.

A Member commented there was a long wait for any caravan enforcement action to be taken.

No. 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' page 180 of the Agenda refers.

A Member requested assurance that PS2 was rectifying the issues and not giving the wrong advice. In response, the Scrutiny and Policy Officer advised that the Assistant Director (Planning and Strategic Infrastructure) oversaw the Enforcement Service Manager who was responsible for providing updates. The Assistant Director – Corporate further advised that concerns were being relayed to PSPS.

No further questions or comments were received.

RESOLVED:

That the Overview and Scrutiny Recommendations Tracker be noted.

97. EXECUTIVE/COUNCIL FORWARD PLAN:

Members were presented with the Executive/Council Forward Plan 2023-24, pages 187 to 192 of the Agenda refer and were invited for their comments.

- In reference to the Approval of the award and spend of funding from the UK Shared Prosperity Fund and Rural England Prosperity Fund, a Member requested further clarification on the consultees that were listed, page 187 of the Agenda refers. The Assistant Director – Corporate advised that information would be obtained and reported back to the Committee.
- In reference to the Swimming Pool Support Fund, a Member sought clarification on the use of the fund. In response, the Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction advised that it was a fund that the Government announced which was for Councils and other local authorities to bid in to for assistance with heating pools. The funds had been secured for three private pools including Meridian Leisure Centre, Woodhall Spa and Wragby.
- In relation to the Street Art and Graffiti Policy, a Member queried if the Council should be encouraging such a policy, page 190 of the Agenda refers. In response, the Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction advised Members that the Policy was being proposed to control the situation and provide a safe and secure environment for graffiti artwork. Members further engaged in discussion for and against the concept and whether a graffiti policy should be encouraged.

No further comments or questions were received.

Following which it was,

RESOLVED:

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

98. DATE OF NEXT MEETING:

The programmed date for the next Meeting of this Committee was noted as 16 April 2024.

The Meeting closed at 1.00 pm.

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ACTIONS

ACTIONS FROM THE OVERVIEW COMMITTEE MEETING HELD ON 23 JANUARY 2024			
MIN NO:		ITEM:	OFFICER:
72.		BUDGET OVERVIEW, 2024/25, (INCLUDING BUDGET CONSULTATION):	
✓	(a)	In reference to Table 12 – ‘Reserves Balances’ contained in the Report, an update was requested to clarify the difference between the two reserve balances and a breakdown of what they included, page 55 of the Agenda refers. Update 5th March 2024: Please refer to Table 13 shown in page 56 & 57 of the Agenda as this provides further insight in to the reserve movements during 24/25. The final position can now be viewed within papers presented at Full Council on 28 th February 2024 where Table 12 and 13 refer to the Reserve position, pages 86 to 88 of the Council Agenda refer.	HEAD OF FINANCE – CLIENT (CW)
✓	(c)	An update to be provided on why the Sutton on Sea Colonnade Project was not listed in the Budget Report when outlining the Council’s proposed 5 Year Capital Programme and 5 Year capital resource projects. Update 5th March 2024: Update provided that the reason for the Colonnade Project not previously showing on the 5yr Capital Programme from Overview Committee was that the budget was within 2023/24, as per the budget report from March 2023, page 55 of the Agenda refers. As part of the Q3 review of capital projects an updated budget profile was worked through with scheme managers that has reprofiled expenditure into 2024/25 as per the latest budget report that was approved by Council on 28 th February 2024.	HEAD OF FINANCE – CLIENT (CW)

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PSPS

Public Sector Partnership Services Ltd

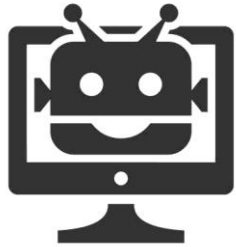
Artificial Intelligence

Jackie Wright – Chief Delivery Officer

AI?

“AI can help us achieve the Holy Grail of Public Service Reform: better, more efficient services.”

Rishi Sunak



**ROBOTIC PROCESS
AUTOMATION (RPA)**

Assists humans
with process
driven repeatable
tasks

RPA

Acts



Enhances humans with
process driven
repeatable tasks,
understanding data
and adjusts its learning

IA

Learns



Mimics what humans
do with intelligent
/smart/conscious
tasks

AI

Thinks &
Decides

RPA

Acts

Use in Public Sector



- ▶ Proactive ICT maintenance
- ▶ Relocating of files / end of day reports
- ▶ Push notifications for Social Media mentions
- ▶ Populate spreadsheets from daily email contents
- ▶ Chatbot
- ▶ Telephone Translation services



Use in Public Sector



Page 7



- ▶ Payroll processing
- ▶ Scheduled reporting and distribution
- ▶ Invoice Matching
- ▶ Speed up processing of landlord registrations
- ▶ Remapping of callcentre agents
- ▶ Fraud detection for benefits and welfare
- ▶ Rerouting of trains to platforms based on predictive analysis
- ▶ Monitor patient welfare and identify those who may find themselves in a crisis before it happens

Use in Public Sector

AI

Thinks &
Decides



Civil Service

- ▶ DVSA data analysis for the ranking, trend analysis, risk reporting and scheduling of MOT visits
- ▶ Collate and analyse data to obtain faster diagnosis or to profile testing results for antibiotics

NHS



Driver & Vehicle
Standards
Agency

What does AI offer?

- ▶ Savings due to operational efficiencies
- ▶ New and improved services
- ▶ Data driven decision making

Challenges

- ▶ Employment
 - ▶ Perception vs reality
- ▶ Bias
- ▶ Explainability
- ▶ Accountability

- ▶ Implementation
 - ▶ Service Led
 - ▶ Culture change

AI Policy - Overview

- ▶ Framework to the use of Generative AI (GenAI)
- ▶ Umbrella for ML, RPA, LLM, IA and AI
- ▶ Considers:
 - Governance
 - Copyright
 - Accuracy
 - Confidentiality
 - Ethical
 - Disclosure
- ▶ Risks
 - ▶ Legal Compliance
 - ▶ Bias & Discrimination
 - ▶ Data Sovereignty & protection

Thank You!

Do you have any questions?

JACKIE WRIGHT 
CHIEF DELIVERY OFFICER

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