



Public Document Pack
Boston Borough Council

**Chief Executive
Rob Barlow**

Municipal Buildings
Boston
Lincolnshire PE21 8QR
Tel: 01205 314200

Tuesday, 17 September 2024

Notice of meeting of the Cabinet

Dear Councillor

You are invited to attend a meeting of the Cabinet
on **Wednesday, 25th September, 2024 at 6.30 pm**
in the Committee Room - Municipal Buildings, West Street, Boston, PE21 8QR

**Rob Barlow
Chief Executive**

Membership:

Leader of the Council:	Councillor Anne Dorrian
Deputy Leader:	Councillor Dale Broughton
Councillors:	John Baxter, Callum Butler, Emma Cresswell, Sandeep Ghosh and Sarah Sharpe

Members of the public are welcome to attend the committee meeting as observers except during the consideration of exempt or confidential items.

This meeting may be subject to being recorded.

Agenda

Part I - Preliminaries

A Apologies for Absence

To receive apologies for absence.

B Declarations of Interest

To receive declarations of interests in respect of any item on the agenda.

C Minutes

To sign and confirm the minutes of the last meeting.

(Pages 1 - 8)

D Questions from Members of the Public

To answer any written questions received from members of the public no later than 5 p.m. two clear working days prior to the meeting – for this meeting the deadline is 5 p.m. on Friday 20th September 2024.

Part II - Agenda Items

- 1 Recommendations from Overview and Scrutiny (Standing Item)***
- 2 Recommendations from the Boston Town Area Committee (BTAC) (Standing Item)**
- 3 Quarter 1 24/25 Performance and Risk Report** (Pages 9 - 54)
(A report by James Gilbert, Assistant Director – Corporate)
Portfolio Holder: Councillor Anne Dorrian
- 4 2024/25 Quarter One Finance update** (To Follow)
(A report by Christine Marshall, Deputy Chief Executive & S151 Officer)
Portfolio Holder: Councillor Sandeep Ghosh
- 5 Local Council Tax Support Scheme (Consultation) 2025/26** (To Follow)
(A report by Christine Marshall, Deputy Chief Executive & S151 Officer)
Portfolio Holder: Councillor Sandeep Ghosh
- 6 Working in Partnership with the Voluntary and Community Sector** (Pages 55 - 66)
(A report by John Leach, Deputy Chief Executive – Communities)
Portfolio Holder: Councillor Emma Cresswell
- 7 Public Spaces Protection Order - wild bird feeding controls in designated areas of Boston Town Centre** (Pages 67 - 92)
(A report by Christian Allen, Assistant Director – Regulatory)
Portfolio Holder: Councillor Anne Dorrian
- 8 Alignment of Case Management System across the South & East Lincolnshire Councils Partnership** (Pages 93 - 98)
(A report by James Gilbert, Assistant Director – Corporate, Christian Allen, Assistant Director – Regulatory and Phil Norman, Assistant Director – Planning)
Portfolio Holder: Councillor Sandeep Ghosh

- * In accordance with the Constitution, recommendations of Overview and Scrutiny Committees referred to Cabinet (if any) shall be included at this point in the agenda (unless they have been considered in the context of the Cabinet deliberations on a substantive item on the agenda) within six weeks of the Overview and Scrutiny Committee completing its report / recommendations.

Call-In – any decision taken by the Cabinet concerning an item on this agenda can be ‘called in’ in accordance with the Constitution, within 5 working days of the decision notice being published. It is expected that any decision notices will be published on Friday, 27 September 2024. Subject to this publication, the deadline for calling in a decision is **5 p.m. on Friday 4th October 2024**.

Notes:

Please contact Democratic Services (demservices@boston.gov.uk) if you have any queries about the agenda and documents for this meeting.

Council Members who are not able to attend the meeting should notify Democratic Services as soon as possible.

Alternative Versions

Should you wish to have the agenda or report in an alternative format such as larger text, Braille or a specific language, please telephone 07591 352534.

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Boston Borough Council

Minutes of a meeting of the **Cabinet** held in the Committee Room - Municipal Buildings, West Street, Boston, PE21 8QR on Wednesday, 24th July, 2024 at 6.30 pm.

Present:

Councillor Anne Dorrian (Leader), in the Chair.

Councillors Councillor Dale Broughton (Deputy Leader), John Baxter, Callum Butler and Sarah Sharpe.

Officers:

Deputy Chief Executive - Communities, Director of Economic Development, Assistant Director - Regulatory, Assistant Director – Corporate, Operations Manager, Chief Finance Officer PSPS (attended virtually) and Democratic Services Team Leader.

14 Apologies for Absence

Apologies for absence were received from Councillors Emma Cresswell and Sandeep Ghosh.

15 Declarations of Interest

No declarations of interest were received.

16 Minutes

The minutes of the meeting held on 26th June 2024 were approved as a correct record and signed by the Leader.

17 Questions from Members of the Public

No questions were received.

18 Recommendations from Overview and Scrutiny (Standing Item)*

There were no recommendations.

19 Recommendations from the Boston Town Area Committee (BTAC) (Standing Item)

There were no recommendations.

20 Quarter 4 report - Performance and Risk

The Leader presented the quarterly report covering performance and risk monitoring information for Quarter 4 of 2023/24, as at March 2024. The majority of performance was on target, or better than target, and all of the details were set out within Appendix A.

The Leader advised that Appendix B included comparative data from Quarter 4 in 2022/23, but otherwise was the same as Appendix A. Members agreed to merge the data going forward. Full details of the strategic risks, scores and changes since the last report detailed in Appendix C.

The Leader referred to the risk scoring matrix on pages 53 and 55 in respect of the risks which were likely or almost certain to happen and would have a medium or high impact. She requested that the Portfolio Holders monitor those risks which fell into their remit. With funding being a high risk the Leader advised that they would continually be lobbying the Government, for which she had sought the support of the new MP. She added that there was also a risk in respect of staff sickness, showing just over 11 days per staff member.

Councillor John Baxter highlighted the many positive areas within the report. He noted the improvements to the narratives and the reasoning, and the trend measures, for which he thanked officers.

Councillor Dale Broughton was reassured by the downward trend in fly tipping incidents. He thanked the Portfolio Holder and his team for their work.

Councillor Callum Butler was reassured by the increase in the car parking percentages. He looked forward to seeing the figures for the first quarter in which the new machines had been installed. The Leader agreed and confirmed her eagerness to see the performance figures.

Councillor Sarah Sharpe referred to the repairs and maintenance in respect of the Guildhall for which she wished to reassure members of the public that the Council was also exploring external funding options.

RESOLVED:

That the Cabinet note the quarterly performance and risk monitoring information for Q4 of 2023/24.

21 23/24 Outturn Report & 22/23 Abbreviated Outturn including Audit Update

The Chief Finance Officer, PSPS presented a report which set out the financial position of the Council for the year 2023/24, the outturn position for 2022/23 and an overall financial update.

Members noted that the Draft Statement of Accounts for 2023/24 had been finalised and then published on 30th May 2024, in line with the regulatory requirements, with the External Audit by KPMG due to commence shortly as recently reported to Audit and Governance Committee.

The audited 2022/23 Statement of Accounts had also received the necessary external audit sign-off by Mazars and the final revenue position for 2022/23 had a surplus of £155,868. The report encapsulated the outturn for that year, reserve balances, and year-end adjustments.

The Council had navigated challenging financial periods influenced by many factors. The lingering effects of international events had impacted the resourcing levels and financial position. Significant inflationary pressures, across various domains, included contract obligations, the Internal Drainage Board (IDB) levy, service demands, payroll, and energy costs.

Councillor Baxter queried the references of unbudgeted section 113. The Chief Finance Officer, PSPS advised that after the budget had been set and arrangements were then made to share officers under Section 113 agreements, this would result in unbudgeted S113 recharges. A process had been set for the Quarter 1 monitoring process for 2024/25, where finance was inputting the necessary budget adjustment, to cancel out the variance. Councillor Baxter also queried the overspend of repairs and maintenance. The Chief Finance Officer, PSPS advised that for some of those overspends there had been some offsets from external income and the bulk of the overspend had not been funded.

Councillor Baxter referred to the positive outcomes and underspends where savings had been made. He thanked the officers for their work.

The Leader referred to the IDB funding and queried where the funding would go. The Chief Finance Officer, PSPS advised that the 23/24 funding had been announced, but they were still waiting for confirmation from the Government on the 24/25 allocation. The Assistant Director – Corporate stated that the 23/24 funding had been received and allocated to that year. He added that they were putting pressure on the Government to announce the previously committed £3,000,000 for 24/25 which, once received, would go against the efficiency target.

The recommendations were moved by Councillor Anne Dorrian and seconded by Councillor Dale Broughton.

RESOLVED:

That the Cabinet:

- 1. Approve the report outlining the current year end underspend of £458,000 for 2023/24, and the detail set out in Appendix A within the report, and the transfer of the surplus to reserves;**
- 2. Note that the Draft Statement of Accounts for 2023/24 had been finalised and published on 30 May 2024 in line with the regulatory requirements, with the External Audit due to commence shortly as recently reported to Audit and Governance Committee.;**
- 3. Note the final revenue position of 2022/23, which was an underspend of £155,868 transferred to reserves, as set out in Appendix B within the report;**
- 4. Note that the 2022/23 Statement of Accounts had been audited and signed off by the External Auditor, as reported to the Audit and Governance Committee**
- 5. Recommend that Full Council approve the reserves transactions and balances for 2023/24, as set out in Table 4 of Appendix A within the report;**
- 6. Recommend that Full Council amend the Capital Programme for 2024/25, as shown in Table 5a to take into account the changes set out in Appendix A within the report; and**
- 7. Recommend that Full Council approve the reserve transactions and balances for 2022/23, as set out in Table 3 of Appendix B within the report.**

22 Environment Policy

Councillor Callum Butler presented a report which sought approval for a new South and East Lincolnshire Councils Partnership Environment Policy, to underpin the Sub-Regional Strategy. The policy represented a refresh of the existing Boston Borough Council Environment Policy, which had been approved in 2021. It had been designed to provide the mandate for climate change and environment delivery to underpin the collective ambition of the three partnership Councils within the sub-regional strategy.

Members noted that the existing environment policy underpinned the previous Boston Borough Council corporate policy aim around environmental awareness and accountability, whereas the revision underpinned the new sub-regional strategy's environment priority. The policy was split into four key themes: protecting and recovering our natural environment, mitigating and adapting to climate change, enhancing our built environment and ensuring a sustainable approach to waste and waste management.

Members noted their support of the policy. The Leader stated that the policy would enable the authority to create a community across the borough that was green and healthy, and that it would assist them to achieve their ambitions. She thanked the Portfolio Holder and officers for their work.

The recommendations were moved by Councillor Callum Butler and seconded by Councillor John Baxter.

RESOLVED:

That the new Environment Policy, in Appendix A, be adopted.

23 Pilot Community Skip Service

Councillor Callum Butler presented a report which sought approval to introduce a pilot scheme for the use of community skips to help reduce fly tipping. The proposal was to place a community skip in the St George Street car park, within Boston, on Mondays in August and November, in the hope that it would have a positive impact against fly tipping.

Members noted that the St George Street car park had been chosen due to its easy accessibility, its closeness to one of the main areas that was affected by fly tipping, it had good CCTV coverage and it was Council owned land. The Council's approach would ensure compliance with environmental legislation. The site will be managed by Council operatives in order to prevent commercial waste from being dumped. Many items such as gas canisters, asbestos, batteries, etc would not be accepted and residents would be directed to the household waste recycling centre. The use of a van was also available to dispose of any electrical white goods.

Members discussed the arrangements for the pilot scheme in detail. The scheme would only be available to residents of Boston. It was confirmed that residents would be able to contact the Council to arrange a booking slot for them to bring their unwanted household items to the collection point for disposal. Members requested that assistance also be given to any residents attending without an appointment. If successful, officers would investigate the potential for purchasing skips, rather than hiring, and they would also look to place them throughout the more rural areas of the Borough. Members noted that the skips would be staffed from existing resources.

It was agreed that the pilot would commence on Monday 19th August 2024 and each Monday for a four week period, and on Monday 4th November 2024 and each Monday for a four week period.

The recommendations were moved by Councillor Callum Butler and seconded by Councillor John Baxter.

RESOLVED:

That the Cabinet approve a trial for the use of community skips within the Borough within the next six months, to be provided on Monday 19th August 2024 and each Monday for a four week period, and on Monday 4th November 2024 and each Monday for a four week period.

24 To allocate funding to relocate Boston Borough Council's ICT server room to South Holland District Council

The Assistant Director – Corporate presented a report which sought allocation of funding to allow the relocation of Boston Borough Council's ICT server room to South Holland District Council.

Members noted the proposal to relocate Boston Borough Council's ICT server room to the offices of South Holland District Council. It was necessary to refresh the aging network infrastructure to ensure continued availability and integrity of the computer network. The proposal also sought to remove a number of environmental risks that were associated with the current ICT server room; lack of fire suppression, inadequate battery backup and utilisation of a room that was below an identified flood line.

The Assistant Director – Corporate stated that the opportunity was afforded due to the collaborative working between the Councils resulting from the formation of the Partnership. It was underpinned and supported by a multi-site, multi-skilled ICT team, through PSPS. The proposal supported the longer term aspiration of a combined ICT environment and/or a Partnership wide move to cloud hosting. He advised that the Cabinet was requested to allocate £120,000 in the capital programme and support the addition of £20,000 to revenue to fund the proposal.

Councillor Sarah Sharpe queried whether the internet speed at the Council had been tested. She requested assurance that no one would be negatively affected by the changes. The Assistant Director – Corporate advised that assurance had been given by ICT that the infrastructure and the links would be sufficient to cope with demand.

Councillor Sarah Sharpe mentioned that she had also been provided with a breakdown of the hardware, brands and model numbers, and that she was content that they would making a best value purchase. The Assistant Director – Corporate added that they would continue to investigate best value options.

The recommendations were moved by Councillor Anne Dorrian and seconded by Councillor Sarah Sharpe.

RESOLVED:

That, in order to invest in aging ICT infrastructure and to allow the relocation of the ICT server room to South Holland District Council, the Cabinet approve the addition of £120,000 to the Capital Programme and, if required, £20,000 to the revenue budget, to be financed from the Capital Reserve, and to note the implications for future year's budgets.

25 Pool Car Renewal

The Assistant Director – Corporate presented a report which proposed a refresh of the Council's Pool Car fleet, which was now 13 years old and was becoming costly to maintain. This involved replacing the existing five cars with three electric cars and one petrol van.

Members noted that it was possible to reduce the fleet due to changes in working practices over recent years and a reduction in journeys. The move to electric would also support the Council's environmental agenda. The petrol van had been selected for longer journeys, as might be required from time to time, whilst also providing increased capacity for those services that were required to transport larger pieces of operational equipment.

The Assistant Director – Corporate explained that the pool car fleet was used by officers when undertaking Council business and remained a cost effective way for officers to travel and that it was cheaper than using their own vehicles and claiming expenses. He advised that procurement would be carried out alongside the purchases being made with East Lindsey to try and maximise the potential of joint procurement between the Councils. The Cabinet had been requested to add £68,000 to its capital programme to fund the vehicles, which would be funded from the Minimum Revenue Provision.

Councillor Callum Butler raised concerns in respect of moving to fully electric vehicles, and also that the proposed vehicles had been discontinued. The Assistant Director – Corporate advised that the vehicles would be under warranty and also added that the Council was receiving a significant discount on their purchase of 42%. Members noted that the approved Environment Policy also gave support to the proposal.

Members requested clarity in respect of the operation of the vehicle and the booking system. The Assistant Director – Corporate advised there was no requirement for any type of mechanical security pass and that manual logs continue to be maintained, in addition to the online booking system. Members noted the importance of ensuring staff safety when using the vehicles, for example, if one should run out of power. The Assistant Director – Corporate clarified that use of the booking system would ensure that officers' whereabouts were known and that there would be someone on hand to assist if required.

Councillor Sarah Sharpe queried whether the utility contracts were being reviewed in light of requiring electrical charging points. The Assistant Director – Corporate advised that the utility contract was currently being reviewed. He added that the Council already had some charging points in the car park for staff with electric vehicles.

Councillor John Baxter queried whether the purchase of a hybrid van had been investigated. The Assistant Director – Corporate confirmed that the hybrid model was considerably more expensive, but would be looked into further if requested. He added that a vehicle running solely on fuel would have more capacity for longer journeys.

Following members requests to purchase the vehicles from local suppliers if possible, the Assistant Director – Corporate agreed to liaise with local suppliers to enquire as to whether the Council could get a better deal than the 42% currently on offer.

The recommendations were moved by Councillor Anne Dorrian and seconded by Councillor Callum Butler.

RESOLVED:

That the Cabinet:

- 1. Approve the addition of £68,000 to the Capital Programme to enable the purchase of pool car vehicles; and**
- 2. Note that the capital expenditure would be financed through MRP (Minimum Revenue Provision) over the 7 year anticipated life of the assets; also facilitating future replacement in accordance with asset-life.**

26 LGA Peer Challenge - report and action plan

The Leader presented the report which brought forward the findings from the Corporate Peer Challenge, attached in Appendix A within the report, and the Council's action plan, attached in Appendix B within the report, in response.

Members noted that the peer team had provided their thoughts on what the Council does well and they had given some commentary on areas to focus on within their report. The peer team had recognised the excellent work that had been undertaken to secure £76,000,000 of government investment in recent years, and many of those projects were now coming to fruition. They had also recognised the ongoing effort to support the improvements in the town centre through the new town centre strategy, and the work being done in the wider community.

The Leader emphasised that the peer team had recognised that the Council had a lot to be proud of and to celebrate, particularly its strong performance culture, which was helping to drive improvements in our services, and the management of budgets. She added that the peer team had acknowledged that the Council's officers were committed and proud of what they did, and she gave her appreciation for all their work.

Members noted the positive comments within the report, and confirmed that they were also proud of the result. The Leader thanked the Assistant Director – Corporate and his team for their work.

Councillor John Baxter queried whether officers had been consulted and mentioned the potential for a staff suggestion scheme. The Assistant Director – Corporate advised that there was a very active staff forum across the partnership that were really engaged in these types of projects. He added that he would also be providing them with the results of the action plan. The Deputy Chief Executive – Communities added that they also carried out regular consultation exercises and ensured staff engagement.

The recommendations were moved by Councillor Anne Dorrian and seconded by Councillor John Baxter.

RESOLVED:

That the Cabinet:

- 1. Note the findings from the LGA's Corporate Peer Challenge, as detailed in Appendix A; and**
- 2. Approve the action plan in Appendix B.**

The Meeting ended at 7.45 pm.



Report To:	Cabinet
Date:	25 th September 2024
Subject:	Quarter 1 24/25 Performance and Risk Report
Purpose:	To provide an update on performance and risk as at the end of June 2024
Key Decision:	No
Portfolio Holder:	Councillor Anne Dorrian, Leader
Report Of:	James Gilbert, Assistant Director – Corporate
Report Author:	Suzanne Rolfe, Group Manager – Insights & Transformation
Ward(s) Affected:	All
Exempt Report:	No

Summary

This is the quarterly report covering performance and risk monitoring information for Quarter 1 of 2024/25 (as at the end of June 2024).

Recommendations

That Cabinet notes the quarterly performance and risk monitoring information for Q1 of 2024/25

Reasons for Recommendations

To monitor delivery of performance and governance objectives and to support future planning and decision making within the Council.

Other Options Considered

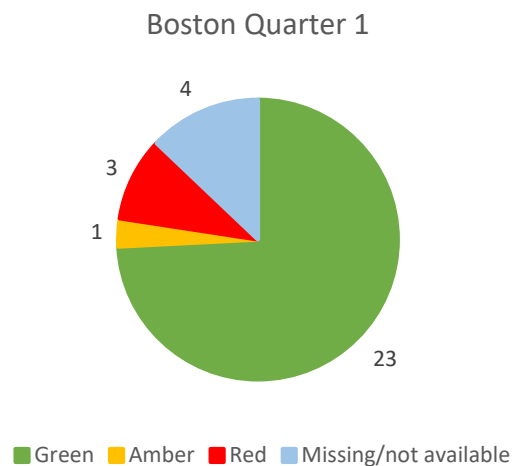
Alternative reporting arrangements.

1. Background

- 1.1 A joint performance management framework was agreed across the South & East Lincolnshire Councils Partnership for 2024/25 to support the delivery of services. Key Performance Indicators (KPIs) have been agreed to capture performance against the strategic priorities of the Partnership and the individual Councils.
- 1.2 This report presents the information for Boston Borough Council for Quarter 1 of 2024/25 (as at the end of June 2024).

2. Performance (Appendices 1 and 2)

- 2.1 In total there are 86 KPIs for Boston Borough Council in 2024/25. These are set out by priority in Appendices 1 and 2 following the adoption of the Sub-regional Strategy.
- 2.2 There are 31 targeted indicators where performance is within the direct control of the Council, with past data or comparisons available on which to base those targets. Indicators were developed to stretch performance in teams. Green indicators are on target, amber indicators are within tolerance and red indicators are off target. Commentary is provided in Appendix 1 for red indicators and for indicators which are not available.



- 2.3 Shading has been added to the past quarters' data where possible, to show whether it was on target previously, to help provide more visual context for direction of travel. The shading is deliberately more muted for past data to keep the focus on the current performance. Where targets have changed since the previous year, this has been noted in the commentary, otherwise targets are the same.
- 2.4 There are also 65 trend indicators, which show context for policy decisions and resource allocation, set out in Appendix 2. The trend indicators have been reviewed to consider if any can become targeted measures if past data is now available. No changes are proposed at this time.
- 2.5 Additional commentary has been added to the workforce measures as requested. Also, the staff turnover KPI now relates to voluntary turnover, with the traditional reported figure and explanation in the commentary. Both staff turnover and sickness absence trend measures have changed to quarterly rather than year to date figures for improved clarity.

2.6 Graphs have been removed from Appendices 1 and 2 where there is no previous data to report or where all performance is zero, to avoid confusion. Some of the OFLOG measures are still to be confirmed so are not yet available for Q1.

