



Public Document Pack  
**Boston Borough Council**

**Chief Executive  
Rob Barlow**

Municipal Buildings  
Boston  
Lincolnshire PE21 8QR  
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Wednesday 9 July 2025

**Notice of meeting of the Overview & Scrutiny Committee**

Dear Councillor

You are invited to attend a meeting of the Overview & Scrutiny Committee  
on **Thursday 17th July 2025 at 6.30 pm**  
in the Committee Room - Municipal Buildings, West Street, Boston, PE21 8QR

**Rob Barlow  
Chief Executive**

**Membership:**

Chairman:	Councillor Paul Gleeson
Vice-Chairman:	Councillor Neil Drayton
Councillors:	Alison Austin, Anton Dani, Stuart Evans, Mike Gilbert, Andy Izard, Patricia Marson, David Middleton, Ralph Pryke, Claire Rylott, Lina Savickiene, David Scoot, Helen Staples and Suzanne Welberry

Quorum 5

**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 and notification of substitutes (*if any*).

**B Declarations of Interest**

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

**C Minutes** (Pages 1 - 6)

To sign and confirm the minutes of the previous meeting.

**D Public Questions**

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 Monday 14<sup>th</sup> July 2025.

**Part II - Agenda Items**

**1 Equality, Diversity and Inclusion Strategy and Action Plan** (Pages 7 - 36)

( A report by James Gilbert, Assistant Director-Corporate)

**2 South and East Lincolnshire Council's Crowdfunding Scheme - Two Year Progress** (Pages 37 - 58)

(A report by Emily Spicer, Assistant Director - Housing and Communities)

**3 South & East Lincolnshire Councils Partnership Body Worn Video (BWV) Policy 2025** (Pages 59 - 132)

(A report by Christian Allen, Assistant Director – Regulatory)

**4 Quarter 4 24/25 Performance and Risk Report** (Pages 133 - 170)

(A report by James Gilbert, Assistant Director-Corporate)

**5 Work Programme and Forward Plan** (Pages 171 - 180)

(For Members to note/discuss the Committee's current Work Programme and the Forward Plan)

**Notes:**

Please contact Democratic Services ([demservices@boston.gov.uk](mailto: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 01205 314502.

## Boston Borough Council

Minutes of a meeting of the **Overview & Scrutiny Committee** held in the Committee Room - Municipal Buildings, West Street, Boston, PE21 8QR on Tuesday 17th June 2025 at 6.30 pm.

### **Present:**

Councillor Paul Gleeson, in the Chair.

Councillors Neil Drayton (Vice-Chairman), Alison Austin, Anton Dani, Mike Gilbert, Andy Izard, Patricia Marson, Lina Savickiene, David Scoot, Helen Staples and Suzanne Welberry.

### **In attendance:**

Councillors Anne Dorrian (Leader), John Baxter (Portfolio Holder - Housing), Richard Austin BEM and Stephen Woodliffe.

### **Officers:**

Deputy Chief Executive (Programme Delivery) and Assistant Director - General Fund Assets, Director of Economic Development, Safer Communities Service Manager, Housing Standards Team Leader, Democratic Services Team Leader and Democratic Services Officer.

## **8 Apologies for Absence**

Apologies for absence were received from Councillors Stuart Evans and David Middleton.

Apologies were also received from the Portfolio Holder for Housing, Councillor John Baxter.

## **9 Declarations of Interest**

Councillor Mike Gilbert declared that he worked for a company which managed HMO's.

## **10 Minutes**

The Minutes of the meeting held on 29<sup>th</sup> May 2025 were agreed and signed by the Chairman.

## **11 Public Questions**

No questions were received from the public.

## **12 Plan for Neighbourhoods**

At the discretion of the Chairman, this item was brought forward on the agenda and considered prior to the HMO Update item.

The Committee received a detailed presentation from the Director of Economic Development, regarding the Government's "Plan for Neighbourhoods" initiative.

Boston has been selected as one of 75 towns nationally to receive £20 million in funding to be delivered over a 10-year period, equating to approximately £2 million per year. The funding allocation comprised 75% capital and 25% revenue.

Members were informed that the funding was contingent upon the submission of a ten-year vision and a four-year investment plan, with the deadline for submission now brought forward to the end of November 2025. The plan was to be community-led, with the Boston Town Board responsible for leading engagement and shaping priorities. The Council's role was to support and facilitate, rather than to author the plan.