3. Risk management (Appendix 3)

3.1 The strategic risk register has been reviewed for Q1, as at the end of June 2024.

3.2 A summary of the risks and scores are set out in the table below, with full details in Appendix 3.

Boston Strategic Risks	Risk score	Direction of travel
BBC01: Economic hardship	High (12)	N/A
Change in Q1: AD recommends deletion as a strategic risk to the Council		
BBC02: Health	Medium (9)	↔
BBC03: Local economy	Medium (9)	↔
To be reviewed by the new Director in Q2		
BBC05: Budget	High (16)	↔
BBC06: Civil contingency risks	Medium (8)	↔
BBC07: Infrastructure risks	Medium (8)	↔
To be reviewed by the new Director in Q2		
BBC08: Capital Programme	Medium (6)	↔
BBC09: General Fund Assets	Low (4)	↔
BBC10: Cyber Incident	High (15)	↔
Update in Q1: These mitigations afford ICT awareness of emerging threats. We are about to commission an external validation of our cyber response plan for ICT. Score remains the same.		
BBC11: Technology infrastructure failure	High (10)	↔
Update in Q1: As part of business continuity planning, services are considering in detail how they would continue to operate should an ICT outage occur		
BBC12: Implementation of the Environment Act 2021	High (16)	↔
BBC13: Introduction of Extended Producer Responsibility	Medium (9)	↔
BBC14: Identification and Suitability of future Depot Accommodation	High (15)	↔
BBC15: Waste Collection Round Pressures	Medium (9)	↔
BBC16: Capacity	High (12)	↔
Update in Q1: Discussions remain ongoing with services in regard to capacity and how through the change of working practices it may be possible to increase capacity		
BBC17: Third Party Service Delivery	Medium (9)	↔
BBC18: External Communication	Medium (6)	↔
BBC19: Retention of staff	Medium (8)	↔
Update in Q1: We are on the verge of launching our own recruitment academy which seeks to recruit and develop apprentices specifically in those services where it is harder to recruit.		
BBC20: Service Delivery	Medium (9)	↔
BBC21: Internal Communications	High (12)	↔
BBC22: Net Zero target	Medium (8)	↔
BBC23: Business continuity	Medium (9)	↔
BBC24: Health and Safety	Medium (6)	↔
BBC25: Information	Medium (8)	↔

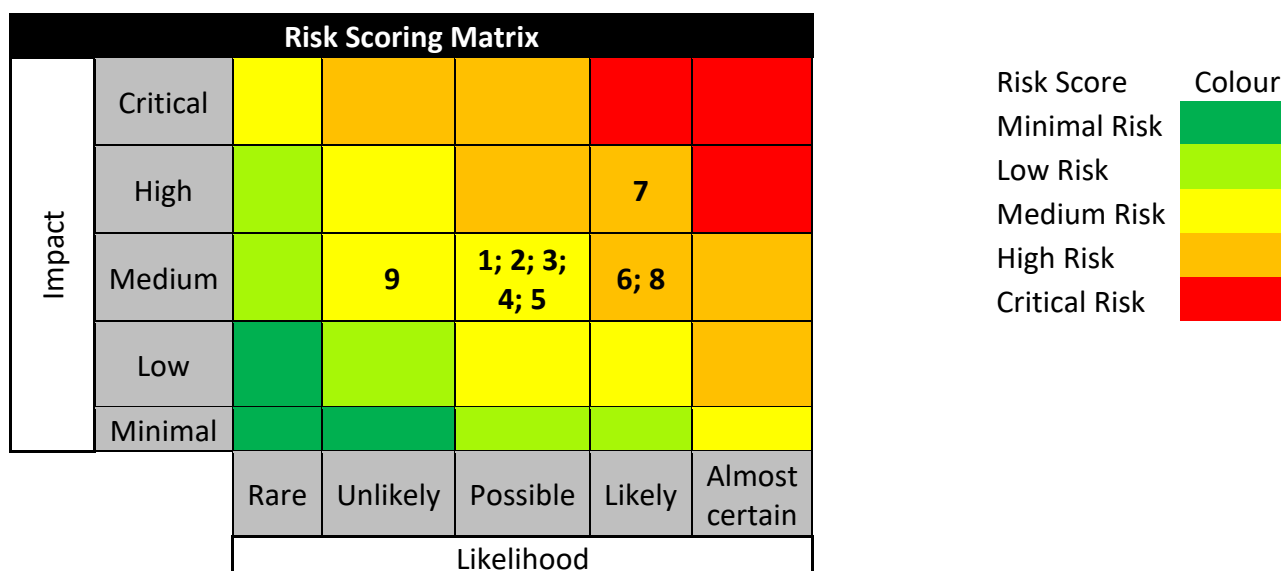
3.3 As set out in the risk policy, we use the 4Ts of risk control:

- Terminate – rarely, we may be able to stop doing the activity altogether and thereby remove the risk altogether
- Tolerate – accept the risk and live with it because it is within our risk appetite and the cost of mitigating action would outweigh the benefits
- Transfer – move all or part of the risk to a third party or through insurance; however, sometimes accountability remains, particularly with a Council, so caution is advised
- Treat - take action to control the likelihood and/or impact and set a target to move the risk to within the risk appetite once the action has been implemented

3.4 The strategic risks for the Partnership have also been reviewed for Q1, as at the end of June 2024.

3.5 A summary of the Partnership risks and scores are set out in the table below, with full details in Appendix 3.

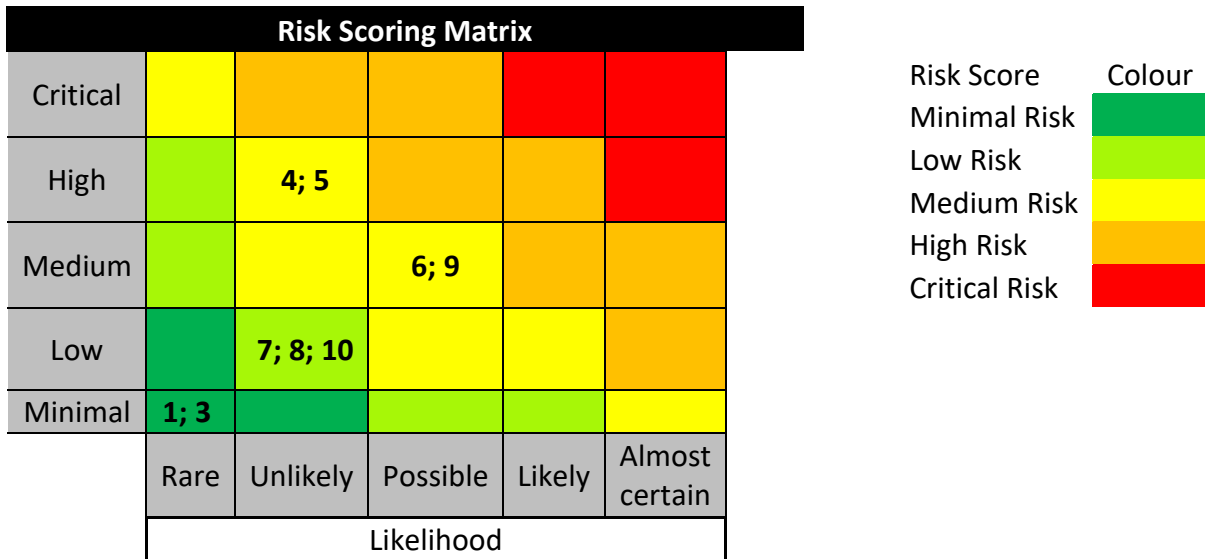
SELCP Partnership Risks	Risk score	Changes in Q1	Direction of travel
SELCP-01: Vision	Medium (9)	No change to risk score	↔
SELCP-02: Trust	Medium (9)	No change to risk score	↔
SELCP-03: Sovereignty	Medium (9)	No change to risk score	↔
SELCP-04: Takeover	Medium (9)	No change to risk score	↔
SELCP-05: Culture	Medium (9)	No change to risk score	↔
SELCP-06: LGR	High (12)	No change to risk score	↔
SELCP-07: Funding	High (16)	No change to risk score	↔
SELCP-08: Staffing	High (12)	No change to risk score	↔
SELCP-09: PSPS	Medium (6)	New risk	New



3.6 The fraud risks have also been reviewed for Q1, as at the end of June 2024.

3.7 A summary of the fraud risks and scores are set out in the table below, with full details in Appendix 3. Further work is planned in relation to fraud risk in 2024/25.

Fraud Risks	Risk score
1: Asset - Equipment	Minimal (1)
3: Assets – Land and Property	Minimal (1)
4: Procurement – Contracts	Medium (8)
5: Procurement – Contract Payments	Medium (8)
6: Council Tax – Credit Refund and Income Fraud	Medium (9)
7: Council Tax Fraud	Low (4)
8: Council Tax Support Scheme	Low (4)
9: National Non-Domestic Rate (NNDR) Fraud	Medium (9)
10: Housing Benefit Fraud	Low (4)



4. Conclusion

4.1. The performance and governance reporting and review arrangements support the Council to manage its services in an effective and efficient manner.

Implications

South and East Lincolnshire Councils Partnership

A Partnership approach has been agreed for 2024/25.

Corporate Priorities

Whole report. Performance information is set out by priority.

Staffing

No implications specific to this report. KPIs and risks relating to staffing are included in the report.

Workforce Capacity Implications

No implications specific to this report. KPIs and risks relating to workforce capacity are included in the report.

Constitutional and Legal Implications

No implications specific to this report

Data Protection

No implications specific to this report

Financial

No implications specific to this report

Risk Management

Section 3 of the report and Appendix 3.

Stakeholder / Consultation / Timescales

Consultation with SLT

Reputation

No implications specific to this report. Potential reputational risks are included in the report.

Contracts

No implications specific to this report. KPIs and risks relating to contracts and procurement are included in the report.

Crime and Disorder

No implications specific to this report.

Equality and Diversity / Human Rights / Safeguarding

No implications specific to this report.

Health and Wellbeing

No implications specific to this report.

Climate Change and Environmental Implications

No implications specific to this report.

Acronyms

- 2Y: 2 year rolling period
- A&G: Audit & Governance Committee
- B&B: Bed & Breakfast accommodation
- BAU: Business As Usual
- CC: Customer Contact
- DD: Direct Debit
- EAP: Employee Assistance Programme
- KPIs: Key Performance Indicators
- LGR: Local Government Reorganisation
- OFLOG: Office for Local Government
- Q: Quarterly (Q1: April to June; Q2: July to September; Q3: October to December; Q4: January to March)
- NDR: Non-domestic rates (business rates)
- R&B: Revenues & Benefits
- SLT: Senior Leadership Team
- YE: Year End (April to March)

Appendices

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

Appendix 1	Q1 performance targets
Appendix 2	Q1 performance trends
Appendix 3	Q1 risks

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:	Suzanne Rolfe, Group Manager – Insights & Transformation, suzanne.rolfe@boston.gov.uk
Signed off by:	James Gilbert, Assistant Director – Corporate, james.gilbert@e-lindsey.gov.uk
Approved for publication:	Councillor Anne Dorrian, Leader of the Council, anne.dorrian@boston.gov.uk

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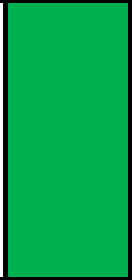
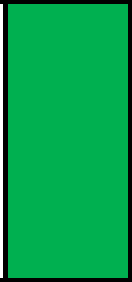
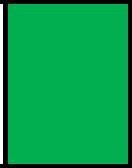


Performance Indicators with Targeted Performance Levels

(Performance within the direct control of the Council with past data or comparisons available on which to base those targets)

Growth and Prosperity

Key Performance indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	
		Q1	Q2	Q3	Q4	Q1	Q1	Q1	
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) - (In Quarter from 2024/25)	Phil Norman	90.00%	88.89%	91.18%	91.78%	87.50%	65%	On Track	
Commentary: Good performance for Majors. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 93.75%.									
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	Phil Norman	87.45%	85.54%	85.02%	84.98%	96.15%	75%	On Track	
Commentary: Good overall performance for minor developments. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 90.3% for Non-major Developments									

Percentage of other planning applications determined within 8 weeks (or agreed extended period) – (In Quarter from 2024/25)	Phil Norman	91.23%	93.09%	92.82%	92.86%	92.59%	75%		
Commentary: Good overall performance for Other developments. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 90.3% for Non-major Developments									
Land Charges - Average number of days taken to process Local Authority searches (working days)	Christian Allen	6.74	7.11	6.54	3.41	5.2	8		
Commentary: The target for Land Charges processing time increased from 6 days to 8 days between Q1 and Q2 2023/24									
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	Phil Norman	0.00%	0.00%	0.00%	0.00%	0.00%	10%		
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	Phil Norman	0.45%	0.33%	0.33%	0.15%	0.00%	10%		

Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	100.00%	100.00%	96.43%	100.00%	85.71%	95.00%		<table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>96.43%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>85.71%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate	Q1	100.00%	Q2	100.00%	Q3	96.43%	Q4	100.00%	Q1	85.71%
Quarter	Occupancy Rate																				
Q1	100.00%																				
Q2	100.00%																				
Q3	96.43%																				
Q4	100.00%																				
Q1	85.71%																				
Commentary: Four units were vacant at the end of the period that will be actively marketed through an appropriate agent going forward as no waiting list now exists.																					

Healthy Lives

Key Performance indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	
		Q1	Q2	Q3	Q4	Q1	Q1	Q1	
Percentage of cases successfully opened whilst a customer remains in settled accommodation (Prevention Duty)	Emily Spicer	74.00%	74.29%	71.05%	68.42%	61.29%	50%		
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	Emily Spicer	54.00%	65.31%	84.00%	72.34%	73.33%	50%		
Commentary: The homelessness targets have been changed from 70% to 50% for 24/25 to reflect the wider national picture in regards to homelessness performance and what is realistic given approaches are something we as an authority have limited control over, these targets have been changed in agreement with the PFHs.									
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	Emily Spicer	0	0	0	0	0	0		

Safe and Resilient Communities

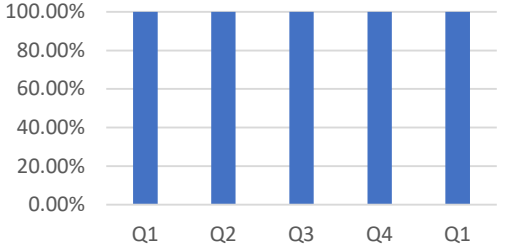
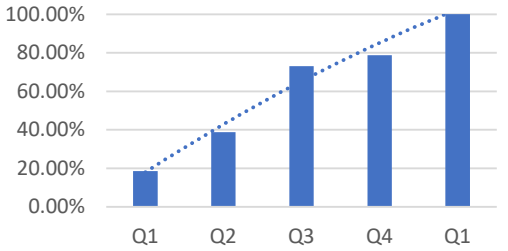
Key Performance indicators (KPIs)						Target	Status															
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25		2024/25													
		Q1	Q2	Q3	Q4	Q1	Q1		Q1													
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	Christian Allen	98.40%	97.70%	97.87%	97.84%	97.85%	98%	<table border="1"> <caption>Food Safety Performance Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 (2023)</td> <td>98.40%</td> </tr> <tr> <td>Q2 (2023)</td> <td>97.70%</td> </tr> <tr> <td>Q3 (2023)</td> <td>97.87%</td> </tr> <tr> <td>Q4 (2023)</td> <td>97.84%</td> </tr> <tr> <td>Q1 (2024)</td> <td>97.85%</td> </tr> <tr> <td>Target</td> <td>98.00%</td> </tr> </tbody> </table>	Period	Percentage	Q1 (2023)	98.40%	Q2 (2023)	97.70%	Q3 (2023)	97.87%	Q4 (2023)	97.84%	Q1 (2024)	97.85%	Target	98.00%
Period	Percentage																					
Q1 (2023)	98.40%																					
Q2 (2023)	97.70%																					
Q3 (2023)	97.87%																					
Q4 (2023)	97.84%																					
Q1 (2024)	97.85%																					
Target	98.00%																					

Environment

Key Performance indicators (KPIs)							Target	Status													
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25													
		Q1	Q2	Q3	Q4	Q1	Q1	Q1													
Percentage of household waste collected for recycling and composting (OFLOG)	Victoria Burgess	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	45%	Data not available													
Commentary: Data recorded by Lincolnshire County Council (LCC) by Waste Transfer Station rather than by Council. This has been raised at the Lincolnshire Waste Partnership.																					
Percentage of recycling collected that is unable to be recycled (contamination) (OFLOG)	Victoria Burgess	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	14%	Data not available													
Commentary: Data recorded by Lincolnshire County Council (LCC) by Waste Transfer Station rather than by Council. This has been raised at the Lincolnshire Waste Partnership.																					
Percentage of fly-tips collected within 3 working days of being reported	Victoria Burgess	99.24%	99.24%	97.67%	98.66%	99.21%	95%		<table border="1"> <caption>Percentage of fly-tips collected within 3 working days of being reported</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>100.00%</td> </tr> </tbody> </table>	Period	Percentage	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%
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Q1	100.00%																				
Commentary: Monthly number of fly tipping incidents were as follows: April, 454. May, 391. June, 441.																					
Percentage of waste collections that were successful first time	Victoria Burgess	99.93%	99.93%	99.96%	99.96%	Data not provided	99.80%	Data not provided	<table border="1"> <caption>Percentage of waste collections that were successful first time</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>~10.00%</td> </tr> </tbody> </table>	Period	Percentage	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	~10.00%
Period	Percentage																				
Q1	100.00%																				
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Q1	~10.00%																				

Efficiency and Effectiveness

Key Performance indicators (KPIs)	AD	2023/24	2023/24	2023/24	2023/24	2024/25	Target	Status													
		Q1	Q2	Q3	Q4	Q1	2024/25	2024/25													
		Q1	Q2	Q3	Q4	Q1	Q1	Q1													
Percentage of corporate complaints responded to within corporately set timescales	John Medler	88%	87.50%	92.86%	78.57%	100.00%	95%	On Track	<table border="1"> <caption>Corporate Complaints Performance</caption> <thead> <tr><th>Period</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>88%</td></tr> <tr><td>Q2</td><td>87.50%</td></tr> <tr><td>Q3</td><td>92.86%</td></tr> <tr><td>Q4</td><td>78.57%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> </tbody> </table>	Period	Performance (%)	Q1	88%	Q2	87.50%	Q3	92.86%	Q4	78.57%	Q1	100.00%
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Percentage of subject requests responded to within statutory timescales	John Medler	100%	100.00%	100.00%	50.00%	60.00%	100%	Off Track	<table border="1"> <caption>Subject Requests Performance</caption> <thead> <tr><th>Period</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>50.00%</td></tr> <tr><td>Q1</td><td>60.00%</td></tr> </tbody> </table>	Period	Performance (%)	Q1	100%	Q2	100.00%	Q3	100.00%	Q4	50.00%	Q1	60.00%
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Q3	100.00%																				
Q4	50.00%																				
Q1	60.00%																				
<p>Commentary: The number of extensive DSAR's in quarter 1 have been difficult to respond to within statutory deadlines.</p>																					
Percentage of information requests responded to within statutory timescales	John Medler	97.80%	99.41%	100.00%	99.51%	98.48%	95%	On Track	<table border="1"> <caption>Information Requests Performance</caption> <thead> <tr><th>Period</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>97.80%</td></tr> <tr><td>Q2</td><td>99.41%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>99.51%</td></tr> <tr><td>Q1</td><td>98.48%</td></tr> </tbody> </table>	Period	Performance (%)	Q1	97.80%	Q2	99.41%	Q3	100.00%	Q4	99.51%	Q1	98.48%
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Q4	99.51%																				
Q1	98.48%																				

Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	100.00%	100.00%	100.00%	100.00%	100.00%	97%		 <p>A bar chart with a vertical axis from 0.00% to 100.00% in 20% increments. The horizontal axis is labeled with Q1, Q2, Q3, Q4, and Q1. All five bars are blue and reach the 100.00% mark.</p>
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	18.65%	38.87%	73.06%	78.82%	104.53%	100%		 <p>A bar chart with a vertical axis from 0.00% to 100.00% in 20% increments. The horizontal axis is labeled with Q1, Q2, Q3, Q4, and Q1. The bars are blue and show cumulative values: 18.65%, 38.87%, 73.06%, 78.82%, and 104.53%. A dotted blue trend line starts at the first bar and rises to the top of the final bar.</p>
<p>Commentary: Revenue of £226,245 against a forecast of £216,434. Despite the appearance of the above figures, we are in fact slightly below budget as £14,000 income which has been received in April actually relates to 23/24 and should not be included in the data when forecasting for this year. However the number of parking permit income being below budget in June and not having the most recent PCN income figures is the main cause of this deficit, with income from fees and charges only slightly down and still significantly better than the first quarter last year.</p>									
Percentage of commercial rent received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	Data not provided	Data not provided	Data not provided	96.15%	Data not available	100%	Data not available	
<p>Commentary: We are still awaiting a refined data report from PSPS finance partners that reports this PI properly. Unit 4 standard reports still only output the value of invoices raised during the quarter and not the value of those invoices either not due for payment during the quarter or the value of unpaid invoices due for payment. At the end of Q1, Unit 4 suggests that the actual income received for Q1 is £311,901.34, however, this is simply the value invoiced in the period and does not take account of those invoices not due for payment until after 30 June or late payment of invoices due that is being chased by Credit Control. It is important to note however that non payment of invoices by their payment due date is actively dealt with by the PSPS Creditor Team, with anything significant reported to the service manager for further action so there is no failure in the recovery process.</p>									
LA Error rate (measured against estimated annual expenditure) (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0.04%	0.42%		

Business Rate collection rate (Cumulative) (PSPS)	Finance	29.71%	54.88%	79.56%	93.75%	30.86%	29.70%		
Council Tax collection rate (Cumulative) (PSPS)	Finance	26.98%	52.27%	78.18%	93.45%	26.93%	96.30%		
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	30	25		
<p>Commentary: Whilst Q1 cumulative performance is just outside of target, it is pleasing to report that speed of processing for the month of June was within target, at 22 days, demonstrating improvement. With continued focus on new HB claims we expect to report performance within target in the quarters ahead. The actual performance achieved at the end of Q1 is within DWP expectations.</p>									
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	9	12		
Housing Benefit Overpayment Recovery rate (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	152.97%	85.00%		
Percentage of contacts resolved at first contact – targeted. (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	83.43%	80%		

Average answer rate – Customer Contact (PSPS)	Emily Spicer	83.32%	88.92%	90.58%	90.76%	82.01%	80%		
Average answer rate – Revenues & Benefits (PSPS)	Emily Spicer	85.43%	91.05%	92.19%	92.44%	76.59%	80%		
Commentary: Quarter target not met by 3.41% Calls received (6704), successful call backs (892). Footfall in Quarter 1 at 4421, along with an increase of call duration of 41 seconds, recognising increased complex needs of customer's. Q1 is historically our busiest period for this area, however the volume of answered calls in Q1 were 5062, an increase of 18.2% on the same period last year. Not only is call duration increasing, but volume too. In queue options are seeing a change in customer habit's. Implementation of new method of contact 'Web chat ' has seen essential training of staff along with redeployment of duties, with the aim to shift demand towards this digital and self service platform. Although this may see a short term impact as resource is redeployed to operate Webchat, this will provide a positive future solution.									
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	Finance	100.00%	100.00%	100.00%	100.00%	100.00%	100%		



Performance Indicators with Trend Only Data

(Trend data shows context for policy decisions and resource allocation)

Growth and Prosperity

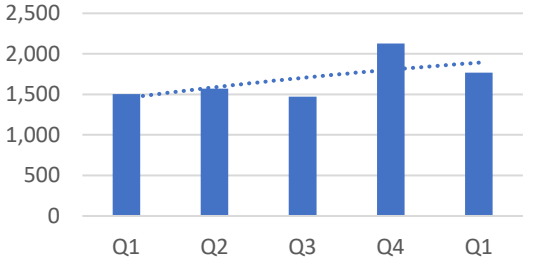
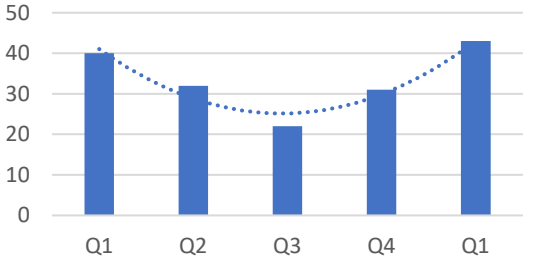
Key Performance indicators (KPIs)							
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	
		Q1	Q2	Q3	Q4	Q1	
Percentage of decisions (major / minor / others) taken under delegation within period	Phil Norman	98.75%	95.65%	98.48%	100.00%	100.00%	
Commentary: High percentage of applications being determined through delegated powers shows that the Scheme of Delegation is working well.							
Births of new enterprises (OFLOG)	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	
Commentary: OFLOG data still under development. Update in Q2.							
Deaths of new enterprises (OFLOG)	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	
Number of high growth enterprises (OFLOG)	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	

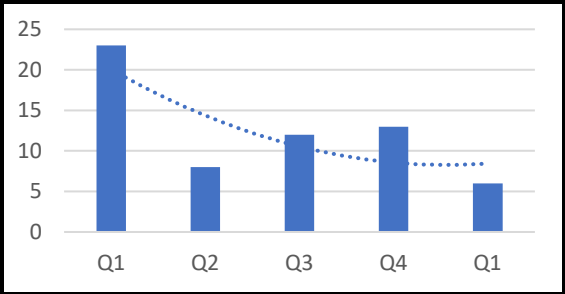
Gross Value added (GVA) per hour worked (OFLOG)	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	
Gross Median Weekly pay (£) (OFLOG)	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	
Employment rate for 16–64-year-olds (OFLOG)	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	
External funding bids submitted by the growth directorate	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not provided	
Average monthly high street footfall count per key town	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	841,438	
<p>Commentary: 2,524,313 total for the Q1 for Boston Town Centre in 2024, compared to 2,642,477 in 2023. NOTE: The figures are compiled using mobile phone data, counting those who are not regularly in the area, enabling those living in the tightly defined town centre area to be excluded. This does also mean that there are some quirks where major roads/junctions are included which could then increase figures but only be people passing through.</p>							
Level of Private Sector Investment achieved	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	£125,570	
Value of Grants awarded via Grants4growth	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	£139,743	
Number of Grants awarded via Grants4growth	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	12	
Number of Businesses assisted via Grants4growth	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	17	

Number of Business registered via Grants4growth	Lydia Rusling	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	48													
Council run stall occupancy level (Markets)	Phil Perry	67.93%	58.00%	60.00%	54.13%	68.50%	<table border="1"> <caption>Council run stall occupancy level (Markets) Trend</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>67.93%</td> </tr> <tr> <td>Q2</td> <td>58.00%</td> </tr> <tr> <td>Q3</td> <td>60.00%</td> </tr> <tr> <td>Q4</td> <td>54.13%</td> </tr> <tr> <td>Q1</td> <td>68.50%</td> </tr> </tbody> </table>	Quarter	Occupancy Level (%)	Q1	67.93%	Q2	58.00%	Q3	60.00%	Q4	54.13%	Q1	68.50%
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Healthy Lives

Key Performance Indicators (KPIs)	AD	2023/24	2023/24	2023/24	2023/24	2024/25													
		Q1	Q2	Q3	Q4	Q1													
Visitor numbers / number of tickets sold, leisure venues	Phil Perry	59,985	61,031	45,689	76,199	82,074	<table border="1"> <caption>Visitor numbers / number of tickets sold, leisure venues</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 (2023)</td> <td>59,985</td> </tr> <tr> <td>Q2 (2023)</td> <td>61,031</td> </tr> <tr> <td>Q3 (2023)</td> <td>45,689</td> </tr> <tr> <td>Q4 (2023)</td> <td>76,199</td> </tr> <tr> <td>Q1 (2024)</td> <td>82,074</td> </tr> </tbody> </table>	Quarter	Value	Q1 (2023)	59,985	Q2 (2023)	61,031	Q3 (2023)	45,689	Q4 (2023)	76,199	Q1 (2024)	82,074
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Number of swims	Phil Perry	29,963	32,026	15,803	42,506	38,684	<table border="1"> <caption>Number of swims</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 (2023)</td> <td>29,963</td> </tr> <tr> <td>Q2 (2023)</td> <td>32,026</td> </tr> <tr> <td>Q3 (2023)</td> <td>15,803</td> </tr> <tr> <td>Q4 (2023)</td> <td>42,506</td> </tr> <tr> <td>Q1 (2024)</td> <td>38,684</td> </tr> </tbody> </table>	Quarter	Value	Q1 (2023)	29,963	Q2 (2023)	32,026	Q3 (2023)	15,803	Q4 (2023)	42,506	Q1 (2024)	38,684
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Number of swimming lessons	Phil Perry	13,655	11,468	14,863	16,803	13,767	<table border="1"> <caption>Number of swimming lessons</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 (2023)</td> <td>13,655</td> </tr> <tr> <td>Q2 (2023)</td> <td>11,468</td> </tr> <tr> <td>Q3 (2023)</td> <td>14,863</td> </tr> <tr> <td>Q4 (2023)</td> <td>16,803</td> </tr> <tr> <td>Q1 (2024)</td> <td>13,767</td> </tr> </tbody> </table>	Quarter	Value	Q1 (2023)	13,655	Q2 (2023)	11,468	Q3 (2023)	14,863	Q4 (2023)	16,803	Q1 (2024)	13,767
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Number of gym members	Phil Perry	1,502	1,572	1,473	2,129	1,768	
Number of long-term empty properties brought back into use through council support and intervention	Emily Spicer	0	0	0	0	0	
Number of verified rough sleepers	Emily Spicer	40	32	22	31	43	
Number of new volunteers trained and supported	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	17	
<p>Commentary: Volunteer Coordinator (UKSPF) commenced post June 5th. 1 volunteer commenced work on environmental projects, 3 other individuals have expressed an interest and been sent training information. 5 CCTV spotters have now received training and allocated slots. Boston Cadets (11 individuals) will be looking at opportunities over the next few months. Ongoing discussion with McDonalds opportunity in respect to their workforce and volunteer roles.</p>							

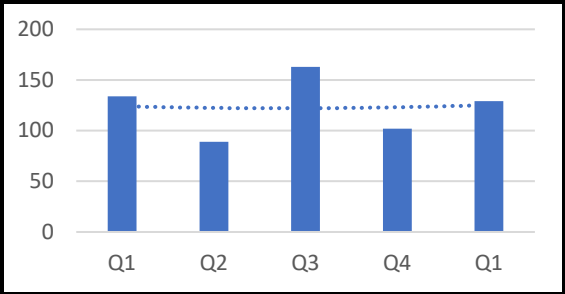
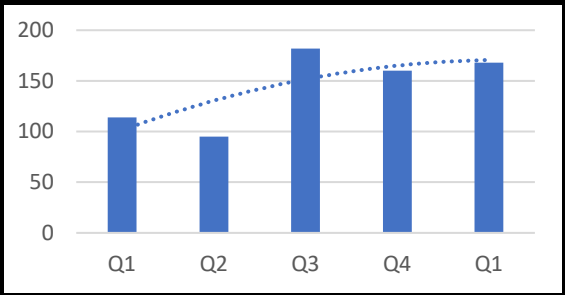
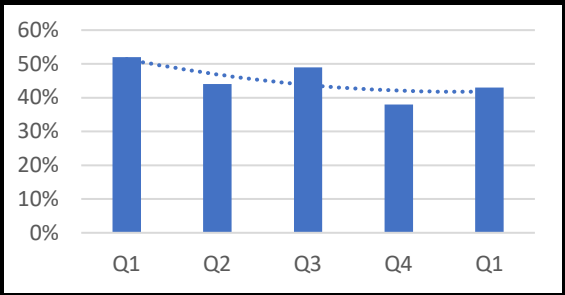
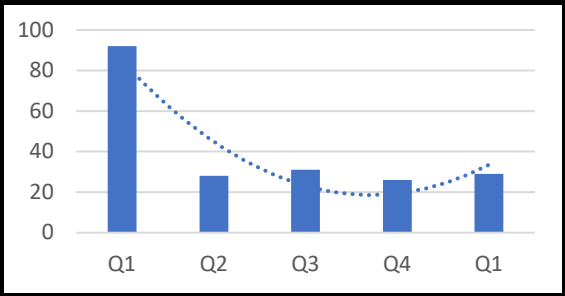
Number of properties improved through Council intervention	Emily Spicer	23	8	12	13	6	 <table border="1"><caption>Boston Q1 trend measures</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1</td><td>23</td></tr><tr><td>Q2</td><td>8</td></tr><tr><td>Q3</td><td>12</td></tr><tr><td>Q4</td><td>13</td></tr><tr><td>Q1</td><td>6</td></tr></tbody></table>	Quarter	Value	Q1	23	Q2	8	Q3	12	Q4	13	Q1	6
Quarter	Value																		
Q1	23																		
Q2	8																		
Q3	12																		
Q4	13																		
Q1	6																		

Safe and Resilient Communities

Key Performance indicators (KPIs)							
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	
		Q1	Q2	Q3	Q4	Q1	
No of Council Anti-Social Behaviour cases opened	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	235	
No of Council Anti-Social Behaviour cases closed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	214	
No of Community Triggers	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	
Number of Acceptable Behaviour Agreements (Community Safety)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	10	
Commentary: This is the number of Acceptable Behaviour Agreements young people have signed up to as a means to deter them from engagement in further anti-social behaviour. A significantly higher number have been signed up to this quarter compared to the same quarter last year, these individuals were a group causing ASB in Boston.							
Community Protection Notice Warnings (Community Safety)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	1	
Community Protection Notices (Community Safety)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	
Number of licensing hearings (Licensing)	Christian Allen	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	5	

Environment

Key Performance indicators (KPIs)	AD	2023/24					2024/25	Figure											
		2023/24	2023/24	2023/24	2023/24	2024/25													
		Q1	Q2	Q3	Q4	Q1													
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	241	157	320	249	284	<table border="1"> <caption>Litter FPNs Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>241</td></tr> <tr><td>Q2</td><td>157</td></tr> <tr><td>Q3</td><td>320</td></tr> <tr><td>Q4</td><td>249</td></tr> <tr><td>Q1</td><td>284</td></tr> </tbody> </table>	Quarter	Value	Q1	241	Q2	157	Q3	320	Q4	249	Q1	284
Quarter	Value																		
Q1	241																		
Q2	157																		
Q3	320																		
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Q1	284																		
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	7	20	43	29	10	<table border="1"> <caption>Fly Tipping FPNs Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>7</td></tr> <tr><td>Q2</td><td>20</td></tr> <tr><td>Q3</td><td>43</td></tr> <tr><td>Q4</td><td>29</td></tr> </tbody> </table>	Quarter	Value	Q1	7	Q2	20	Q3	43	Q4	29		
Quarter	Value																		
Q1	7																		
Q2	20																		
Q3	43																		
Q4	29																		
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	Christian Allen	9	36	11	6	11	<table border="1"> <caption>Other FPNs Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>9</td></tr> <tr><td>Q2</td><td>36</td></tr> <tr><td>Q3</td><td>11</td></tr> <tr><td>Q4</td><td>6</td></tr> <tr><td>Q1</td><td>11</td></tr> </tbody> </table>	Quarter	Value	Q1	9	Q2	36	Q3	11	Q4	6	Q1	11
Quarter	Value																		
Q1	9																		
Q2	36																		
Q3	11																		
Q4	6																		
Q1	11																		

Kingdom Contract: Number FPNs paid (In quarter)	Christian Allen	134	89	163	102	129	
Kingdom Contract: Number FPNs Outstanding payment (In quarter)	Christian Allen	114	95	182	160	168	
Kingdom Contract: Percentage payment rate (In quarter)	Christian Allen	52%	44%	49%	38%	43%	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	92	28	31	26	29	

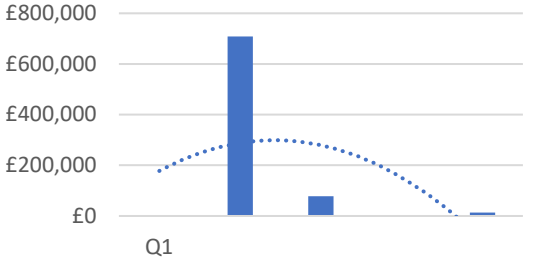
Efficiency and Effectiveness

Key Performance indicators (KPIs)	AD	2023/24					2024/25	
		2023/24	2023/24	2023/24	2023/24	2024/25		
		Q1	Q2	Q3	Q4	Q1		
Voluntary Staff Turnover (Quarterly) (PSPS)	James Gilbert	3.35%	3.33%	3.02%	3.66%	4.20%		
<p>Commentary: Full employee turnover is 5.2%, as of Q1 this indicator will measure voluntary turnover (voluntary turnover does not include dismissals, ending of FTC), particular area for leavers was CCTV, linked to employee relations cases in that area. Career Development/Change is listed as the main reason for 4 individuals leaving in the quarter. Past data also shows voluntary turnover.</p>								
Number of working days lost to sickness per FTE (Quarterly) (PSPS)	James Gilbert	1.78	2.84	3.33	3.29	2.73		
<p>Commentary: Higher levels of absence than Q1 last year with an increase in the number of instances with a mixture of long term mental health, hospital admissions and post operative recovery plus physical issues such as muscular pain and back problems. HR continue to support managers to manage absence with a view to decreasing sickness absence and support employees in a prompt return to work.</p>								

<p>External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council</p>	<p>James Gilbert</p>	<p>£6,381,863</p>	<p>£407,015</p>	<p>£361,092</p>	<p>£33,125</p>	<p>£7,960,404</p>	<table border="1"> <caption>External Funding by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Funding (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>6,381,863</td> </tr> <tr> <td>Q2</td> <td>407,015</td> </tr> <tr> <td>Q3</td> <td>361,092</td> </tr> <tr> <td>Q4</td> <td>33,125</td> </tr> <tr> <td>Q1</td> <td>7,960,404</td> </tr> </tbody> </table>	Quarter	Funding (£)	Q1	6,381,863	Q2	407,015	Q3	361,092	Q4	33,125	Q1	7,960,404
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<p>Percentage of Ombudsman complaints upheld (OFLOG)</p>	<p>John Medler</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>0%</p>													
<p>Number of upheld Ombudsman complaints per 100,000 population (OFLOG)</p>	<p>John Medler</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>0</p>													
<p>Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches</p>	<p>John Medler</p>	<p>0</p>	<p>2</p>	<p>0</p>	<p>0</p>	<p>0</p>	<table border="1"> <caption>Data Breaches by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Instances</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>2</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>0</td> </tr> </tbody> </table>	Quarter	Instances	Q1	0	Q2	2	Q3	0	Q4	0	Q1	0
Quarter	Instances																		
Q1	0																		
Q2	2																		
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Q1	0																		
<p>Number of late reports not made available to the Democratic Services teams at agenda publication</p>	<p>John Medler</p>	<p>1</p>	<p>0</p>	<p>4</p>	<p>0</p>	<p>3</p>	<table border="1"> <caption>Late Reports by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of Reports</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>4</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>3</td> </tr> </tbody> </table>	Quarter	Number of Reports	Q1	1	Q2	0	Q3	4	Q4	0	Q1	3
Quarter	Number of Reports																		
Q1	1																		
Q2	0																		
Q3	4																		
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Q1	3																		

Repairs & Maintenance: Percentage committed spend against budget	Andy Fisher	20.89%	54.74%	76.34%	Data not provided	20.13%	
Call volumes (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	18,461	
Digital services take up (services accessed online) (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	63	
Commentary: Digital services not fully rolled out at Boston.							
Website visitors (accessing website information)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	133,265	
Number of customers using webchat (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	144	
Customer Contact Centre visits (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	4,421	
Enquiries via email and social media	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	1,442	
Housing Benefit Caseload (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,150	
Council Tax Support Caseload (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,777	

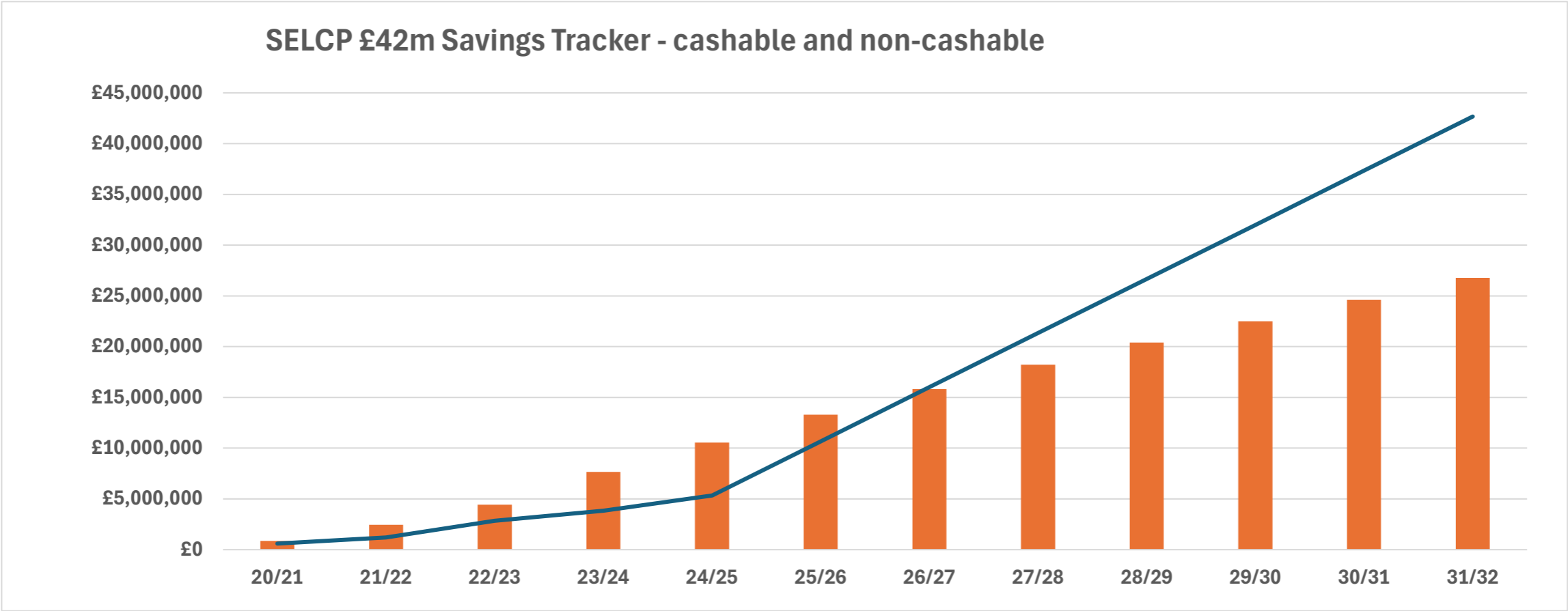
Business Rates RV (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	55,684,937	
Business Rates Hereditaments (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,484	
Council Tax Banded Dwellings (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	31,775	
Direct Debit Payments (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	58,658	
Commentary: DD requests made: Council Tax = 57,396 NNDR = 1,262 Total = 58,658.							
CTS New Claims – Number of Decisions Made (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	568	
CTS Changes – Number of Decisions Made (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,517	
Discretionary Housing Payments (DHP) number of applications (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	51	
Discretionary Housing Payments (DHP) number of awards (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	18	
Discretionary Housing Payments (DHP) spend against Budget (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	22.85%	

Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Finance	£1,267	£708,000	£77,500	£0	£13,925	 <p>£800,000 £600,000 £400,000 £200,000 £0</p> <p>Q1</p>
Commentary: £11,525 from Long Term Plans For Towns' - Consultancy Support. £2400 from Technology Forge alignment project.							
Building Control market share	Christian Allen	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	77.00%	

Local to Boston

Key Performance indicators (KPIs)	AD	2023/24					2024/25
		2023/24	2023/24	2023/24	2023/24	2023/24	2024/25
		Q1	Q2	Q3	Q4	Q1	
Number of Community Protection Notices for PSPO (alcohol) (Community Safety)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	

SAVINGS PROFILE - CASHABLE AND NON-CASHABLE												
ALLIANCE	SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP											
	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32
Target	£600,000	£1,200,000	£2,838,000	£3,833,000	£5,334,000	£10,668,000	£16,002,000	£21,335,000	£26,669,000	£32,003,000	£37,337,000	£42,671,000
Total	£872,415	£2,440,787	£4,420,112	£7,659,198	£10,547,928	£13,305,461	£15,805,640	£18,231,310	£20,394,230	£22,488,897	£24,638,724	£26,788,551



Ref number	Risk name	Risk description	Lead risk owner	Cause/s	Potential impact/consequences	Existing control measures in place	Current risk likelihood	Current risk impact	Current risk score	Treatment (4Ts)	Planned action / future mitigation	Target risk likelihood	Target risk impact	Target risk score	Commentary
BBC02	Health	The risk of long term health issues on local people; the opportunity to work with health partners to address these	AD: Wellbeing & Community Leadership	Long term health issues in the local population; Deprivation; Local perceptions; Apathy Migration; Lack of access to dentistry; GP waiting lists	Poor health outcomes; Increased costs to local health services; Unsustainable health services.	The opportunity to work with health and wider system partners to address long term health issues and deprivation, to raise awareness and promote good health, to support the sustainability of local health services Close working with LCC Public Health, VCS and wider system partners to ensure appropriate support and treatment measures are carried out.	3	3	Medium (9)	Treat	Healthy Living Action Plan	3	3	Medium (9)	
BBC03	Local economy	Risk to local businesses, lack of growth, lack of inward investment and tourism; opportunity to encourage growth and stimulate the local economy	AD: Economic Growth	Continuing impact of Covid-19 on businesses and the local economy; Increasing costs, including fuel costs; Lack of buses, particularly in rural areas, and increasing costs of travel	Struggling/failing local businesses; Stagnating local economy; Lack of inward investment; Low skills and aspirations; Low visitor numbers; Future sustainability of the Town Centre - retail, evening economy, housing, heritage, culture, leisure, events, car parking; Community perceptions.	Town Deal and Levelling Up projects EP Team represented on County Wide LRF Group looking at issues of winter pressures / cost of living and industrial action.	3	3	Medium (9)	Treat	Strategic Economic Plan for the Sub-region; improvements being made to Boston Market	3	3	Medium (9)	To be reviewed by new Director in Q2
BBC05	Budget	Risk around the long term balancing of the budget with economic and funding uncertainty	DCX Corporate Development and S151	Reduction of government funding; Reduction in income; Capital expenditure; Impact of Internal Drainage Board (IDB) levy; Inflation; Fuel shortages; Ukraine conflict	Lack of money and lack of certainty going forward; Failure to balance budget in future years	Medium Term Financial Strategy; Budgetary process; Sound level of reserves Continued close monitoring Continued lobbying regarding the IDB pressure. Savings and Efficiency Plan developed to support the MTFS	4	4	High (16)	Tolerate	Continued controls, monitoring and reporting	3	5	High (15)	
BBC06	Civil contingency risks	Community risks shared across Lincolnshire, managed in partnership with the Lincolnshire Resilience Forum (LRF)	AD: Regulatory	Impact of Covid19; Influenza type disease; East coast flooding; Inland flooding; Severe weather; Fuel shortages; Loss of critical infrastructure; Animal disease; Environmental pollution and industrial accidents; Transport accidents; Business Continuity incident.	Failure in service delivery; Impact on local people; Reputational damage; Detrimental economic impact on business.	Community Risk Register monitored by the Lincolnshire Resilience Forum (LRF); Work with partners to assess, monitor and plan for these risks together. Exercising of plans and training of staff. Strategic and Tactical Out of Hours rota in place. Partnership providing resilience for response and recovery from emergencies/incidents. Strategic Management Group in place to monitor performance and report to LT Governance. Partnership Emergency Plans and Business Continuity Plans in delivery	2	4	Medium (8)	Tolerate	Continued partnership working with the Lincolnshire Resilience Forum (LRF)	2	4	Medium (8)	
BBC07	Infrastructure risks	Risks to infrastructure - roads, rail, waste management, water supply, energy, digital connectivity	CX	Lack of investment, upgrade and development into infrastructure, broadband/digital connectivity, highways/public transport; Increased demand on infrastructure from population growth and rapid urbanisation	Impact on health, the economy and businesses; Opportunity to generate employment and boost living standards; Opportunity to encourage inward investment.	Sub-regional focus and briefings; Support with the evolution of ideas and solutions; Scrutiny Committee looking at the theme of highways/public transport.	2	4	Medium (8)	Treat	Strategic Economic Plan for the sub-region; Transport Scrutiny Committee	2	4	Medium (8)	To be reviewed by new Director in Q2
BBC08	Capital Programme	Failure to deliver Major capital schemes within the capital programme	DCX Programme Delivery	Escalating costs Onsite Issues Grant funding withdrawal Non-compliance of grant funding obligations Insufficient Pre-project planning and specs (Brief-Creep) Partners withdrawal	Reputational Damage Financial impact Failure to deliver council objectives Reduced ability to secure future funding	Robust programme and project management Regular and structured reporting mechanisms Robust and effective governance (financial and project) Effective working with partners and 3rd Party delivery Risk transference and mitigation Requesting extra funding prior to project commencement where required	2	3	Medium (6)	Tolerate	Continued robust project management	2	3	Medium (6)	

Ref number	Risk name	Risk description	Lead risk owner	Cause/s	Potential impact/consequences	Existing control measures in place	Current risk likelihood	Current risk impact	Current risk score	Treatment (4Ts)	Planned action / future mitigation	Target risk likelihood	Target risk impact	Target risk score	Commentary
BBC09	General Fund Assets	This risk identifies the need for the council to adhere to all prevailing statutory codes as they relate to council assets and functions	AD: Assets	Escalating costs Onsite Issues Grant funding withdrawal Non-compliance of grant funding obligations	Failure to meet statutory requirements in regard to general fund assets	The asset team have compiled a working list of assets that either have compliance contracts in place or we have local contractors with the jobs in hand. A spreadsheet has been created and a considerable amount of time has been spent updating it ready so we can add to the new database of Technology Forge. The restructure has taken place so we now have the SOPM (Strategic & Operational Property Manager) for budget management, meetings job criteria and Strategic Property acquisitions and sales. This role encompasses the day to day running of the asset team. The Estates Officer for lease arrangements, new tenants, site management and all tenant referrals including day to day issues. Repairs officer - For day to day repairs and allocation of work required in conjunction with liaison via the Estates Officer and SOPM. The Project Manager role	1	4	Low (4)	Tolerate	Conduct regular asset reviews Follow up on recommendations from the asset management strategy Set up the strategic asset group Undertake a strategic assessment of each general fund asset held by the council Have a single property management system common to each SELCP council Implement a single asset team structure	1	4	Low (4)	
BBC10	Cyber Incident	The risk of the council's ICT infrastructure being severely impacted as the result of a cyber incident, both in terms of downtime of systems and loss of data/information.	AD: Corporate	The threat landscape across the UK is continuously increasing and appears on the national risk assessment. The Council need to constantly adapt in its security mitigation and training to ensure they are both prepared from a technical and from a people aspect	Theft of corporate information theft of financial information (eg bank details or payment card details) theft of money disruption to service provision loss of business or contract loss of trust in customers/residents and partners	Defence in depth in the form of firewalls, Mimecast and antivirus is deployed both at the perimeter and the internal Local Area Network. The ICT team play an active part in the East Midlands WARP (Warning, Advice and Reporting Point) which allow us to have early sight of issues being experienced across neighbouring Authorities and Agencies. ICT is also a member of the CISP formed by the National Cyber Security Centre, this allows us early awareness from the central agency responsible for cyber threats across the UK as well as allowing them to monitor our environment to a degree. These mitigations afford ICT awareness of emerging threats. We are about to commission an external validation of our cyber response plan for ICT. We have also recently enabled and implemented further cyber security controls within Mimecast which will ensure	3	5	High (15)	Tolerate	Continued robust cyber security and training	3	5	High (15)	These mitigations afford ICT awareness of emerging threats. We are about to commission an external validation of our cyber response plan for ICT. Score remains the same
BBC11	Technology infrastructure failure	The loss of ICT impacting upon the organisation to operate effectively and deliver services to residents.	AD: Corporate	Human error, Power failure, Security, Hardware, Link failure	The Council relies heavily on the ICT infrastructure for normal business operation. Whilst resilience is built into the environment, the loss of a service is always possible. Depending on the service lost, the impact could be severe	The Council has a series of resilience arrangements in place through its service provider, PSPS. Work is continuous to ensure these are fit for purpose across a range of areas. As part of business continuity planning, services are considering in detail how they would continue to operate should an ICT outage occur	2	5	High (10)	Tolerate	Regular review of resilience arrangements	2	5	High (10)	As part of business continuity planning, services are considering in detail how they would continue to operate should an ICT outage occur
BBC12	Implementation of the Environment Act 2021	This new legislation will have an impact on the way that waste services are delivered, and will require operational changes. Changing service delivery will require financial support, and at this stage it is unclear whether additional budget will be made available centrally.	AD: Neighbourhoods	The Environment Act allows the UK to enshrine better environmental protection into law. It provides the Government with powers to set new binding targets, including for air quality, water, biodiversity, and waste reduction. This will change and impact the way environmental services are currently delivered	Failure to comply with legislation Negative effect on climate both locally and globally	The Lincolnshire authorities comprising the Lincolnshire Waste Partnership are working together to identify the impact of the Environment Act across the county. When the statutory guidance is provided by Defra, clear proposals will be drawn up for this authority.	4	4	High (16)	Treat	Pending Government guidance	3	3	Medium (9)	

Ref number	Risk name	Risk description	Lead risk owner	Cause/s	Potential impact/consequences	Existing control measures in place	Current risk likelihood	Current risk impact	Current risk score	Treatment (4Ts)	Planned action / future mitigation	Target risk likelihood	Target risk impact	Target risk score	Commentary
BBC13	Introduction of Extended Producer Responsibility	The UK is undergoing a major overhaul of packaging producer responsibility legislation, which will transform the way local authorities receive funding for household waste collections. This risk covers the changes this legislation will bring which will be positive but also important to ensure we as an organisation are prepared for these changes.	AD: Neighbourhoods	Reforms seek to introduce principles of extended producer responsibility (EPR) to the UK's packaging waste management sector and will, primarily, see the cost burden of collecting householders' packaging waste shift from local taxpayers to the producers of packaged products	Funding Gaps Negative Press Budget implications	Officers closely follows all policy and practice changes being implemented by the Government and has responded to relevant consultations. This is also being monitored through the countywide Strategic Officer Working Group. Officers are meeting Defra on a regular basis, and taking part in research where relevant.	3	3	Medium (9)	Treat	Pending Government guidance	2	2	Low (4)	
BBC14	Identification and Suitability of future Depot Accommodation	This risk identifies the need for additional depot capacity to be identified and secured	AD: Neighbourhoods	Additional housing developments which means more waste and therefore more resources and vehicles required. Depot at St Johns Road does not currently have sufficient capacity on the operators license for future growth	Failure to complete rounds; Budget implications; Failure to increase garden waste and commercial services	Future options are being investigated	5	3	High (15)	Treat	Future options are being investigated	3	3	Medium (9)	
BBC15	Waste Collection Round Pressures	Increased housing growth has led to an increase in the amount of waste presented for collection each week, putting pressure on the service.	AD: Neighbourhoods	Housing growth Increased waste from more residents at home	Increase in missed collections Reputational Damage Failure to increase Garden waste and commercial services Staff Absence Budget Implications	Implementation of a round review to ensure staff are able to finish their working day on time and that all waste presented is collected. This will result in some collection day changes for some properties. Hire in Vehicles to enable waste collection	3	3	Medium (9)	Treat	Round review	2	2	Low (4)	
BBC16	Capacity	Capacity to deliver the work programme for the Partnership/Councils	AD: Corporate	The workload increasing to a point where it becomes unmanageable within existing staff resources.	Delivery of work programme slipping. Staff wellbeing concerns. Disruption to services. Reputation reduced with partners.	Alignment and Delivery Plan in place to help manage the work programme. Services when bringing forward new initiatives to consider the capacity required and the need to bid for capacity if it can't be accommodated within existing resources. Discussions remain ongoing with services in regard to capacity and how through the change of working practices it may be possible to increase capacity.	4	3	High (12)	Treat	Encourage Services to consider the transformation/capacity reserve for short term support where existing service capacity isn't sufficient.	3	3	Medium (9)	Discussions remain ongoing with services in regard to capacity and how through the change of working practices it may be possible to increase capacity.
BBC17	Third Party service delivery	Risk around resilience and quality of service delivery arrangements with third parties	AD: Corporate	This risk relates to the potential for the failure of a major supplier of Council services or partners with whom the Council co-delivers/enables provision of services and operations	In the event of a failure, either in resilience or quality, there are likely to be a mix of financial, service delivery and reputational impacts to the Council.	Regular performance reports and monitoring meetings with third parties. Some key partnerships based on open book approach to financial monitoring. Regular contract meetings in place to manage risk. SELCP approach to some contracts provides resilience.	3	3	Medium (9)	Tolerate	Continued monitoring and reporting	3	3	Medium (9)	
BBC18	External Communication	Poor quality external communication with stakeholders, residents and the wider public impacts upon the council's reputation and its ability to effectively deliver services	AD: Corporate	Low frequency of communications No communication from senior leadership team Failure to understand residents needs	Lack of awareness of partnership and councils delivery and plans Failure to gauge residents needs and interests	External communications are quality checked by the Communications Team to ensure that the messaging is effective and relevant to its audience. The team also gather statistics across a range of areas to understand how much interaction is being achieved through social media channels, for example, and adapt messages and channel shift to ensure messages are being heard and well received.	2	3	Medium (6)	Treat		1	3	Low (3)	
BBC19	Retention of staff	The recruitment of new and retention of existing staff within the organisation affecting the ability for the organisation to deliver and meet its objectives	AD: Corporate	Recruitment challenges across region Specialist role recruitment can be difficult Competitive salaries offered at other organisations Uncertain financial climate	Failure to recruit Lack of resources Additional pressure on existing staff	The workforce strategy is aligned across the 3 Councils. A development programme is in place to assist with both personal and professional development and to further develop the talents of individual employees. This programme sits alongside a package of personal support for staff. Managers are encouraged to have regular 'one to ones' with staff to ensure that they are fully supported in their roles. Appraisal process in place. We are on the verge of launching our own recruitment academy which seeks to recruit and develop apprentices specifically in those services where it is harder to recruit.	2	4	Medium (8)	Tolerate		2	4	Low (4)	We are on the verge of launching our own recruitment academy which seeks to recruit and develop apprentices specifically in those services where it is harder to recruit.

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BBC20	Service Delivery	The risk to service delivery, impacting residents and partners we work with.	AD: Corporate	Lack of training Lack of leadership No resources/budget Communication failure Poor performance Ineffective governance Lack of learning/feedback	Failure to meet needs of residents and partners Negative feedback and press coverage Reputational damage	Staff resources maximised under the Partnership. Working with external partners to deliver shared priorities. HR support on recruitment and retention. Training plans. Values & behaviours work; Annual Delivery Plan, Workforce Development, policies, and procedures.	3	3	Medium (9)	Treat		2	3	Medium (6)	
BBC21	Internal Communications	The risk is that internal colleagues do not fully understand the aims and ambitions of the partnership and the role they play in the partnership's success.	AD: Corporate	Low frequency of communications No communication from senior leadership team Lack of engagement from partners/PSPS Failure to understand staff needs/feedback	Staff do not feel informed Reduction in morale/engagement High turnover Lack of service delivery	Internal communications approach has been reviewed. There isn't a one size fits all approach for the Council/Partnership given the breadth of services provided and this is reflected in the internal communications model. Staff informed levels are monitored through the performance framework on a quarterly basis with the results being considered by scrutiny and Cabinet. Regular all staff bulletins with key information are issued. Regular videos from Senior leadership team to the workforce. Briefings on key corporate topics take place. Regular team meetings between service managers and their officers to cascade information. Monthly service manager meetings. Single Partnership Intranet in place	3	4	High (12)	Treat		3	3	Medium (9)	
BBC22	Net Zero target	Risk of failure to meet agreed corporate ambition of Net Zero by 2040 with a 45% reduction by 2027	AD: Regulatory	Impact on Net Zero target (i.e. carbon emissions) not fully evaluated at outset of all projects and developments and through service delivery objectives. Financial resourcing required to decarbonise some areas may not be available.	Decisions taken which increase carbon emissions leading to failure to meet Net Zero ambition. Potential reputational risk to authority	Carbon Reduction Action Plan approved. Environment Policy approved. Climate Change Strategy approved. Green Home Grants are in delivery. Mobile home energy advice project due to commence.	4	2	Medium (8)	Treat		2	2	Low (4)	
BBC23	Business continuity	Risk around business continuity and recovery in the event of a major incident or event	AD: Regulatory	The Council has a central role to play in the response to a major incident or event in the community and the subsequent recovery phase. The risk of flooding, both coastal and inland is increasingly recognised as one of the most significant and 'likely' events that the Council will need to help with recovery. There are also internal incident and events which could impact on the Council's operations directly (e.g. cyber-attack, IT infrastructure failure, building fire).	In the immediate response phase to an emergency in the District, the "Blue Light" services will take the lead with the Council taking the lead role in the subsequent recovery phase. There could be significant impact on service delivery and potentially Council finances.	The establishment of the S&ELCP has increased the resilience and capability of the 3 partner councils. Resources can be more easily shared across the sub-regions and procedures and policies are being joined up to make our response to and recovery from an incident more efficient and effective. A strategic group meets regularly, including representation from PSPS, with minutes and actions reported to LT Governance for awareness. Staff across the S&ELCP are regularly trained at both Silver and Gold command in order to take a full part in a Lincolnshire-wide emergency response and support our partners in the sub region. All three councils are members of the Lincolnshire Resilience Forum, enabling access to expertise held by LCC whilst retaining staff, resources and expertise in each sovereign council within an EP&BC structure across the Partnership	3	3	Medium (9)	Tolerate	Continued partnership working with the Lincolnshire Resilience Forum (LRF)	3	3	Medium (9)	

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BBC24	Health and Safety	Risk of failure to comply with Health and Safety requirements	AD: Regulatory	The Council has a clear responsibility to both staff and recipients of services under Health and Safety legislation and needs to effectively manage its responsibilities.	There can be consequences to the organisation's finances and reputation relating to non-compliance of health and safety requirements. There is also the risk of harm to individuals.	The establishment of the S&ELCP has increased the resilience and capability of the 3 partner councils. Resources can be more easily shared across the sub-region and procedures and policies are being joined up to provide a more efficient and effective approach towards H&S compliance. The partner Councils receive specialist Health and Safety advice from Public Sector Partnership Services who support the Partnership Health and Safety Governance Group (chaired by the Assistant Director – Regulatory) and the Staff Health and Safety Forum. Both operate under agreed terms of reference and feed into the LT – Governance. LT Governance receive minutes and recommendations for approval from the Governance Group and the staff Forum. Policies and procedures are agreed at the Governance Group and referred to	2	3	Medium (6)	Tolerate	Continued monitoring and reporting	2	3	Medium (6)	
BBC25	Information	Risk of failure to comply with Information Governance and Management requirements	AD: Governance and Monitoring Officer	Increased understanding of the public's right to information means that we have to be fully aware of our legal duties. The increase in data also means we have to be able to manage information more effectively, including reducing the amount of unnecessary data held.	Data protection breaches which can result in significant fines from the Information Commissioner's Office.	All employees receive annual online training in data protection. Arrangements are in place to ensure that the organisation is compliant with the new General Data Protection Regulation (GDPR) requirement, including lead staff attending training. PSPS also have a lead officer overseeing compliance. An experienced Data Protection Officer is in place who monitors training, compliance and development of policy; also, full assessment of any breaches, providing recommendations for continual improvement. There is now additional resilience with two qualified DPOs in place across the Partnership which allows for cover.	2	4	Medium (8)	Tolerate	Continued monitoring, reporting and training	2	4	Medium (8)	

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SELCP-01	Vision	A lack of clear and shared vision; the reasons for shared management and sharing of joint services	AD: Corporate	James Gilbert	The partnership exploration phase developed this understanding. Engagement with members to ensure the objectives of the business case were clearly understood, through the proposal recommendations, scrutiny process and final Council decisions. Adoption of a Sub-regional Strategy across the Partnership to embed shared vision, objectives and priorities. Quarterly stakeholder board meetings are underway which	3	3	Medium (9)	Treat		2	3	Medium (6)	Member request to review wording and risk scores; are the planned benefits of the partnership being realised? Planned action?		
SELCP-02	Trust	A poor relationship or lack of trust between members, leaders or senior staff	CX	Rob Barlow	Openness, transparency and accessibility for all groups. Building on the existing positive relationships between Members	3	3	Medium (9)	Tolerate		3	3	Medium (9)	Member request to review wording, gaps and risk scores		
SELCP-03	Sovereignty	Concerns around the loss of sovereignty of a council	AD: Governance	John Medler	Each Council continues to be governed by its own Constitution which is a key principle of the Memorandum of Agreement between the three Councils.	3	3	Medium (9)	Tolerate		3	3	Medium (9)	Member request to review wording, gaps and risk scores		
SELCP-04	Takeover	Fears of a 'takeover' by one council	CX	Rob Barlow	Shared management structure. Each Council retains its own ability to deliver services in the way it considers best for its communities through local decisions taken by	3	3	Medium (9)	Tolerate		3	3	Medium (9)	Member request to review wording, gaps and risk scores		
SELCP-05	Culture	A fundamental difference in the organisational culture of the councils	AD: Corporate	James Gilbert	Expectation, set out in the business case, that many things will be similar. A commitment to use the best elements of each partner's cultural difference, for example in the Partnership Workforce Development Strategy. Culture is a key consideration as part of the development of shared	3	3	Medium (9)	Tolerate	Future work taking place around workforce terms and conditions and shared officer pay.	3	3	Medium (9)	Member request to review wording, gaps and risk scores	Updated planned action / future mitigation	
SELCP-06	LGR	Local Government Reorganisation (LGR)	CX	Rob Barlow	The South East Lincolnshire Councils Partnership is designed to have a positive influence should Local Government Reorganisation be required of Lincolnshire. The partnership strengthens the case for 'locally-led deals' which benefit South East Lincolnshire	4	3	High (12)						Member request to review wording, gaps and risk scores		
SELCP-07	Funding	Local Government Funding	DCX Corporate Development and S151	Christine Marshall	Local Government funding challenges are inevitable and evidenced by each partner's funding gaps. The business case assumes a shared opportunity for efficient services and shared commercial opportunities and provides a significant opportunity	4	4	High (16)	Treat	Delivering on the opportunities identified in the Partnership business case and realising the planned savings; savings tracker reported regularly	3	3	Medium (9)	Member request to review wording, gaps and risk scores		
SELCP-08	Staffing	Staff retention and resilience	AD: Corporate	James Gilbert	Adoption of a Partnership Workforce Strategy and an ambitious programme of work that makes the South East Lincolnshire Councils Partnership a place of choice to work for staff. We are on the verge of launching our own recruitment academy which seeks to recruit and develop apprentices specifically in those	4	3	High (12)	Treat	Review of Workforce Strategy	3	3	Medium (9)	Member request to review wording, gaps and risk scores	Updated planned action / future mitigation	

Ref number	Risk name	Risk description	AD	Lead risk owner	Existing control measures in place	Current risk likelihood	Current risk impact	Current risk score	Treatment (4Ts)	Planned action / future mitigation	Target risk likelihood	Target risk impact	Target risk score	Comments for SLT consideration	Changes since last update	Commentary
SELCP-09	PSPS	Relationship with PSPS	AD: Corporate	James Gilbert	The Partnership's relationship with PSPS could become strained due to demands being placed on the company to support organisational change. This is mitigated via SLAs being in place setting out the work programme, regular client liaison meetings, PSPS Stakeholder Board being in place to direct the company strategically and a process for Additional Work Requests that manages additional work required by the company. I think its	2	3	Medium (6)	Treat	Continued monitoring and liaison	2	2	Low (4)	Member request to consider this as a risk to be included	New risk	

Ref number	Risk name	Risk description	Lead risk owner	Existing control measures in place	Current risk likelihood	Current risk impact	Current risk score	Treatment (4Ts)	Planned action / future mitigation	Target risk likelihood	Target risk impact	Target risk score
F-01	Assets - Equipment	Selling asset for less than market value; Collusion between staff and purchaser; Disposal of assets no longer required by the council	AD: Assets	Asset Disposal policy -within constitution; Asset register; Financial Regulations; Anti-Fraud & Corruption Strategy; Staff counter-fraud training; Segregation of duties - includes systems administration,raising and authorising of financial procurements; Internal Audit reviews; Whistleblowing Policy; Register of Gifts& Hospitality & Register of Interests; Counter-fraud page on website detailing how public can report fraud; Counter Fraud section on intranet; Financial Regulations training for all appropriate staff	1	1	Minimal (1)	Tolerate	N/A	1	1	Minimal (1)
F-02	Assets- land and Property SHDC	Selling asset for less than market value; Collusion between staff and purchaser - may include provision of insider knowledge (e.g. planning, leases& covenants)	AD: Assets	Asset Management Plan; Asset register; Segregation of duties; Independent valuation or auction; Financial Regulations; Anti-Fraud & Corruption Strategy; Staff counter-fraud training; Internal Audit reviews; Whistleblowing Policy; Register of Gifts & Hospitality/Register of Interests; Credit checks on potential purchasers; Counter-fraud page on website detailing how public can report fraud; Counter Fraud section on intranet	2	2	Low (4)	Tolerate	N/A	2	2	Low (4)
F-03	Assets- land and Property ELDC and BBC	Selling asset for less than market value; Collusion between staff and purchaser - may include provision of insider knowledge (e.g. planning, leases & covenants)	AD: Assets	Asset Management Plan; Constitutional Guidance for Asset Disposal; Legal Framework; Scheme of delegation for officers; Asset register; Segregation of duties; Independent valuation or auction; Financial Regulations; Anti-Fraud & Corruption Strategy; Staff counter-fraud training; Internal Audit reviews; Whistleblowing Policy; Register of Gifts& Hospitality/Register of Interests; Credit checks on potential purchasers; Counter-fraud page on website detailing how public can report fraud; Counter Fraud section on intranet	1	1	Minimal (1)	Tolerate	N/A	1	1	Minimal (1)
F-04	Procurement - Contracts	Credit/procurement cards; manipulation of accounts; false invoices & claims; BACS fraud - fraudulent change of bank details; mandate fraud; fake details for internet payments	PSPS - Sam Knowles	Financial Regulations; Anti-Fraud & Corruption Strategy- last reviewed March 2021, due this March for a review; Whistleblowing Policy Confidential Reporting Code -due in March; Segregation of duties for reconciliation; Reconciliation; Escalation of highvalue invoices; System team audited and logged; PCards- No cash withdrawals and card limits. Following P Card Review updated training issued. Process re-evaluated for checking transactions and receipts; Minor petty cash; Counter fraud training for the staff; Transparency reporting; Financial reporting training for all staff to be rolled out 2024; Segregation of duties within AP; confirmation with company regarding change of bank details; reconciliation; staff training	2	4	Medium (8)	Treat	Actions from P card audit - follow up audit will re-assess	TBC	TBC	TBC
F-05	Procurement - Contract Payments	Bribery of officers or Members involved in contract award; Collusion between officers and contractors involved in tendering; Violation of procedures; Manipulation of accounts; Asset Misappropriation; Fictitious requirement; Bid rigging & cartels; Failure to supply; Failure to supply to contractual standard; Inflating performance information to attract greater payments; Bid suppression; Price fixing; Bid rotation; Fictitious vendor	PSPS - Martin Gibbs	NAFN & fraud alerts; Contract procedure rules; Financial Regulations; Contract management; Contract Terms & Conditions; Code of Conduct; Whistleblowing policy; Register of Gifts & Hospitality/Register of Interests; Anti-Fraud & Corruption Strategy; Staff counter-fraud training; Internal Audit reviews; Separation of duties; Etender system - single login provides an audit trail; Contract management training; Transparency Code 2014 and Transparency agenda; CIPFA guidance - Managing the Risk of Procurement Fraud; Minimum quote dependant on value; Valuation methodology; Breach of contract clauses; Instant terminations; Self certificated questionnaires	2	4	Medium (8)	Treat	Ongoing training and support provided by the procurement team to service areas	TBC	TBC	TBC

Ref number	Risk name	Risk description	Lead risk owner	Existing control measures in place	Current risk likelihood	Current risk impact	Current risk score	Treatment (4Ts)	Planned action / future mitigation	Target risk likelihood	Target risk impact	Target risk score
F-06	Council Tax - Credit Refund and Income Fraud	Council tax/NNDR/Rents; Suppression of notification of debt to be raised; Improper write-off; Failing to institute recovery proceedings; Switching or transferring arrears; manipulation of credit balances; Payment using false/ fraudulent instrument then re-claim of refund; Employee based; false payment then request for refund	PSPS - Sharon Hammond	Up to date Council Financial Regulations; Up to date Council Anti-Fraud & Corruption Strategy; Debit/credit card payments monitoring - checking against pay.net system; Review of unusual activity; Refund to original card/bank account where appropriate; Authorisation procedures & levels; Checking against other accounts (Council Tax etc.) to ensure no other money owed to SELCP; Staff counter-fraud training; Audit trail/personal logins; Reconciliations; Budgetary controls; Write off policy; Debt recovery procedures; Supervisory controls; Review of credit balances and suspense items; Internal Audit reviews; Whistleblowing Policy; Counter-fraud page on website detailing how public can report fraud; Counter Fraud details on intranet; Financial Regulations training for all appropriate staff; Follow up payment sources	3	3	Medium (9)	Treat	Ongoing checks and balances	TBC	TBC	TBC
F-07	Council Tax Fraud	False applications; failure to notify change in circumstances	PSPS - Sharon Hammond	Council Financial Regulations; Council Anti-Fraud & Corruption Strategy; National Fraud Initiative - data matching; Monitoring of council tax base; Application checks; Check electoral register; Information from planning re Developments where full planning not required; Checks on documentary evidence for exemptions; Visual inspection; Internal Audit reviews; Whistleblowing Policy; Separation of duties; Counter-fraud page on website detailing how public can report fraud; Single Person Discount review; Field officers available for investigations; Annual review of long-term empty properties	2	2	Low (4)	Tolerate	N/A	2	2	Low (4)
F-08	Council Tax Support Scheme	False applications; failure to notify change in circumstances	PSPS - Sharon Hammond	Most controls are the same as Housing Benefits; Council Anti-Fraud & Corruption Strategy; Council Tax Support policy; Counter-fraud page on website detailing how public can report fraud; Council Financial Regulations; Whistleblowing Policy; Inclusion in National Fraud Initiative (data matching) from October 2016; Closer working - Council Tax and Housing share intelligence and identify potential fraud opportunities (sharing intelligence - informal arrangement); Fraud hotline; Dedicated team for fraud hotline; DWP verification	2	2	Low (4)	Tolerate	N/A	2	2	Low (4)
F-09	National Non-Domestic Fraud	Failure to declare occupation; Payment using false bank details; Companies going into liquidation then setting up as new companies; Avoidance of liability through fraudulent claim for discount or exemption; Empty rate avoidance	PSPS - Sharon Hammond	Up to date Council Financial Regulations; Up to date Council Anti-Fraud & Corruption Strategy; Ensure liable person identified for each assessment on the list; Information sharing with other Business Units; Inspections of occupied properties; Checking empty properties; Information from Landlords or letting agents; Public complaints- reports to valuation office; Internal Audit reviews; Whistleblowing Policy; Separation of duties; Register of Gifts & Hospitality/Register of Interests; Supporting evidence requested; Counter-fraud page on website detailing how public can report fraud; Use of Analyse Local to monitor threats; Field officers; Undertaking reviews; NFI Matching	3	3	Medium (9)	Treat	Ongoing checks and balances; small business rate relief review	TBC	TBC	TBC

Ref number	Risk name	Risk description	Lead risk owner	Existing control measures in place	Current risk likelihood	Current risk impact	Current risk score	Treatment (4Ts)	Planned action / future mitigation	Target risk likelihood	Target risk impact	Target risk score
F-10	Housing Benefit Fraud	False applications; False documents; Failing to notify change	PSPS - Sharon Hammond	Housing Benefit Anti-Fraud Strategy; Annual participation in National Fraud Initiative; NFI coordinator; HBMS - Government housing benefit matching scheme; Use prosecution, caution & admin penalties; Key controls in the housing benefit application process - prevention & detection; Authorised officer powers- access to employers, landlords, banks & building societies; Council Financial Regulations; Experienced and trained benefits staff; Mandatory benefit counter fraud training; Combined database with revenues; Only accept original documents in support of claims; Subscription to National Anti-Fraud Network; Housing Benefit review; Communications & publicity; Internal Audit reviews; Whistleblowing Policy; Counter-fraud page on website detailing how public can report fraud; Council Tax and Housing teams sharing intelligence to identify potential fraud; Counter Fraud Hotline; Dedicated Team for Counter Fraud; Data matching from DWP; Full case reviews; Customer contact team thoroughly trained; Dedicated intranet page	2	2	Low (4)	Tolerate	N/A	2	2	Low (4)

Risk Scoring Matrix						
Impact	Critical	5	10	15	20	25
	High	4	8	12	16	20
	Medium	3	6	9	12	15
	Low	2	4	6	6	10
	Minimal	1	2	3	4	5
		Rare	Unlikely	Possible	Likely	Almost certain
Likelihood						

Final Risk scoring

Colour

Minimal Risk



Low Risk



Medium Risk



High Risk



Critical Risk



Likelihood score	1	2	3	4	5
Definition	Rare	Unlikely	Possible	Likely	Almost certain
Description	The likelihood of the risk has been minimised to a negligible possibility	The risk is technically possible but an occurrence is not foreseeable in the medium-long term	The risk is a real possibility but the likelihood of an occurrence in the short-medium term is small	The risk is probably going to occur at some point in the medium term-- , possibly sooner	The risk is probably going to occur imminently
Timeframe	Will occur at some point in next 50 years	Will occur at some point in the next 25 years	Will occur at some point in the next 10 years	Will occur at some point in the next 5 years	Will occur at some point in the next year
Probability	10% or less	Between 10-30%	Between 30-50%	Between 50-85%	85% or more

Impact score	1	2	3	4	5
Title	Minimal	Low	Medium	High	Critical
Political risk	Residents unaware of authority's actions	Residents' access to oppose actions limited	Residents' access to oppose actions process blocked	Authority fails to effectively scrutinise its actions	No scrutiny of actions takes place
Reputation risk	Increased complaints for less than one week	Increased complaints for more than one week	Negative local press coverage for one day, increased complaints for more than one week	Negative national press coverage for one day, ongoing negative local coverage	Negative national press coverage over several days. Public criticism from MP, LGA, County Council or national service body
Financial risk	Up to 1% of project budget	Up to 5% of project budget	Up to 10% of project budget	Up to 15% of project budget	Over 15% of project budget
Legal risk	Delays due to legal clarifications being sought (<1 month)	Delays due to legal clarifications being sought (1-6 months)	Delays due to legal clarifications being sought (>6 months)	Project operations potentially subject to legal challenge, project on hold until resolved	Project operations potentially in breach of legislation, project terminated
Disruption risk	Individual members of staff having work disrupted	Multiple members of staff unable to work	Total service outage for one day or less	Total service outage for several days	Total service outage for more than a week
Environmental risk	Immediately remedied damage in an isolated area	Easily remedied damage in an isolated area	Short term damage in an isolated area requiring partners assistance	Damage requiring special budget provision to rectify	Major or widespread damage requiring central government assistance
Contractual risk	Negative impact on key partner relationship	Minor contract renegotiation required	Major contract renegotiation required	Project aims or goal significantly altered or sanction clauses invoked	Project failure and/or termination of contract
Asset & Infrastructure risk	Individual pieces of equipment damaged or needing replacement	Isolated network issues, multiple pieces of equipment needing replacement	Widespread network issues, vehicle damaged	Council properties inaccessible, vehicle need replacing	Council properties damaged, multiple vehicles need replacing, key infrastructure outage
Health and Safety risk	People engaging in hazardous activities without awareness	Individual receives minor injuries	Multiple people receive minor injuries	Individual serious injury	Multiple people seriously injured, individual loss of life

Treatment (4Ts)

Terminate – rarely, we may be able to stop doing the activity altogether and thereby remove the risk altogether

Tolerate – accept the risk and live with it because it is within our risk appetite and the cost of mitigating action would outweigh the benefits

Transfer – move all or part of the risk to a third party or through insurance; however, sometimes accountability still remains, particularly with a Council, so caution is advised

Treat - take action to control the likelihood and/or impact and set a target to move the risk to within the risk appetite once the action has been implemented



REPORT TO:	Cabinet, Boston Borough Council
DATE:	Wednesday 24 th September 2024
SUBJECT:	Working in partnership with the Voluntary and Community Sector
PURPOSE:	<p>To provide an overview of Voluntary and Community Sector work/activity that is being supported and further developed by the South and East Lincolnshire Councils Partnership.</p> <p>To seek approval to deliver more sustainable and enhanced local services through the Voluntary and Community Sector that are operating within South and East Lincolnshire.</p>
KEY DECISION:	No
PORTFOLIO HOLDER:	Councillor Emma Cresswell, Portfolio Holder Communities
REPORT OF:	John Leach, Deputy Chief Executive - Communities
REPORT AUTHOR:	Emily Spicer, Assistant Director – Wellbeing and Community Leadership
WARD(S) AFFECTED:	All
EXEMPT REPORT?	No

SUMMARY

As sovereign councils and as the 'South and East Lincolnshire Councils Partnership' we recognise the important work of the Voluntary and Community Sector (VCS). This includes supporting the communities in South and East Lincolnshire to lead longer, safer, and healthier lives.

What makes South and East Lincolnshire great, is its people and its communities. Notably, our communities play a significant part in respect to playing an active volunteering role in their localities. This may be for community or personal advantage, with volunteering showing positive physical and mental health benefits to participatory individuals.

This report provides an overview of activity that has taken place in the last year with the Voluntary and Community Sector. This includes a summary of the South and East Lincolnshire Councils Partnership 'Trusted Volunteer Scheme' funded through UK Shared Prosperity Funding, forming part of the Partnership's strategic approach to working with the VCS within the Sub-Region.

In addition, the report seeks member approval to consolidate our position with the Voluntary and Community Sector through appropriate commissioning to third sector organisations to deliver community wellbeing related services.

RECOMMENDATIONS

1. That the important role that the Voluntary and Community Sector (VCS) plays in supporting local communities/residents in enjoying healthy fulfilling lives within South and East Lincolnshire is noted.
2. That current progress made between the SELCP and VCS is noted. This includes the SELCP Trusted Volunteers Scheme.
3. That Members agree to the proposed South and East Lincolnshire Councils Partnership 'Volunteer Charter'.
4. That Members approve a transition from grant giving to VCS organisations and move to a commissioned services model (where appropriate) that meet the aims and objectives of the South and East Lincolnshire Councils Partnership.

REASONS FOR RECOMMENDATIONS

VCS organisations offer huge amounts to local areas, through the services they provide, the wealth they generate, and the people they connect, engage, and empower. At a time of rising pressure on services and tough financial constraints, it is more important than ever that councils can harness their local strengths and build successful partnerships with their local VCS.

OTHER OPTIONS CONSIDERED

Do nothing – this option will not support additional benefits that working with our VCS provides.

1.0 BACKGROUND

- 1.1 Strong relationships between councils and the local Voluntary and Community Sector (VCS) are the bedrock of successful places (LGA 2023). VCS organisations offer huge amounts to local areas, through the services they provide, the wealth they generate, and the people they connect, engage, and empower. At a time of rising pressure on services and tough financial constraints, it is more important than ever that councils can harness their local strengths and build successful partnerships with their local VCS to meet the needs of local people and communities. South and East Lincolnshire has a large and varied VCS, much of it thriving without any assistance from the councils. The region is justifiably proud of its VCS, which plays a major part in our communities' civic lives.
- 1.2 In addition, the communities themselves have a lot to offer in respect to playing an active volunteering role in their localities. This may be for community or personal advantage, with volunteering showing positive physical and mental health benefits to participatory individuals.

2. VOLUNTARY AND COMMUNITY SECTOR COMMISSIONED AND GRANT SUPPORTED SERVICES

2.1 Commissioning opportunities to the local VCS often produces quality and focused services that deliver tailored and flexible support to residents based on deep-rooted connections and local knowledge. The following section highlights a number of examples where the SELCP has worked alongside VCS organisations, either through grant-giving or commissioning throughout 2023/24: -

a) Lincolnshire Community Foundation

2.2 Lincolnshire Community Foundation is a VCS organisation (founded in 2002), providing grant distribution, grant creation, opportunities for social investment, advice, and practical support for communities. Through the direct experience of administering the previous three phases of the 'Household Support Fund' (HSF) and the recognition that additional capacity and pace was required on a short-term basis, Lincolnshire Community Foundation were commissioned in September 2023 to deliver circa 40% (£230,000) of the total SELCP allocation of Household Support Fund phase 4, to administer an application-based scheme for households in need.

This included: -

- Based on successful pilot in previous round of HSF, applications were assessed on need and reached different households, including those that were not usually eligible for other government support (for example, homeowners and those in employment)
- Grant management costs of 15% were taken from allocation equating to £34,500. For this LCF have managed and promoted the scheme, met reporting requirements, and managed all enquiries.
- LCF provide additional 'added value' for their fee; as members of Lincolnshire Financial Inclusion Partnership, they have offered additional signposting, onward referrals and advice to households on other emergency grant schemes.
- Applications could be made via web-form and telephone; all applications were anonymised and assessed by independent approver before awarded.
- Grants of up to £300 were awarded as vouchers for food, utility support or other household essentials.
- Whilst monitoring is ongoing, performance and client feedback has remained consistently high throughout the programme.
- Between August – December 2023 LCF supported 635 low-income households with energy grants via HSF.

Following the strong performance of the Household Support Fund grant administration, Lincolnshire Community Foundation were further commissioned to distribute funding following Storm Babet in October 2023. Recognising an immediate need for response, Lincolnshire Community Foundation distributed £29,085 to assist 140 households severely affected across the East Lindsey area.

It is important to note, that whilst commissioning these services through LCF delivered tailored support to residents at pace, the council remained an active commissioner to maintain awareness of fluctuations in demand and capacity that may have affected performance.

b) Advice and support services

2.3 Across South and East Lincolnshire, three independent Lincolnshire based Citizen Advice charities deliver free, independent, and impartial advice service; to give people knowledge and confidence to find a way forward whatever the problem. Locally, these services have received core funding contribution from all three SELCP Councils and Lincolnshire County Council Public Health. In addition, bespoke projects that meet local need and reduce demand on Council services are commissioned by the Councils (for example Financial First Aid in East Lindsey and Housing Support in South Holland).

Citizens Advice are a reputable charity with proven track record in the advice and consumer sector; all branches hold the Advice Quality Standard, meeting the requirements of the Advice Service Alliance Standard for advice and are accredited by the Money and Pension Service and authorised and regulated by the Financial Conduct Authority.

As local charities they have the flexibility of resources and skills to deliver a comprehensive service to the diverse and changing communities of South and East Lincolnshire. Through established partnership with the Councils, they support residents and services to address national agendas and legislative or policy changes that may impact on residents.

The core offer of Lincolnshire Citizens Advice charities is advice on benefits, work, money, housing, family law, immigration, and consumer as well as local delivery of national contracts for DWP (Help to Claim), Trading Standards (National Consumer helpline) and Money Advice and Pensions Service (Debt Advice).

The SELCP receives quarterly reports and case studies from each Citizens Advice organisation, which offers value insight into needs and provide evidence to inform strategy. Based on Q3 reports (April 2023 – December 2023) collectively Citizens Advice has supported **9,161 residents** in South and East Lincolnshire totalling **39,583 issues**.

In addition, the charities estimate that they have helped residents address over **£2 million** in unmanageable debt and secured **circa £4 million** in additional household income.

The top issues South and East Lincolnshire residents contact Citizens Advice regarding were: (September – December 2023):

Top issues Q3	CA Lindsey	CA Mid Lincs	CA South Lincs
1	Benefits & Tax Credit	Benefits & Tax Credit	Benefits & Tax Credits
2	Universal Credit	Debt & Financial Capability	Universal Credit
3	Debt	Universal Credit	Charitable Support & Food Banks
4	Housing	Housing	Debt
5	Financial Capability	Utilities	Housing

Work is underway to align reporting, expectations, and requirements of the Citizens Advice funding for financial year 2024/25 to ensure the provision both reduces demands on council services and efficient use of public funding.

c) Lincolnshire Community Voluntary Services (LCVS)

- 2.4 LCVS has provided support to individuals and organisations through several health and wellbeing focused projects over the past 25 years. Offering guidance, training, and DBS checks one of the core missions for LCVS is promoting volunteering as a force for positive change. As the sole accredited Volunteer Centre in South and East Lincolnshire, the organisation provides a brokerage service to connect potential volunteers with organisations seeking volunteers.
- 2.5 Through an annual core grant of £93k (£31k per council), LCVS provide a:
- Volunteer Programme that is bespoke for South and East Lincolnshire and the needs of its communities. Including training, health and safety advice, allocation and identification of roles, qualifications if appropriate. Outcomes are focused on building community cohesion, civic pride and improving personal mental health.
 - Linked to the above, support for a 'Food Network', that focuses on food supply to food banks, supporting community gardens and allotments, healthy cooking advice and training, food waste reduction/elimination.
 - Investment in young people and to increase the opportunities for young people to volunteer within their communities.
- 2.6 Monitoring of LCVS grant supported services is undertaken by monthly meetings. Performance metrics in the coming year's agreement will include: the number of volunteers supported or mentored, number of volunteers identified, number of volunteers placed, and funding opportunities accessed via groups, all data received to be broken down into sovereign council area.

d) Further commissioning opportunities

- 2.7 It is noted that there may be some reservations not to commission services from third sector organisations where it is felt to be the role of local government. In seeking to continue to promote VCS commissioned services this will of course be done with Members full engagement so that all considerations in this regard can be accommodated as appropriate. It is proposed to transition in coming years from grant giving to VCS organisations, to procured commissioned contracts as appropriate, that all third sector organisations can tender for.

3.0 SELCP TRUSTED VOLUNTEERS SCHEME

- 3.1 Becoming a volunteer can be very rewarding for those participating alongside their communities. People can gain valuable skills and experience that could help you in your work and home life. Equally, volunteers make a huge difference to organisations and local communities, providing the opportunity to reach and help more people whilst strengthening the organisation's ties to its community.
- 3.2 For the SELCP, there are many opportunities for volunteers to become involved in the important work that is provided to our communities. Through UK Shared Prosperity Funding (£53k), the SELCP has been successful in funding a Volunteer Co-ordinator that will support volunteers within the organisation.
- 3.3 Whilst not an exhaustive list, volunteering opportunities will include: -
- Litter picking, planting, cleaning, tidying, providing support within parks including the formation of community kitchen gardens.
 - CCTV monitoring
 - Heritage Support within the Guildhall, Ayscoughfee Hall Museum and Gardens, cemeteries
 - Culture and theatre within South Holland Centre, the Embassy Theatre in Skegness

- Event champions – providing support, carrying out satisfaction surveys, taking photographs, staffing information points, handing out programmes and flyers, keeping the event clear of litter.

3.4 It is estimated that there could be 300+ volunteering opportunities across the SELCP each year, providing additional capacity whilst building on the connection to our communities.

3.5 There are many ways of recruiting volunteers. It is intended to use a variety of methods including social media promotion, word of mouth, dedicated pages on the SELCP websites, umbrella organisations, adverts in local places, recruitment open days.

3.6 Whilst volunteers are not part of any workplace legislation, through good practice the Volunteer Co-ordinator will informally meet with individuals/groups. Alongside the service that the volunteers are supporting, the necessary safeguarding, health and safety and equality and diversity support will be provided.

3.7 Managing and supporting volunteers will be important post induction. Training and knowledge-sharing as appropriate will be offered and managers will be encouraged to get to know their volunteers and continue to motivate and provide an appealing environment to continue their efforts.

3.8 It is proposed that the Volunteer-Coordinator will drive the recruitment of volunteers, hold (with the appropriate data protection safeguards in place) a register (through a dedicated database) of volunteer details and volunteering interests for Council related activities and act as a conduit to other volunteering opportunities with LCVS, who will also refer back to the Council where opportunities come to their attention that are of relevance to SELCP Trusted Volunteer Scheme.

3.9 People who are recruited to the SELCP Trusted Volunteer Scheme will be aligned to relevant service areas (e.g the Council's CCTV Unit, Environmental Services etc) for relevant training.

3.10 Monitoring of the scheme will take place through quarterly meetings between the Community Leadership Manager and Service Leads within each Directorate.

4.0 Volunteer Charter

4.1 The Volunteer Charter (appendix A) sets out the nine key principles which help to underpin good relations within a volunteering environment. The charter supports the foundations for a good volunteer experience and gives individuals that volunteer for the SELCP the opportunity to express their support for the spirit of volunteering while upholding the principles of good volunteer practice.

5.0 Supporting the Voluntary and Community Sector

5.1 Through a variety of ways the Community Leadership Team continue to support local VCS groups. Key examples of this include: -

- South and East Lincolnshire Crowd
- South and East Lincolnshire Community Lottery
- Warm Spaces/Community Hub Support
- Empowering Community Groups for example, 'The Bread-and-Butter Thing' – Old Leake, Sutton on Sea Playing field.
- Use of external funding to support projects, for example Household Support Funding made available for SELCP Food Banks & Community Larders (circa £175,00 in 2023/24)

5.2 Working with partners Spacehive, the partnership currently provides a Crowdfunding platform for VCS to raise funds for local community-based initiatives. The crowdfunding platform allows local groups to develop a community project via an online public platform, then seek additional financial support through online pledges. Each pitch is then also eligible for up to £8000 from the South and East

Lincolnshire Crowd. The scheme can support local projects and VCS to make communities stronger, more connected and empowered by supporting projects that matter to the community.

- 5.3 The South and East Lincolnshire Community Lottery supports local good causes, community groups and clubs to raise fund through the sale of lottery tickets.
- 60% goes to local good causes.
 - 20% for the prize money and
 - 20% to the External Management Lottery (ELM) Company for running costs; including relevant insurance to cover the prize fund and VAT.
- 5.4 There are currently 88 caused registered with the South and East Lincolnshire Community lottery. For 2023, the annual funding for good causes is £34,756.80.
- 5.5 During 2022, 50 warm hubs throughout the SELCP were able to benefit from over £30,000 warm spaces funding, received via National Grid Funding and districted via the Community Leadership Team. Support for warm hubs has continued via a Lincolnshire wide approach for 2023. Face to face support continues via Community Leadership Officer, with regular visits and signposting for groups.
- 5.6 Working with 'The Bread-and-Butter Thing' (TBBT) in January 2022, the Community Leadership Team were able to identify local need and work with a local community group to establish a hub in Old Leake, Boston. TBBT works in partnership with supermarkets, factories, and farms to redistribute surplus food that often ends up going to waste. The hubs then offer weekly groceries at a fraction of high street prices, for approximately £8.50 residents can get roughly £35 worth of food each week. Each TBBT hub relies on volunteers to pack and distribute food weekly to residents. In year one of Old Leake hub, 585 residents have shopped at TBBT. Distributing 3382 sets of shopping bags and offering 561 volunteering opportunities.
- 5.7 The Community Leadership team along with Programme Delivery Team have begun to support on Sutton on Sea Playing field with the development of the new community sports asset, the Community Leadership Team are supporting the local community to ensure ownership and long-term delivery of the new asset.

6. CONCLUSION

- 6.1 The Voluntary and Community Sector in South and East Lincolnshire offers considerable opportunity to improve the overall quality of life within the sub-region. It is proposed therefore that Members support a strategic approach to VCS engagement that:
- a) **Commissions more services from the VCS** where that adds value through enhanced reach and support to local communities at greater value than can be offered by the three South and East Lincolnshire Councils.
 - b) **Delivers for SELCP a Trusted Volunteer Scheme** and follows an agreed **Volunteer Charter** to support the foundations of a good volunteer experience. as described within this report.
 - c) **Supports Capacity Building** for VCS Organisations to flourish in South and East Lincolnshire.
 - d) **Promotes volunteering and partnership work with VCS organisations.**

EXPECTED BENEFITS TO THE PARTNERSHIP

VCS organisations offer huge amounts to local areas, through the services they provide, the wealth they generate, and the people they connect, engage, and empower. At a time of rising pressure on services and tough financial constraints, it is more important than ever that councils can harness their local strengths and build successful partnerships with their local VCS.

IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

Collaboratively working with the VCS across South and East Lincolnshire ensures resources are aligned for efficiencies across the partnership, that local knowledge identifies local opportunities within the Voluntary and Community Sector and that promotion of volunteering projects are maximised.

CORPORATE PRIORITIES

The following Sub-Regional Priorities are supported through working with the VCS:

- 1) Growth and Prosperity
- 2) Healthy Lives
- 3) Safe and Resilient Communities
- 4) Environment

The corporate priority of Efficiency and Effectiveness is also supported along with local priorities across the three councils that make up South and East Lincolnshire Councils Partnership.

STAFFING

Working with the VCS, identifying commissioning opportunities and connections is currently undertaken across the partnership within current staffing resources.

The mobilisation of a 'Trusted Volunteers Scheme' has been successfully funded by UKSPF which includes additional capacity through a Volunteer Co-Ordinator.

WORKFORCE CAPACITY IMPLICATIONS

Efficient and effective work alongside the VCS can strengthen community and workforce capacity and resilience.

CONSTITUTIONAL AND LEGAL IMPLICATIONS

All collaboration and commissioning with the VCS is undertaken following the appropriate constitution and legal processes.

DATA PROTECTION

There are no data protection issues related to this report.

FINANCIAL

The resource contribution and productivity that the Voluntary and Community Sector provides across South and East Lincolnshire is substantial; alongside benefits for both personal and professional skills development and utilisation, making new connections, increased confidence and wellbeing.

As detailed within the main body of this report, the council has provided £31k annually to LCVS in the form of a grant. In addition, £53k has been awarded to SELCP from UKSPF to undertake a Trusted Volunteers Scheme.

RISK MANAGEMENT

All risks associated with collaborating and commissioning services with the VCS will be appropriately managed.

STAKEHOLDER / CONSULTATION / TIMESCALES

The activities within this report have been developed alongside the Portfolio Holders, Lead Officers and key Partners.

REPUTATION

Working with the VCS can enhance the opportunities for communities and provide positive experiences, enhancing reputation.

CONTRACTS

All collaboration and commissioning opportunities would follow the necessary procurement approval processes.

CRIME AND DISORDER

Building resilience, inclusive and active communities through enhanced working with the VCS can provide the community the opportunities to prevent, reduce and detect crime.

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

An equality impact assessment will be undertaken as part of the work with the VCS and specifically through the Trusted Volunteers Scheme.

HEALTH AND WELL BEING

Volunteering activities provide opportunities for individuals to be involved in several activities within their community. Supporting both physical and positive mental health.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

Volunteering activities provide opportunities to support local environments and improve pride of places.

ACRONYMS

VCS – Voluntary and Community Sector

UKSPF – UK Shared Prosperity Fund

SELCP – South & East Lincolnshire Councils Partnership

APPENDICES

Appendix A – SELCP Volunteer Charter

REPORT APPROVAL

Report author:	Emily Spicer, Assistant Director Well-Being and Community Leadership
Signed off by:	John Leach, Deputy Chief Executive (Communities)
Approved for publication:	Councillor Cresswell

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Volunteer Charter



The Volunteer Charter sets out the key principles for the South and East Lincolnshire Councils Partnership – Trusted Volunteer Scheme. Our Charter supports the foundations for a good volunteer experience for all.

1. Volunteering is open and inclusive to all, with all activities being equally important.
2. Volunteers will have a clear understanding of their tasks and responsibilities.
3. Whilst volunteers will not receive financial rewards for their time, out of pocket expenses will be covered that are due to their volunteering activity.
4. Volunteers will have support from a named supervisor throughout their journey.
5. Volunteers will have access to initial and ongoing training and development opportunities.
6. Volunteers are provided with ongoing support as wanted and needed.
7. Clear structures will be in place to support, train and develop our volunteers that will be constantly reviewed with volunteers to ensure they continually meet any needs.
8. Volunteers should be able to carry out their duties in safe, secure, and healthy environments, whilst recognising their own responsibilities for keeping themselves and others safe and well.
9. Volunteers will supplement activity within the organisation and complement core work undertaken.

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REPORT TO:	Cabinet
DATE:	25 th September 2024
SUBJECT:	Public Spaces Protection Order – wild bird feeding controls in designated areas of Boston Town Centre
PURPOSE:	To propose an effective enforcement approach to control the indiscriminate feeding of wild birds by the public, in designated areas of Boston Town Centre, following a period of mandatory public consultation.
KEY DECISION:	NO
PORTFOLIO HOLDER:	CLLR A DORRIAN, LEADER OF THE COUNCIL
REPORT OF:	CHRISTIAN ALLEN, ASSISTANT DIRECTOR REGULATORY
REPORT AUTHOR:	CHRISTIAN ALLEN, ASSISTANT DIRECTOR REGULATORY
WARD(S) AFFECTED:	ALL
EXEMPT REPORT?	NO

SUMMARY

Concerns have been raised to the Council that the excessive and indiscriminate feeding of wild birds in Boston town centre is leading to damage and fouling of the public realm, buildings and heritage sites and is having a detrimental impact on the cleanliness of pavements and street furniture and exposing the public to health risks due to contact with bird faeces.

There is currently no law specifically available to stop a person feeding wild birds. Where the persistent feeding of wild birds is deemed unreasonable and detrimental to the local community's quality of life, local authorities can adopt restrictions through the Anti-Social Behaviour, Crime and Policing Act 2014 and introduce specific controls through a Public Spaces Protection Order (PSPO).

A PSPO is intended to deal with a particular nuisance or problem, in a specific area, that is detrimental to the local community's quality of life. It does so by imposing conditions on the use of that area which apply to everyone.

Before making a PSPO, a local authority is mandated to consult the public before determining whether or not to make an Order. A public consultation exercise was conducted from 1st May and closed on 31st July 2024.

RECOMMENDATIONS

That Cabinet consider the feedback from Environment and Performance Committee and approve the making of a Public Spaces Protection Order to implement wild bird feeding controls in designated areas of Boston Town Centre.

REASONS FOR RECOMMENDATIONS

The Council have been made aware of concerns regarding the indiscriminate and excessive feeding of wild birds in Boston Town Centre and the detrimental impact of this on the infrastructure, buildings, public realm and heritage of Boston. The Council has sought to gauge public opinion on the introduction of mandatory controls and the results from this indicate the public are supportive. This position was presented to Environment and Performance Committee on 5th September for consideration and the feedback is attached at **Appendix D** to this report, for consideration by Cabinet.

OTHER OPTIONS CONSIDERED

Since 1st January 2024 our environmental crime enforcement officers have been tasked to ask people not to feed wild birds in problematic locations in the Boston town centre.

In collaboration with Boston Stump, the Council has recently installed temporary signs in and around the problematic locations in the town centre encouraging the public not to feed wild birds.

Although the Council may use other powers within the Anti Social Behaviour Crime and Policing Act (namely the Community Protection Notice) or Section 87 of the Environmental Protection Act (Littering Legislation), this approach is non-specific and not targeted to the problems identified due to large numbers of wild birds in urban environments. To use these powers, which are not specifically tailored to tackle the problems associated with the indiscriminate feeding of wild birds in urban centres, exposes the Council to reputational risks.

1. BACKGROUND

- 1.1** Concerns have been raised to the Council regarding the detrimental impacts associated with the indiscriminate and excessive feeding of wild birds in the town centre in Boston. Officers have been asked to explore controls that could be implemented to mitigate the associated issues.

- 1.2 Indiscriminate and excessive feeding of wild birds in urban public spaces causes various issues for local residents, businesses, visitors and organisations including the Local Authority. These issues can be far reaching and have a significant impact on people living, working and/or visiting Boston town centre.
- 1.3 The fouling associated with large numbers of wild birds attracted by feeding to our public open spaces leads to damage to buildings, monuments, infrastructure and street furniture and detrimentally impacts the general cleanliness of our public realm and the streetscape. The corrosive acid in bird faeces can cause significant damage to architecture, buildings, monuments and street furniture. Bird faeces can be very unsightly and detract from the overall appearance of the town and the clean-up costs can be significant.
- 1.4 Although not widespread there is a health risk associated with Cryptococci fungal infection linked to pigeon faeces which can be dangerous especially to children and vulnerable adults. Wild bird faeces may also contain pathogenic bacterial species such as E. coli and Salmonella which can cause ill health if ingested.
- 1.5 Bird feed and scraps provided to wild birds can be unhealthy for the birds and when left on the ground can attract rodents and other public health pests. Associated clean-up costs may also be significant for the Council.
- 1.6 For the above reasons, it is considered proportionate to mitigate these detrimental impacts by introducing mandatory controls where behaviours have not been discouraged by other, non-mandatory interventions.
- 1.7 Public consultation has been undertaken to establish the attitude of the public to this issue and whether there would be support for the Council to do more. The consultation demonstrated evident support for the introduction of mandatory controls.

2. REPORT

- 2.1 Public consultation is a mandatory requirement prior to the implementation of a PSPO. Consultation was conducted between 1st May and closed on 31st July 2024. 222 responses were received to the consultation and the full report is attached for members consideration at **Appendix A**.
- 2.2 Consultation was facilitated through an on-line questionnaire available on the Councils website and through two roadshows hosted in the Boston Market Place. The responses shown in the report have been made anonymously. Key stakeholders were made aware of the consultation and included businesses, The Stump, Lincolnshire Police, British Trust for Ornithology, RSPCA, RSPB as well as local community groups and organisations with town centre interests. The consultation was also promoted by elected members and through our social media and community engagement channels during the 12 week consultation period.
- 2.3 Noting the background provided in section 1 of this report and the public consultation responses received, a draft Public Spaces Protection Order is being prepared by Lincolnshire

Legal Services and has been attached at **Appendix B** of this report for members to consider. The PSPO propose controls are adopted inside the designated area, edged red on the plan, attached at **Appendix C**.

- 2.4** Enforcement of the Order will be undertaken by our environmental crime enforcement officers, through the existing enviro-crime contract arrangements provided by Kingdom LAS Ltd. Proactive enforcement will not commence until 1st January 2025, to enable a comprehensive public awareness and communications campaign to be deployed between October and December 2024.
- 2.5** A Fixed Penalty Notice (FPN) will be issued where a perpetrator ignores the prohibition(s) contained in the Order. The rate for an FPN served under a PSPO is prescribed in legislation at £100. There is no discretion for the Council to vary this amount or introduce discounts for early repayment. Failure to pay the FPN and discharge liability for the offence may lead to prosecution, summary conviction and a fine not exceeding level 3 (£1,000) on the standard scale.
- 2.6** Signage relating to wild bird feeding controls will be installed in and around the designated area shown on the plan appended to the Order. Where possible, we will seek to integrate signs relating to alcohol controls and wild bird feeding controls where designated areas overlap. Work is underway to establish the exact requirements with indicative costs shown in the financial section of this report and are anticipated to be met from existing budgetary provision.
- 2.7** Research has been undertaken to inform this work, including looking at best practice at other councils who have opted to use mandatory controls to mitigate the detrimental impacts of feeding wild birds in public places. These include but are not restricted to, London Borough of Brent, Havent Borough Council, Dover District Council, Hillingdon Council, Stafford Borough Council etc.
- 2.8** We have also observed guidance provided by the Local Government Association; Public Spaces Protection Orders; Guidance for Councils; when preparing the arrangements proposed in this report.

3. CONCLUSION

- 3.1** Concerns have been raised to the Council regarding the detrimental impacts associated with the public feeding of wild birds in the town centre in Boston and Officers have been asked to explore controls that could be implemented to mitigate the issues.
- 3.2** Public consultation has been undertaken which demonstrates there is local concern about the indiscriminate and excessive feeding of wild birds in urban public spaces in the town and the detrimental impacts this has on residents, businesses and visitors.
- 3.3** The response to the consultation demonstrates public support for implementing mandatory controls on the feeding of wild birds in designated area in the town centre and is supportive of the Council taking enforcement action where those controls are ignored.

- 3.4** The Anti-social Behaviour, Crime and Policing Act 2014 enables Local Authorities to adopt powers to deal with a particular issue in a defined area that is having a detrimental effect on the quality of life for its residents, businesses and visitors.
- 3.5** This report invites Cabinet to consider the feedback from Environment and Performance Committee and the public consultation exercise and approve the making of a PSPO to implement wild bird feeding controls in designated areas of Boston Town Centre.

EXPECTED BENEFITS TO THE PARTNERSHIP

Providing effective controls on the indiscriminate feeding of wild birds in urban environments contributes to a safer, cleaner environment for our residents and people that work and/or visit our towns.

IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

Adopting regulatory controls in a consistent manner across the Partnership enables the more effective use of resources in controlling issues that are evidently detrimental to the quality of life of our residents.

CORPORATE PRIORITIES

Sub-Regional Strategy – Environment

- Discourage fly-tipping and environmental crime through deterrence, education and enforcement;
- Maintain and seek to improve street cleanliness;
- Local Priority – Support improvements to the town centres in the District.

STAFFING

Enforcement of the PSPO will be undertaken within the existing enviro-crime enforcement contract arrangements. There are no implications for Council staff.

WORKFORCE CAPACITY IMPLICATIONS

NONE

CONSTITUTIONAL AND LEGAL IMPLICATIONS

Prosecutions may be taken where offenders have failed to discharge their liability for the offence by paying the Fixed Penalty Notice.

Legal advice has been sought on the drafting of the Order.

DATA PROTECTION

All enforcement activity is carried out in line with Data Protection legislation and our corporate enforcement policy. This is extensively detailed in the Environmental Crime Enforcement contract.

FINANCIAL

There will be an additional one-off cost to the Council for the purchase of mandatory signage of approx. £750. This will be met from existing budgets. Installation of the signs will be undertaken by Council Officers.

RISK MANAGEMENT

None

STAKEHOLDER / CONSULTATION / TIMESCALES

Public consultation as detailed in section 2.1 and 2.2 of this report. Consultation has also taken place with the Leader of the Council, Deputy Leader of the Council and the Portfolio Holder for Environment. A report has also been considered by Environment and Performance Scrutiny Committee on 5th September 2024.

REPUTATION

Having undertaken public consultation and engaged key stakeholder there is majority support for implementing mandatory controls to effectively manage the indiscriminate feeding of wild birds in designated areas in the town centre. Failure to act on the output from the consultation represents a reputational risk for the Council. Implementing statutory controls on the feeding of wild birds can polarise public opinion and there will no doubt be detractors to this approach however the weight of public opinion supporting these measures should provide comfort to Members.

CONTRACTS

PSPO controls are enforced under the South and East Lincolnshire Council Partnership contract for enviro-crime enforcement.

CRIME AND DISORDER

All breaches in relation to any of the controls within a PSPO are a criminal offence under the Anti-Social Behaviour Crime and Policing Act.

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

The Environmental Crime Enforcement contract details compliance with Council policy in relation to Equality, Diversity, Human Rights and Safeguarding.

HEALTH AND WELL BEING

Maintaining a clean environment is known to contribute to the health and wellbeing of the community. Although not widespread there is a health risk associated with Cryptococci fungal infection linked to pigeon faeces, particularly dangerous to children and vulnerable adults. Bird faeces may also contain pathogenic bacterial species such as E. coli and Salmonella which can cause ill health if ingested.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

Encouraging large numbers of wild birds into our urban spaces can be detrimental to architecture, street furniture, buildings, monuments and public realm. Removal of bird faeces can be costly. Reducing the amount of bird fouling promotes a cleaner, safer environment for all.

LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

MISSIONS	
This paper contributes to the Missions outlined in the Government’s Levelling Up White paper. See highlighted statements	
Health	By 2030, the gap in Healthy Life Expectancy (HLE) between local areas where it is highest and lowest will have narrowed, and by 2035 HLE will rise by 5 years.
Wellbeing	By 2030, well-being will have improved in every area of the UK, with the gap between top performing and other areas closing.
Pride in Place	By 2030, pride in place, such as people’s satisfaction with their town centre and engagement in local culture and community, will have risen in every area of the UK, with the gap between the top performing and other areas closing.
Crime	By 2030, homicide, serious violence, and neighbourhood crime will have fallen, focused on the worst-affected areas.

ACRONYMS

PSPO – Public Spaces Protection Order

FPN – Fixed Penalty Notice

APPENDICES	
Appendices are listed below and attached to the back of the report: -	
APPENDIX A	Boston Borough Council Public Spaces Protection Order (PSPO) Bird Feeding in Boston Town Centre - Consultation Report
APPENDIX B	Draft Public Spaces Protection Order 2024 (No. 01/2024)
APPENDIX C	PSPO Designated Area – Map of Boston Town Centre
APPENDIX D	Minutes from the Environment and Performance Committee meeting held on 5 th September 2024

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

Environment and Performance Overview and Scrutiny Committee on 5th September 2024

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REPORT APPROVAL	
Report author:	Christian Allen, Assistant Director Regulatory Christian.allen@boston.gov.uk
Signed off by:	John Leach, Deputy Chief Executive - Communities John.Leach@boston.gov.uk
Approved for publication:	CLlr Anne Dorrian – Leader of the Council and Portfolio Holder

**Boston Borough Council
Public Space Protection Order (PSPO)
Bird Feeding in Boston Town Centre
Consultation Report
Published**



Introduction to this consultation

1. This report details the responses received for the Public Space Protection Order (PSPO) Bird Feeding in Boston Town Centre consultation undertaken between 1st May 2024 to 31st July 2024.
2. The exercise was performed to seek residents' views on Boston Borough Council introducing a Public Spaces Protection Order to deal with the issue of bird feeding in Boston town centre.

Methodology

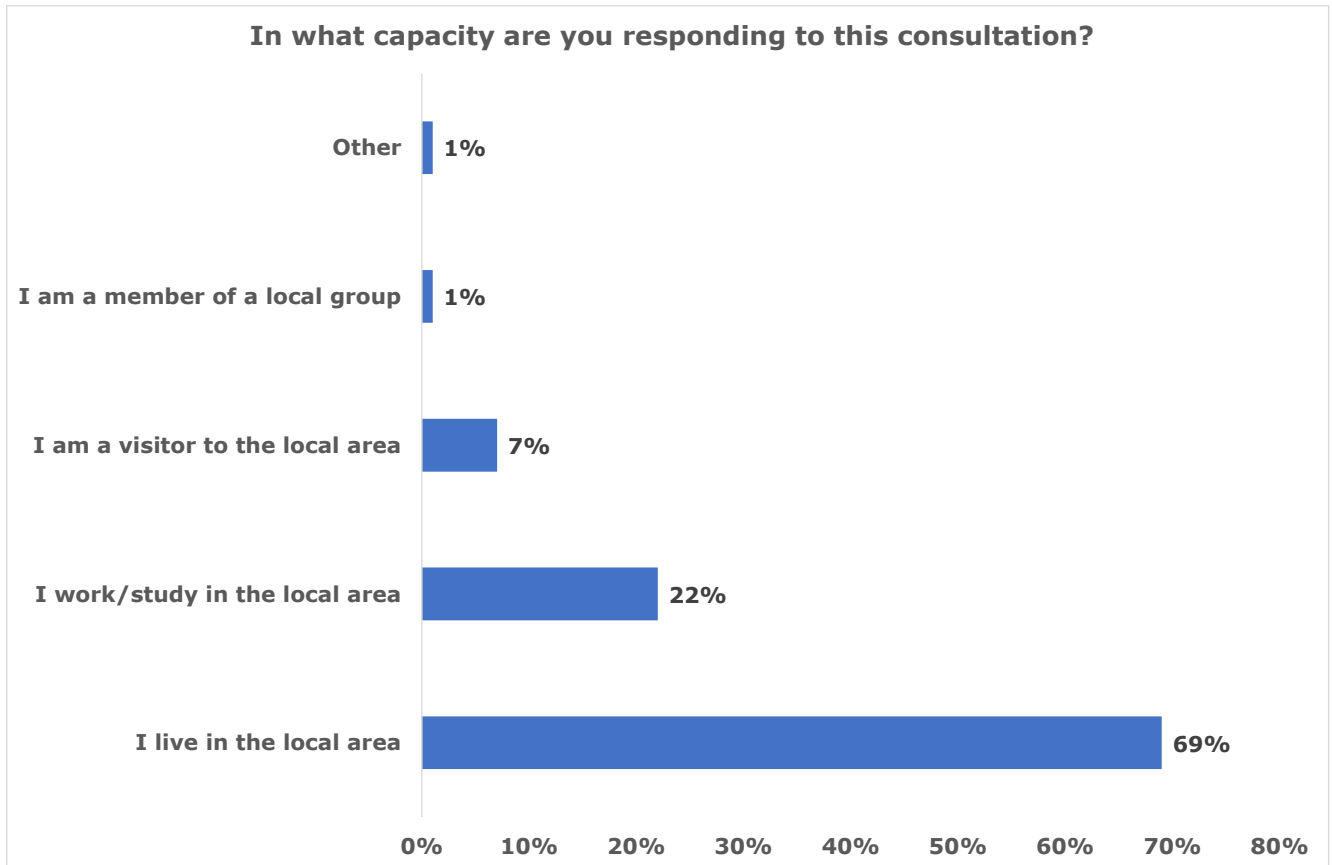
3. The consultation was promoted on social media with a link to the consultation throughout the consultation period.
4. A link to the electronic questionnaire was made available on Boston Borough Council's website. Paper copies of the questionnaire were distributed at a market stall in Boston town centre and were also available on request.
5. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%).

Response Rate

6. 222 electronic and paper responses were received.

Results and Analysis

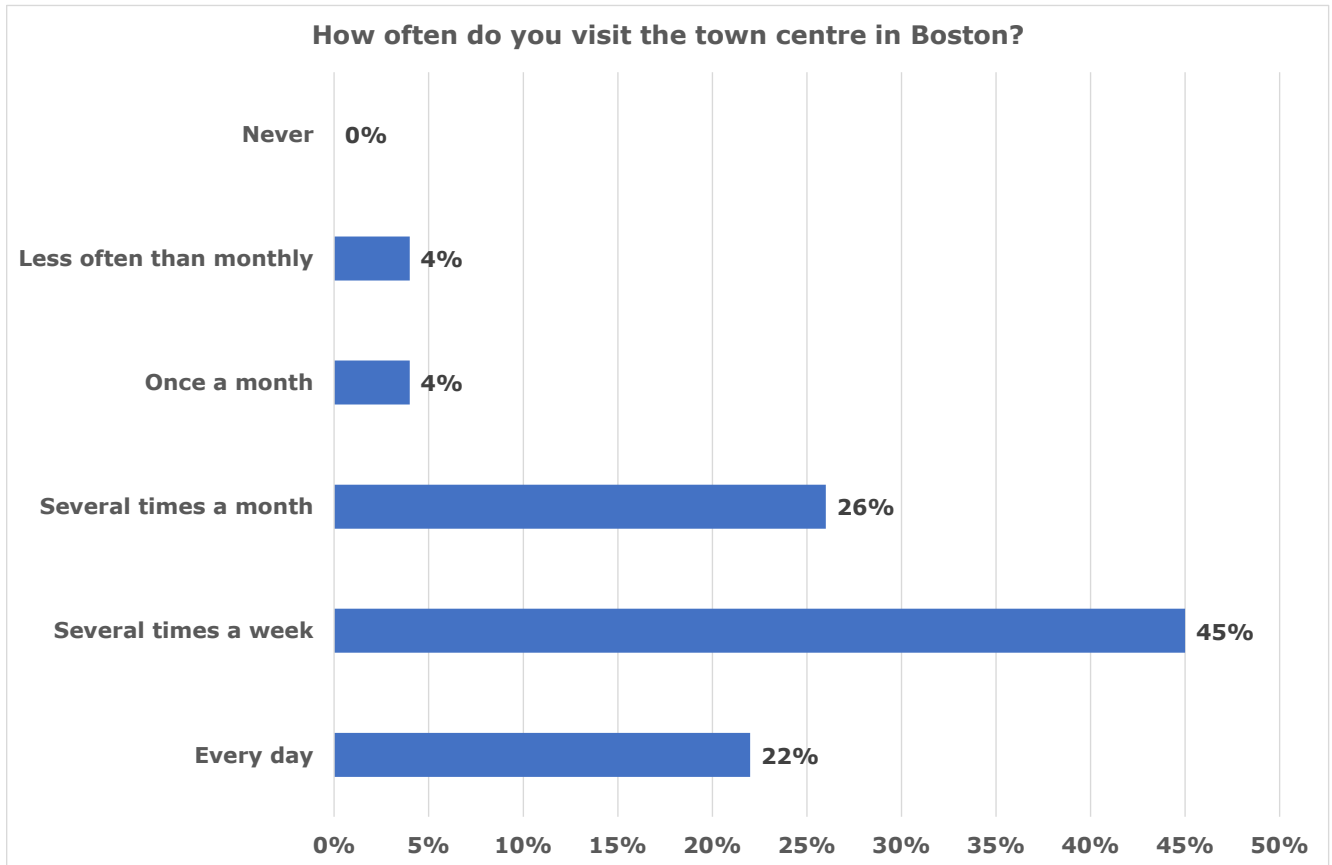
7. All respondents were asked in what capacity they were responding to the consultation. The chart below shows that 69% of all respondents 'lived in the local area', 22% 'worked/studied in the local area', 7% were 'visiting the local area', 1% were 'a member of a local group', with the remaining 1% of all respondents stating they responded to the consultation as 'Other'.



Those that responded as 'Other' were asked what they were responding as. All three respondents stated they were Councillors for Boston Borough Council.

8. All respondents were asked how often they visited the town centre in Boston. The chart below shows that:

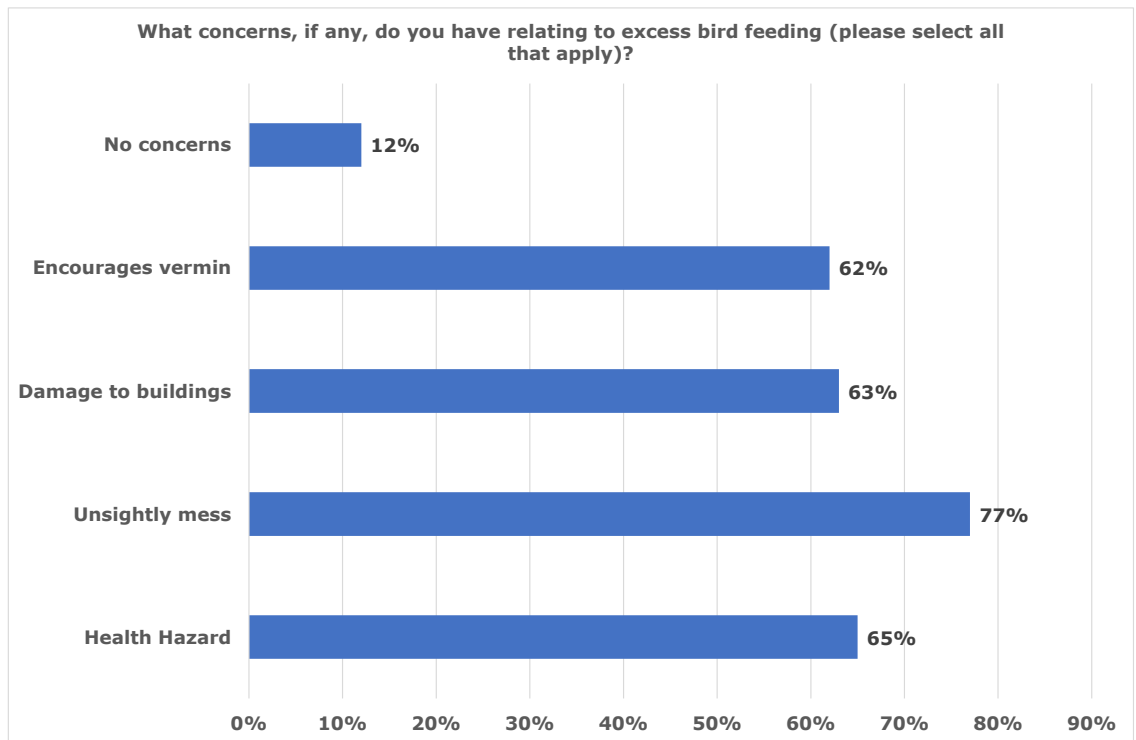
- Just under half (45%) of all respondents visited 'several times a week'.
- 26% visited 'several times a month'
- 22% visited 'every day'
- 4% visited 'once a month'
- 4% visited 'less often than once a month'
- No one said they 'never' visited the town centre of Boston.



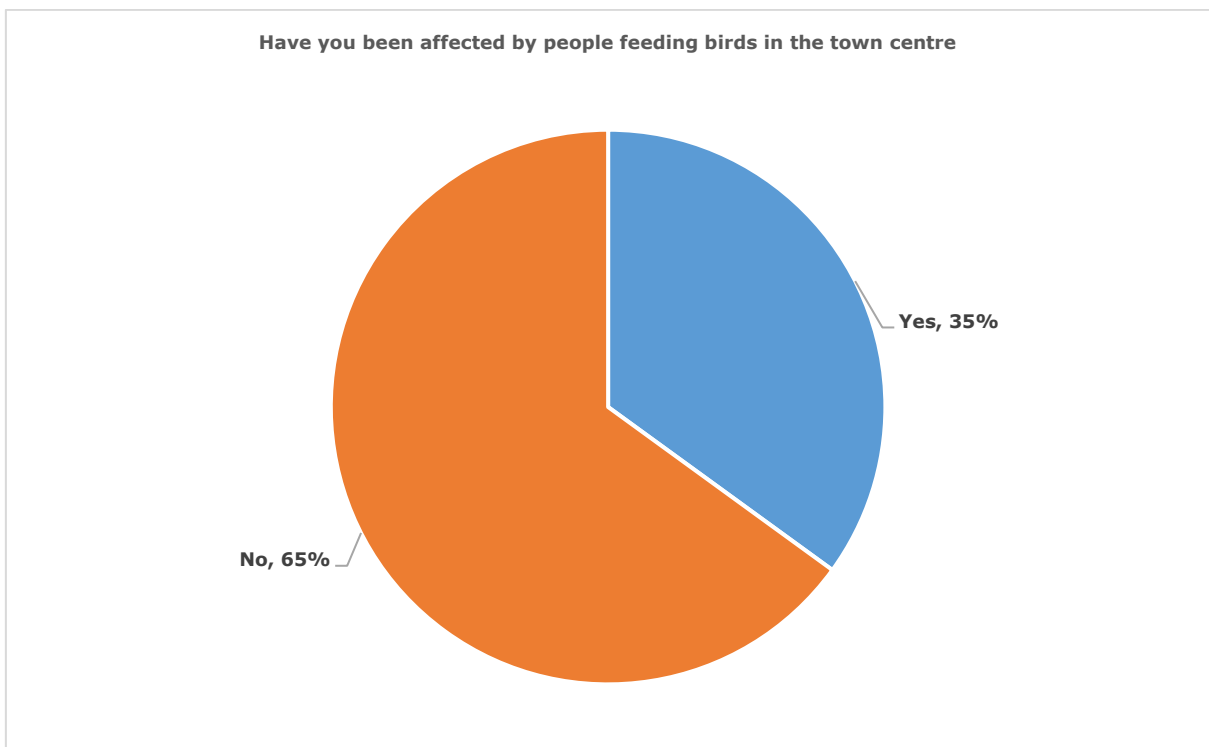
9. All respondents were asked what concerns, if any, they had relating to excess bird feeding and to select all that applied from a list of 5 options. *(It should be noted that the figures in the chart do not add up to 100% due to respondents selecting more than one option).* The chart below shows that:

- Over three quarters of all respondents were concerned about 'unsightly mess'.
- 65% of all respondents were concerned about 'Health Hazard'
- 63% of all respondents were concerned about 'Damage to buildings'
- 62% of all respondents were concerned that it 'encouraged vermin'

- 12% of all respondents had 'No concerns'



10. The pie chart below shows that 65% of all respondents had not been affected by people feeding birds in the town centre, with the remaining 35% stating they had been affected.



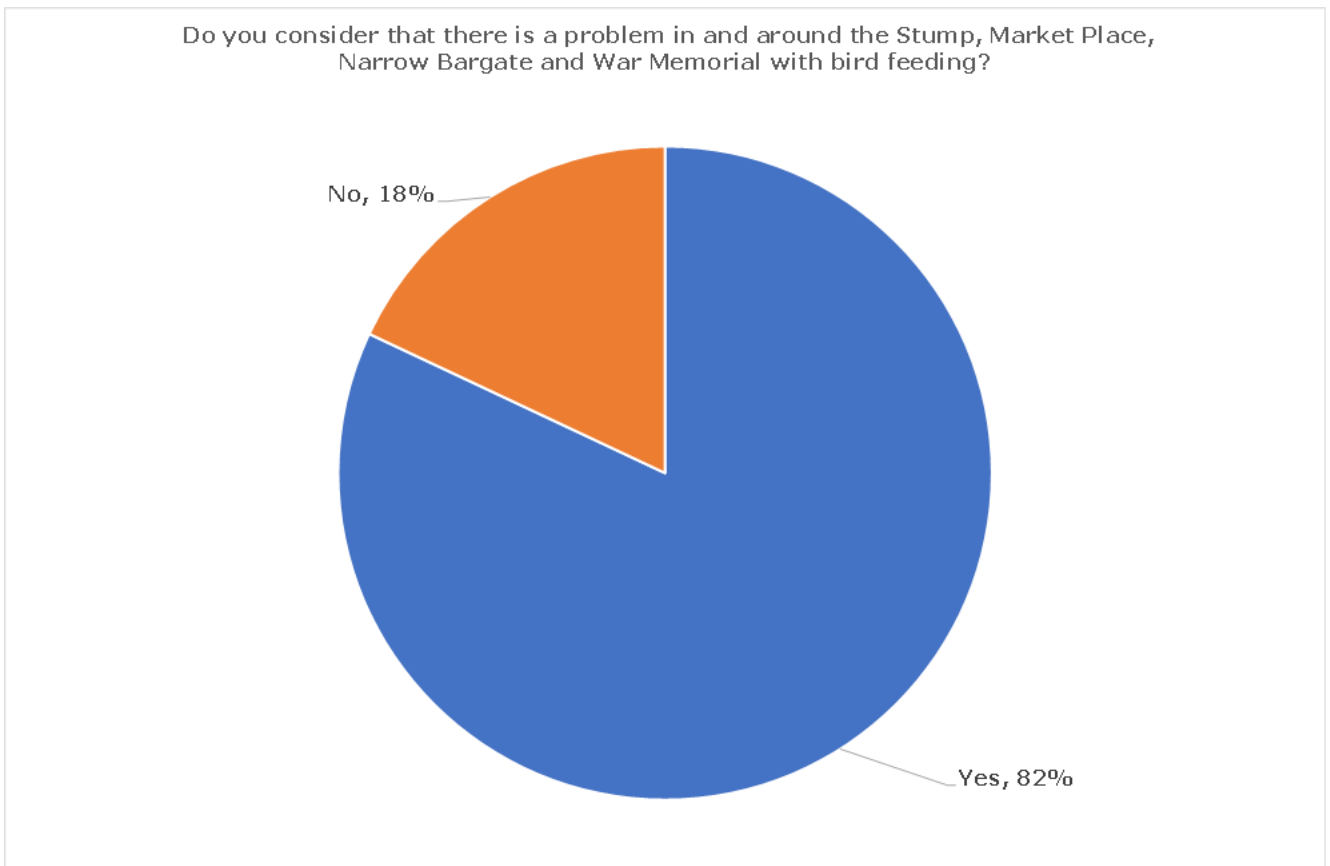
Those that stated they had been affected by people feeding the birds in the town centre were asked how they had been affected. Numerous comments were made; such as car paintwork being damaged by bird faeces, birds defecating on people and people stepping in faeces. Two respondents said that they had stock spoilt by birds defecating on it. Another said birds sometimes came into their shop. One respondent had slipped in bird faeces. Some respondents said that the birds wouldn't leave people alone especially if they were eating. They also said the birds could be aggressive. Two respondents mentioned that they had a bird phobia and a few people thought that it made the town look unsightly. There was also reference to there being rats.

- Lots of pigeons and faeces around the Ingram Memorial
- Birds flying at me.
- Bird mess everywhere especially down lanes, in town and near cash points.
- Birds swoop in to get the food narrowly missing public; the mess they leave is unsightly and hazardous
- Walking to the Stump people were feeding the pigeons and they swarmed down and I was alarmed as so many came so close so quickly. They are doing damage to the church; the droppings have to be cleaned up daily.
- People getting in my way as I try to walk past, makes a mess. Seen adults and children kicking birds, even seen one being caught and caged
- The pigeons walk into the shop where I work
- These birds' deposits are damaging to the paint on my car
- You cannot just sit on the benches and relax, pigeons just coming over, flapping their wings constantly, wouldn't even want to eat anything as would be swarmed by pigeons!
- Pigeons messed over me as they flew over
- Been covered in bird shite
- They have caused damage to my cars. They are intimidating and can put people off walking through the town due to the number of them. I have seen rodents in the town centre in areas where they are fed.
- Pigeons and Gulls frequently flying close by almost hitting you
- As a market trader I have had stock spoilt by bird droppings
- Encourages more and more birds, I have a phobia of birds and I know there are others like me
- Sighting of rats Birds flying close to me (have phobia) Damages to buildings
- Too many birds flying around me while walking through Ingram memorial also stepping in poo.
- Dirty Seating
- The birds flock to the feeder as a large aerial body. They then fly off again in a large group. This causes people to change the direction they are walking in in an attempt to avoid them. People collide and children fall which all ends in a confused mess.
- Bird mess everywhere
- Sometimes as I walk through the Ingram Memorial area there is a lot of birds being fed and they get startled and sometimes fly up into my face. I also don't like the mess they cause to the ground and buildings.
- An excessive amount of birds around Ingram Memorial, being poo'd on.
- By the rats and bird poo
- RATS!

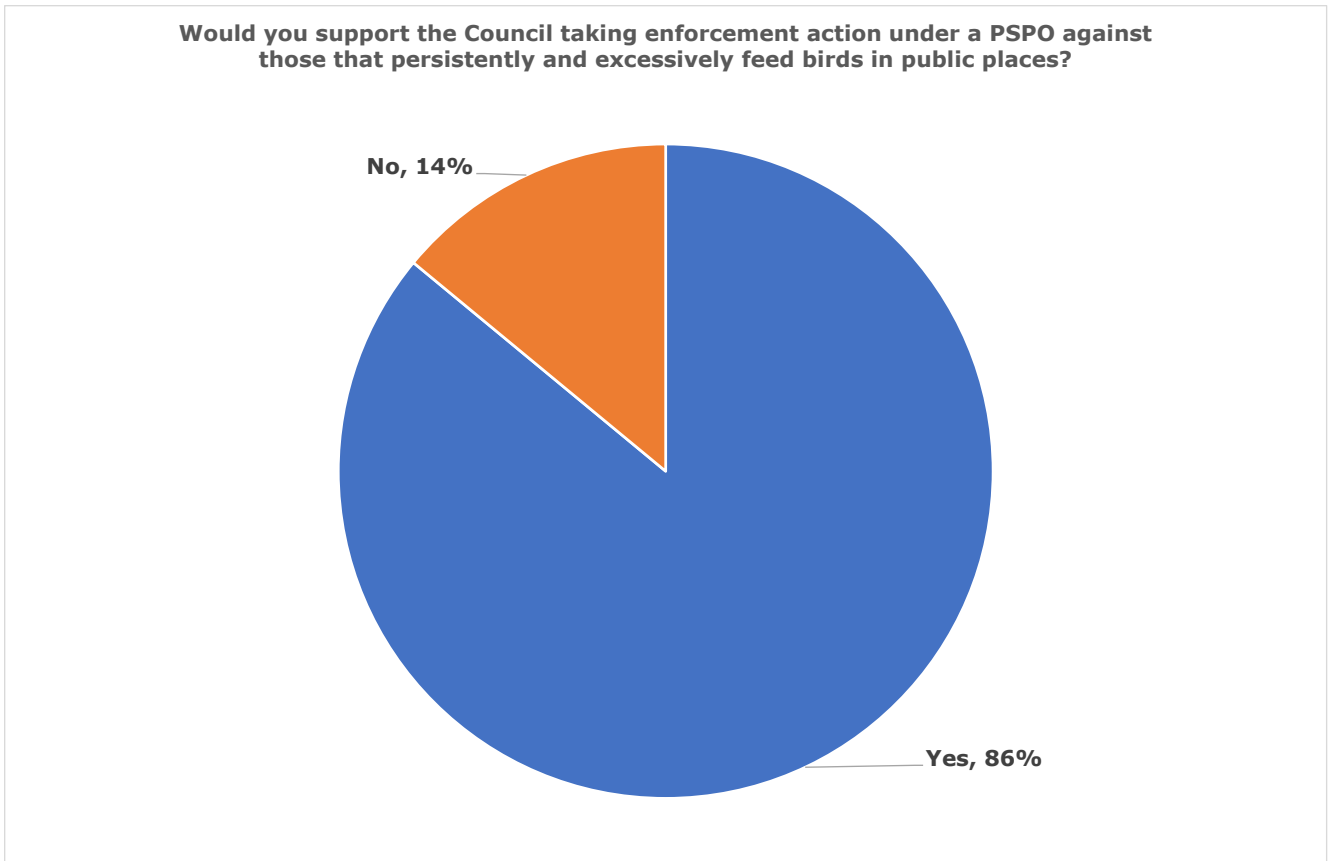
- Poo'd on head. Likes sandwich in peace.
- Dirty mess all round
- Been poo'd on
- Birds causing large mess down Stills/Grant Lane. Blocking footpath while feeding.
- Stepping in bird poo and people standing around and not moving being rude.
- Was told to shut up. They can do as they please as they just moved to UK.
- Almost land on you.
- Birds gather near the centre where they are fed, then drop on your clean car.
- Stand opposite Brandon Veg Stall. She feeds the pigeons. Asked her to stop as birds damaging my stock. She was rude and says she has permission from DEFRA.
- Birds flying near people and children.
- Birds approach you. Daughter frightened of them. May get pooped on.
- Bird poo on vehicle
- Been poo'd
- Stall holder
- Birds crapping on stock on the market
- I stand a food stall on a Wednesday market and people feed the birds opposite, very close to my stall. I regularly have to force the birds away from my stall as they foul on and around it.
- The feeding of pigeons in the town centre attracts large numbers of seagulls which also pose a health hazard, create a mess and can also be aggressive towards people.
- I have seen this activity attracting rats into areas. Food for birds is dropped.
- Pigeon entered stall. Defecated on stall sheeting.
- Walked in bird poo
- Constant mess around my store - Poundland. People feed the birds in the doorway creating mess.
- The pigeons at times have walked into our shop causing damage and mess to remove them.
- When eating they congregate around me.
- The birds can chase you.
- Don't leave you alone.
- Always approaching us when we are sat eating and swarming.
- Standing in bird poo is not nice when walking through.
- Don't like the mess that they leave - slipped on excess food and bird mess.
- Birds mess continually on tables and chairs outside the market snack bar.
- They fly into you as you walk past.
- Been messed on.
- In places the path becomes slippery and dangerous. Their mess blocks drainage on buildings such as the Stump.
- I have to remove nests and bird droppings from my place of work on a daily basis. It has increased since people congregate at Herbert Ingram. They throw seeds through church gates too encouraging all vermin.

- Unable to walk through the Ingram due to so many people feeding the birds.
- I am quite nervous of groups of birds and so when they are encouraged into areas - I don't like it. I also don't like to see them being chased by children which happens when birds congregate for food.
- When parking at rear of church, car often covered in bird poo.
- Constant cleaning required to protect historic fabric. People visiting the town, commenting on the impact of the vast number of birds.
- It makes the town look disgusting. I also have a phobia of birds.
- Unsightly to walk around.

11. The pie chart below shows that 82% of all respondents considered there was a problem in and around the Stump, Market Place, Narrow Bargate and War Memorial with bird feeding, with the remaining 18% considering there was not a problem.



12. The pie chart below shows that 86% of all respondents would support the Council taking enforcement action under a PSPO against those that persistently and excessively fed birds in public spaces, with the remaining 14% stating that they would not support the Council.



Those that stated they would not support the Council taking enforcement action under a PSPO were asked what they would like the Council to do to manage the issue. Several respondents said that the Council should do nothing as there was not a problem with bird feeding in Boston town centre. Some respondents thought that the Council should provide a designated place for people to feed the birds with a bird feeder being situated in said place. Two respondents felt that people were the problem as they were the ones that fed the birds. Two more respondents considered there were more important things that the Council needed to address such as public drinking, drug taking, litter picking etc. Others suggested displaying a sign telling people not to feed the birds. Reference was also made to the Council cleaning the area like it used to do. A full list of what respondents said the Council should do to manage the issue is included below:

- Instead of punishing the birds, stop people feeding them. All birds will go to where the food is. It's not their fault.
- Nothing, there's no problem. It's just people feeding birds and other people to find something else to moan about.
- There are a lot more important issues that need to be addressed other than this. Public drinking, drug taking, intimidation. Fixed penalty notice of £100 is disgraceful when so many other issues abound in Boston. This is a marketing knee jerk reaction that is a money-making issue. Clean up all the

fly posting, fly tipping, public drinking and drug taking, etc, before you worry about feeding some pigeons.

- There isn't an issue. I have seen the current EPO's actively look the other way, rather than dealing with the problem.
- I have not seen this a great problem at all as and when I have been to the town centre. The use of the police and not PCSOs should be introduced daily to reinsure local townspeople going about their daily business, the use of the other town security (very difficult to say what they represent) who in my opinion don't seem to leave the high street at all, without being disrespectful to them. I don't know what use they are they look scruffy and unsmart walking about in twos and on their personal/work phones.
- Get on with more important things, filling empty shops, more toilets, more police on foot, litter pickers just to name a few. Come on Council make Boston a safe and better place to shop in and leave the feeding of birds for when it has become better, with places designated to feeding if they wish to.
- Nothing
- Leave the birds alone
- Provide advice to the public on risks of over feeding wild birds, but nothing more.
- Put up signs!
- Nothing
- Nothing, leave them alone
- There is no issue. Let people feed birds, it's really not harming anyone.
- Warnings at most
- Nothing, I don't see a problem. The birds need food. We are a nation of animal lovers and people want to help them. Unless the Council want to put a feeding station so that they are limited to one area but still can get food.
- Put signs up, put a policeman patrol the area, giving verbal warnings
- Put up notices and get the enforcement officers to explain the problem to people to deter them from feeding the birds
- Create a specified space within Boston to feed pigeons
- Go back to having more cleaning vehicles like not so long ago. Cuts, cuts and more cuts over progressive Councils have left the whole town and surrounding area dirty and poorly maintained. There are weeds growing from the curbs just about everywhere, only the height of the weed varies. Bird mess is not really any worse. The new Council has had over a year to improve things and it seems even worse to me.
- Undecided. Every city in the country and the world has town pigeons. They can't all be removed.
- Signs
- Nothing - birds are entitled to live
- Buy a sparrow hawk
- Shoot them.
- Have a way of educating. Maybe an information sign. Regular cleaning.

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

Boston Town Centre- Public Space Protection Order (no 01/2024)

Boston Borough Council (in this Order, called "the Council") hereby makes the following Order pursuant to Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 ("the Act") and to all other enabling powers.

1. This Order may be cited as the Boston Borough Council – Boston Town Centre - Public Space Protection Order (no 01/2024) and shall come into force on 25th September 2024 it shall expire at midnight on 24 September 2027, unless varied or discharged prior to that date.
2. This Order covers the following controls:
 - a. Exclusion of feeding any wild birds (including, but not limited to Gulls, Seagulls, Pigeons etc.) within the area outlined on the attached plan annexed at Appendix A below.
3. This Order applies to the land within Boston Town Centre, being a public place in the area of the Council, identified for the purposes of Section 59(4) of the Act, and in this Order referred to as the "restricted area".
4. In this Order, "an authorised officer of the Council" means a person who is authorised in writing by the Council for the purpose of enforcement of this Order.
5. The Council makes the Order on the basis it is satisfied that, without these controls, the activity likely to be carried out in the restricted area will continue having a detrimental effect on the quality of life of those in the locality. The effect or likely effect of the aforementioned behaviour is, or is likely to be, of a persistent or continuing nature, is or is likely to be, such as to make it unreasonable, and justifies the restrictions imposed by the Order.
6. The Council may extend, vary or discharge this Order at any time. Varying the Order includes increasing or reducing the restricted area.

The Offence

A person shall be guilty of an offence if, at any time, he/she deposits feed or food items which is edible to wild birds, (including seeds, bread and grains), without reasonable excuse, within the designated area outlined in Appendix A, Boston Town Centre.

Penalty

As the offence would be breach of a public space protection order, the council may issue a fixed penalty notice offering the person to whom it is issued the opportunity of discharging any liability to conviction for the offence by payment of a fixed penalty of £100.

A person who is guilty of an offence under this order shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

An authorised officer of the Council may issue a fixed penalty notice to anyone he or she believes has committed an offence. The person will have 14 days to pay the fixed penalty. If they pay the fixed penalty within the 14 days they will not be prosecuted.

Appeals

Any challenge to this Order must be made in the High Court by an interested person within six weeks of it coming into force. An interested person is someone who lives in, regularly works in, or regularly visits the restricted area. This means that only those who are directly affected by the restrictions have the power to challenge.

Interested persons can challenge the validity of this Order on two grounds:

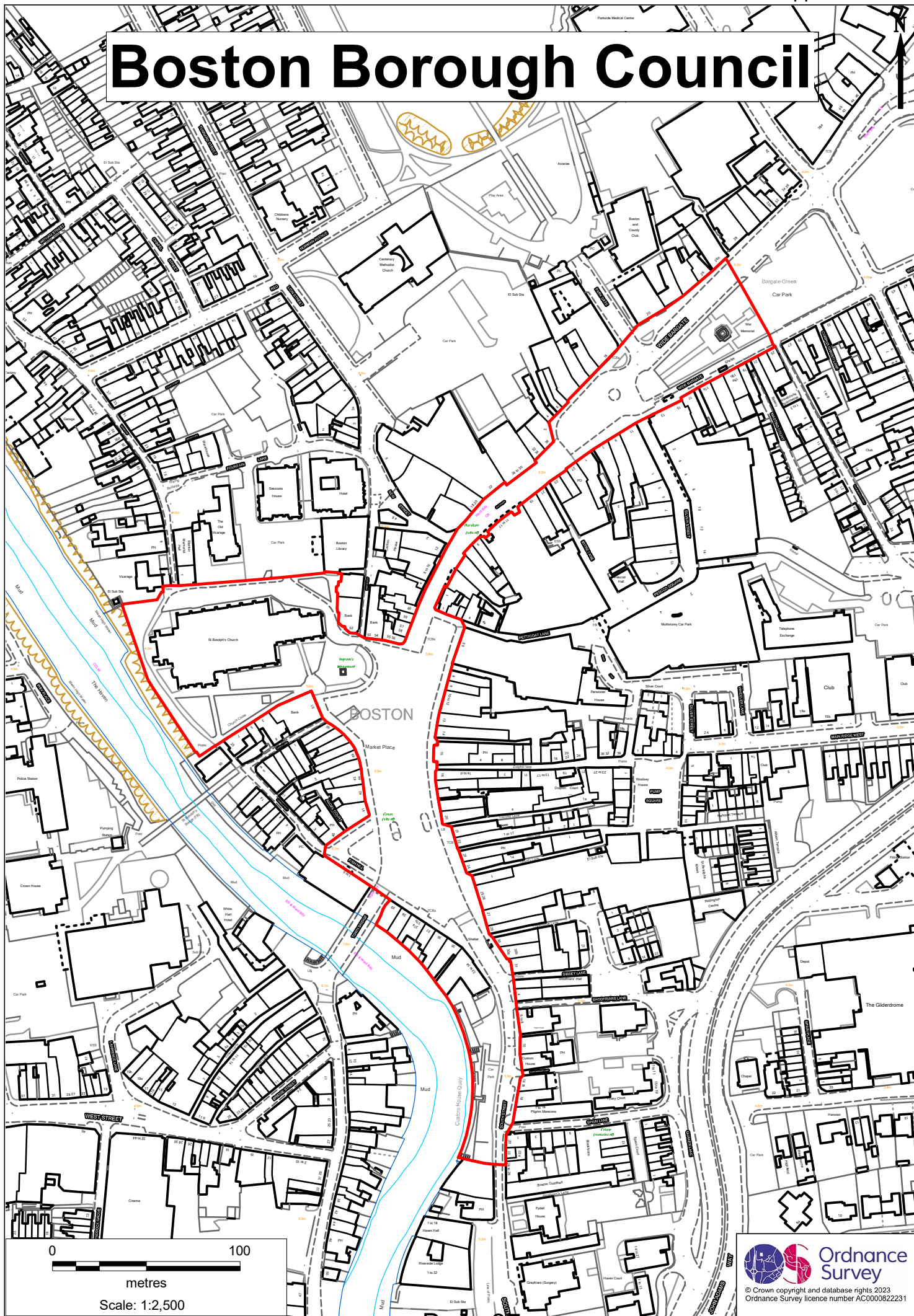
1. That the Council did not have the power to make the order, or to include particular prohibitions or requirements;
2. That one of the requirements of the Act, for instance consultation, has not been complied with.

When an application is made the High Court can decide to suspend the operation of the Order pending the Court's decision, in part or in totality. The High Court has the ability to uphold the Order, quash it or vary it.

THE COMMON SEAL of)
THE COUNCIL OF THE BOROUGH)
OF BOSTON was hereunto affixed this)
 September 2024)
 in the presence of:)

Authorised Signatory

Boston Borough Council



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Report: To consider statutory restrictions to control the indiscriminate feeding of wild birds in designated areas of Boston Town Centre

Councillor Callum Butler presented the report on behalf of the Council Leader and Portfolio Holder Anne Dorrian. Councillor Callum Butler advised members that concerns had been raised to the Council that the excessive and indiscriminate feeding of wild birds in Boston town centre was leading to damage and fouling of the public realm, buildings and heritage sites and was having a detrimental impact on the cleanliness of pavements and street furniture and exposing the public to health risks due to contact with bird faeces.

There was currently no law specifically available to stop a person feeding wild birds. Where the persistent feeding of wild birds was deemed unreasonable and detrimental to the local community's quality of life, local authorities could adopt restrictions through the Anti-Social Behaviour, Crime and Policing Act 2014 and introduce specific controls through a Public Spaces Protection Order (PSPO).

PSPOs were intended to deal with a particular nuisance or problem, in a specific area, that was detrimental to the local community's quality of life. It did so by imposing conditions on the use of that area which applied to everyone.

Public consultation had been undertaken which clearly demonstrated there was local concern about the indiscriminate and excessive feeding of wild birds in urban public spaces in the town and the detrimental impacts that had on residents, businesses, and visitors. Consultation had been facilitated through an on-line questionnaire available on the Council's website and through two roadshows hosted in the Boston Market Place. The responses shown in the report have been made anonymously. Key stakeholders had been made aware of the consultation and included businesses, The Stump, Lincolnshire Police, British Trust for Ornithology, RSPCA, RSPB as well as local community groups and organisations with town centre interests. The consultation was also promoted by elected members through the Council's social media and community engagement channels.

The response to the consultation clearly demonstrated public support for implementing mandatory controls on the feeding of birds in designated areas in the town centre and was supportive of the Council taking enforcement action where those controls were ignored.

Committee deliberation followed which included:

Overall members were in favour of the introduction of the PSPO and recognised the impact of the wild birds within the town including faeces on historic buildings and the physical presence of large flocks of birds around the Ingram Memorial. Members noted that birds roosted within the town as against the countryside as the urban area was warmer and that birds returned to their roosts year after year. Clarification was also sought on the term 'wild birds' and which actual birds were included as it appeared to be directed only at pigeons, with seagulls also being a problem within the town centre. The Assistant Director Regulatory confirmed that the term 'wild birds' did include seagulls and was deliberately broad to include any wild birds.

On questioning any evidence sourced or research undertaken from other authorities, which confirmed that implementation of such an order would result in a reduction of wild birds, the Assistant Director Regulatory advised that best practice elsewhere had been sought, but the order in isolation would not result in wild birds leaving the area and it was part of a tool-kit which included work alongside businesses to install proofing of buildings, a full education campaign and very clear simple visual signage which could be easily understood as well as frequent cleansing in key areas. Members were reminded that the PSPO was to stop people feeding the birds, it would not rid wild birds from the town.

Suggestions from members included involving local schools as children educated their families, and their involvement could possibly include the design of supporting signs. The Assistant Director Regulatory agreed that the campaign needed to be as comprehensive as possible, and the schools involvement could be considered within the three-month lead-in campaign. A further suggestion noted by a member was the possibility of sign-posting the public to suitable areas for the feeding of birds outside the proposed designated area.

Referring to the issuing of fixed penalty notices (FPN), members expressed their concerns that children and the elderly should not be fined for feeding birds. The Assistant Director Regulatory confirmed that a three-month education and promotion campaign would be held prior to implementation in advance of FPN's being issued. Reasonableness was built into the draft PSPO enabling the issuing officers to exercise their judgement and invoke statutory guidance. No child would be issued with a FPN. Safeguards were in place to prevent any over-zealous issuing of FPN. Members were advised that once the order was implemented, the Council had a responsibility to be consistent in its approach, ensuring that no FPN's resulted in disrepute and equally important, that the Council does not lose the public's support for these measures.

Further comments questioned why the designated area for implementation of the PSPO did not cover Central Park, Dolphin Lane, Pump Square and Church Lane around the footpath, as all areas were subject to bird feeding. The Assistant Director responded that no evidence had been provided to support this assertion. On referencing St. Botolph's, a member questioned if it had been included within the initial consultation, with it being prominent in

the town centre and also subject to the effect of birds. The Assistant Director responded that it had. In addition, a member questioned the exclusion of the PE21 project area to which the Assistant Director responded that once the development was complete then the designated area could be reviewed and extended to cover this locality if the need was evident.

The Assistant Director Regulatory advised that Central Park has not been included as it was a natural environment where the public might expect to see wild bird activity. The designated area was currently a proposal based on evidence of bird feeding within that area. Should other areas prove to be problematic in terms of wild bird feeding, then they could be added into the designated area at a later date. St. Botolph's had been consulted and are in full support of the PSPO and had advised that preventative measures were also being considered for the Church where permissible, in line with it being an historic building within the conservation area.

Referencing the £100 fine a member questioned if that was subject to being varied in line with early payments. The Assistant Director Regulatory advised that he believed it to be a statutory fixed fine but would source confirmation and advise members after the meeting. (Confirmed fixed by statute with no early repayment discount option)

A final suggestion requested that an update on the order be returned to committee within nine months from its implementation to enable members to monitor progress. The Assistant Director Regulatory advised that whilst the PSPO itself was subject to a review every three years, a review on its progress by the committee could be scheduled as requested within nine months from its implementation.

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Report To:	Cabinet
Date:	25 September 2024
Subject:	Alignment of Case Management System across the South & East Lincolnshire Councils Partnership
Purpose:	To implement a common Case Management System across the Partnership to realise efficiency savings through the alignment of teams and technology.
Key Decision:	No
Portfolio Holder:	Councillor Sandeep Ghosh, Portfolio Holder for Finance
Report Of:	James Gilbert, Assistant Director – Corporate Christian Allen, Assistant Director – Regulatory Phil Norman, Assistant Director - Planning
Report Author:	James Gilbert, Assistant Director – Corporate
Ward(s) Affected:	N/a
Exempt Report:	No

Summary

This report brings forward a Business Case that seeks to secure the funding to align the multiple Case Management Systems in place in the Planning and Regulatory Directorates in Boston and South Holland to the Uniform system currently being deployed at East Lindsey District Council. An alignment will also benefit the Wellbeing and Community Leadership Directorate, in particular the Housing Standards Team.

As well as the revenue savings identified within the report, an alignment will unlock further significant efficiency savings by enabling teams to come together across the Partnership aligning processes and procedures.

Recommendations

That Cabinet approves:

1. The addition of £339,869 to the Council's Capital Programme to enable the project's delivery, to be financed as described in paragraph 2.8.
2. The addition of the projected savings to the Councils multi-year savings and transformation plan as overseen by the Finance Portfolio Holder.

Reasons for Recommendations

- To deliver efficiency savings against current system costs.
- To facilitate the alignment of Planning and Regulatory Service Directorates to enable the services to achieve greater savings in their operating costs by working as 'one' across the Partnership.

Other Options Considered

- Do nothing - this wouldn't enable savings to be realised.
- For the Council to procure its own standalone systems - this wouldn't enable savings to be realised.

1. Background

- 1.1 When the South & East Lincolnshire Council formed in October 2021, the Business Case approved by Council set out the ambition to achieve £42m in efficiency savings over a ten-year period. The efficiencies were to be realised through a series of actions, which included the alignment of teams and technology.
- 1.2 As service reviews start to come forward to deliver on those savings they can only go so far without the alignment of service systems across the Partnership.
- 1.3 This report brings forward a Business Case that seeks to secure the funding to align the multiple Case Management Systems in place in the Planning and Regulatory Directorates in Boston Borough Council and South Holland District Council to the Uniform system currently being deployed at East Lindsey District Council.
- 1.4 Both Boston Borough Council and South Holland District Council are in a position where they have several systems either end of life or end of contract so now is the opportune time for alignment.

2. Report

Service Reviews and the Digital Strategy

- 2.1 To effectively implement a service review and realise the full potential of the efficiencies possible, system and process alignment is critical. Without the underpinning technology being common in the three Councils, effective cross-Partnership working isn't achievable.
- 2.2 The Digital Strategy that has already been approved by each Council recognises the importance of technological alignment and much progress has been made for the Partnership by Public Sector Partnership Services – our ICT provider – in the systems they maintain. The systems that remain outstanding are those within the Councils' direct control – including those within the scope of this project.
- 2.3 Early work by the planning and regulatory services Directorates, as part of the development of their service reviews, identifies that with the system alignment this report brings forward, their services can deliver more than £340,000 of efficiencies above that which is possible without system alignment.

Current systems

- 2.4 At present Boston Borough Council operates 3 Case Management systems that would be replaced by Uniform, as set out in the table below.

Existing system	Function	Number of user licences
Boston Borough Council		
Agile (APAS)	Building Control	6
Agile (APAS)	Development Control (inc Enforcement)	17
Agile (APAS)	Land Charges	4
Civica / APP	Housing Standards	8-10
	Disabled Facility Grants	
	Environmental Health	9
Agile (PLACIS)	Licensing	4

All systems are either on rolling contracts or on contracts due to expire within the next two years.

2.5 The Uniform system, being deployed by East Lindsey District Council, is contracted until 2030 and remains a market leading product for these areas of work. Idox has previously confirmed to East Lindsey District Council it has no plans to remove support for the Uniform system at 2030, due to it being a widely used product within the sector.

Financial business case

2.6 The project would be an 'Invest to save', with an initial capital outlay to realise savings in system costs and through it creating the ability for the alignment of service provision across the Partnership to achieve further revenue savings. Payback for this project investment is within 2-3 years of completion of the capital investment.

2.7 The financial business case for Boston Borough Council is set out below, with the Councils sharing a proportion of the implementation and delivery costs and ongoing systems costs.



Council	Item	Year 1 (25/26)	Year 2	Year 3	Year 4	Year 5
INVESTMENT						
BBC	Initial investment	£234,766	£105,103	£0	£0	£0
REVENUE						
BBC	System revenue costs	£0	£12,692	(£61,764)	(£67,148)	(£71,140)
UNLOCKED ADDITIONAL SERVICE REVIEW SAVINGS IF ICT ALLIGNED						
BBC	Service Reviews (23% of saving)	£0	£0	(£78,200)	(£80,937)	(£83,770)
Efficiencies through the project		£234,766	£117,795	(£139,964)	(£148,085)	(£154,910)

*excludes capital financing costs.

2.8 The system implementation will be financed by internal borrowing. This will incur a Minimum Revenue Provision (MRP) charge over the life of the asset. The advantages of this approach are that it does not result in reserve depletion and also makes provision for future replacement costs in revenue, also reflecting the true cost of service provision,

- 2.9 The project gives the Partnership a combined net financial savings opportunity of £514,679 over five years by taking forward this project.
- 2.10 East Lindsey District Council has sufficient user licences for Uniform for the Partnership within its existing contract, which means more licences don't need to be purchased for Boston Borough Council officers.
- 2.11 East Lindsey District Council would be the accountable body for both the migration and ongoing relationship with Idox, as this will be an extension to their current contract with Idox.
- 2.12 The financial business case factors in additional capacity to support the project's delivery. This is a significant project for the Councils and such a transformation needs dedicated project management and technical resources to support.
- 2.13 At the end of October, Idox, the owner of Uniform, will reach the end of their exiting agreement with Oracle – a company that provides the database that underpins Uniform - for Value Based Pricing licences. As such, the Councils need to have locked in the new contract and purchased the licences via Idox by that date. Not doing so is likely to result in significant additional costs to the project.

System set up

- 2.14 In setting up the system to be used between multiple Councils, this would be done in such a way that data can still be interrogated at a Council level. Several Councils working in Partnership are using the Uniform system in a shared way and Officers are in touch with one of those Councils to share their learning.
- 2.15 Implementation of Uniform for Boston Borough Council will be undertaken as additional phases to the deployment of the system into East Lindsey, with completion likely to take two years from the signing of contracts.
- 2.16 The process to bring Boston Borough Council into Uniform can be simplified as extracting data from existing systems and migrating that data into Uniform. Thereafter, services may, as part of the service review process, chose to amend/improve processes within the system to meet their future operating requirements.
- 2.17 East Lindsey District Council is in the process of testing a suite of Mobile Apps which come with Uniform. These provide services with a condensed version of the full Uniform product for use when on site/ with customers, enabling them to access and process some information in real-time.

Contractual arrangements and implementation

- 2.18 Boston Borough Council would be accessing the Idox Uniform system via a compliant contract modification to the existing East Lindsey District Council contract that runs to 2030. The implementation / data migration / one-off costs shall be procured via the G-Cloud, a central government framework that the Council are able to compliantly utilise. These contracts will also be directly with East Lindsey District Council.

3. Conclusion

- 3.1. Given that both Boston Borough Council has systems that are either end of contract or reaching the end of their contract, now is an opportune time to take this project forward and realise the benefits – both financial and operational to services.

Expected Benefits to the Partnership

The alignment of technology will facilitate teams operating as 'one' in line with the approved Partnership Business Case, releasing efficiency savings towards the Partnership's 10-year £42m savings target.

Implications

South and East Lincolnshire Councils Partnership

As at 'Expected Benefits to the Partnership'.

Corporate Priorities

This delivers on the Corporate priority, which is to be 'Efficient and Effective'

Staffing

None directly resulting from this report.

Workforce Capacity Implications

There will be some capacity implications whilst the project is being delivered. This is a large transformation for the Councils. Additional capacity has been built into the financial business case within this report.

Constitutional and Legal Implications

This is a decision for Cabinet due to the financial thresholds.

Boston and South Holland District Councils will use the Uniform system under the East Lindsey District Council contract. The Procurement Team are supporting this work to ensure that this is done appropriately and legal advice will be sought where required.

Data Protection

The project will require the migration of personal data from existing systems to Uniform.

There is a formal agreement in place between the Councils in regard to Data Sharing and this will be complied with. The re-use of Data within and between the Councils is facilitated by this project, and this programme is a key driver to help embed the principles of Data Protection in relevant service processes.

Financial

The financial implications are set out within the report. System replacement as a sole authority would result in significant additional capital and revenue costs.

Risk Management

Resourcing / capacity – this has been addressed through the capacity section of this report and factored into the financial business case.

Budget – the budget is based on the requirements specified by the Councils to the system provider. A 10% contingency has been built into the project should unknown costs arise.

Delivery timescales – the most complex work has already been completed by East Lindsey during system set up as part of their deployment. The project has taken longer than anticipated at East Lindsey due to Covid and technical issues but the latter has now been largely overcome. East Lindsey District Council received a positive assurance rating from Internal Audit for its Project Management of Uniform and the same project team will work with colleagues at Boston and South Holland to support delivery, alongside the additional resources identified within the business case.

Stakeholder / Consultation / Timescales

Portfolio Holders for ICT and the specific services have been consulted.
Leadership Team has been consulted.

Reputation

None.

Contracts

As identified in the body of the report.

Crime and Disorder

None.

Equality and Diversity / Human Rights / Safeguarding

None.

Health and Wellbeing

None.

Climate Change and Environmental Implications

None.

Acronyms

None.

Appendices

None.

Background Papers

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

Report Approval

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