The Director of Economic Development outlined that engagement activities had already commenced, building upon previous consultations undertaken for the Boston Plan, Towns Fund, Levelling Up Partnership, and other initiatives. The Town Board had approved, in principle, the use of capacity funding totalling £450,000 to support engagement, project development, and early delivery.

Members discussed the report and commented as follows:

- There was concern regarding the composition and transparency of the Town Board, with a view that its membership should better reflect the diversity of the local community. It was suggested that the Board's decision-making processes should be subject to greater scrutiny to ensure fairness and accountability.
- The importance of Council oversight was highlighted, with a request that the Overview & Scrutiny Committee be given the opportunity to review the draft plan prior to its submission. Members also sought clarity on how projects would be selected and how they would align with the town's broader economic and social priorities.
- It was noted that projects should aim to stimulate economic activity and increase local spending power, rather than simply delivering capital improvements. There was a desire to ensure that investments had a tangible and lasting impact on the town centre and its residents.
- The potential use of revenue funding to support enforcement against dilapidated private sector properties was discussed. Members expressed concern about the visual impact of poorly maintained buildings and the need for action to improve the appearance of key streets.
- The absence of education and infrastructure from the current scope of the plan was raised. It was felt that education should be recognised as a key driver of integration and opportunity, and that the Council should explore how it could be incorporated into the plan's priorities.
- Concerns were expressed about the long-term value of the funding in light of inflation. It was proposed that the Leader of the Council write to the relevant Minister to request that the £20 million funding be index-linked or otherwise protected against inflationary pressures.
- Members welcomed the emphasis on community engagement and suggested a range of methods to ensure broad participation, including ward surgeries, market stalls, and door-to-door outreach. Parish councils were identified as important partners in the consultation process.

The Committee was advised that the Town Board was undergoing a transition to broaden its membership and improve community representation. The Government had reaffirmed its commitment to the funding following the change in administration, albeit with a shift in

emphasis from town centres to neighbourhoods. It was confirmed that the Council would bring regular updates to the Committee and that Members would be encouraged to support and participate in engagement activities.

The Committee noted the update and agreed that the draft plan should be brought back for scrutiny prior to submission in November 2025. The Chairman thanked the Director of Economic Development and the Leader for their contribution.

**Resolved:**

- 1. That the update be noted; and**
- 2. That the draft plan would be brought back to the Overview & Scrutiny Committee for review prior to submission in November 2025.**

*[Councillor Helen Staples entered the meeting at 6.32 pm, during consideration of the above item.]*

*[The Leader of the Council and the Director of Economic Development left the meeting at 7.09 pm, following consideration of the above item.]*

**13 H.M.O. Update**

The Committee received a comprehensive update from the Safer Communities Service Manager and the Housing Standards Team Leader regarding the Council's approach to regulating Houses in Multiple Occupation (HMOs), including current enforcement practices and anticipated legislative changes under the forthcoming Renters' Rights Bill.

Members were provided with an overview of the Housing Health and Safety Rating System (HHSRS), which underpinned the Council's enforcement powers. Officers explained the distinction between Category 1 hazards, which required mandatory intervention, and Category 2 hazards, which allowed for discretionary enforcement. The range of available enforcement tools included improvement notices, prohibition orders, and emergency remedial action.

It was noted that HMOs present heightened risks due to shared living arrangements and the potential for overcrowding, fire hazards, and poor property conditions. Officers outlined the criteria for mandatory licensing, which applied to properties occupied by five or more individuals forming two or more households. The Council also monitored non-licensable HMOs to ensure compliance with minimum standards.

The Committee was informed of the challenges in identifying unlicensed HMOs and the limitations of current legislation. Officers explained the potential benefits of additional and selective licensing schemes, which had been adopted in other local authorities to address concentrations of poor-quality housing and anti-social behaviour. However, it was acknowledged that such schemes required a robust evidence base and significant financial investment to implement.

The forthcoming Renters' Rights Bill was highlighted as a major reform, introducing a national landlord database, enhanced investigatory powers, increased civil penalties, and extended rent repayment orders. The Bill also proposed new offences, including unlawful eviction, and aimed to improve tenant protections across the private rented sector. Officers advised that statutory guidance was expected later in the year, with implementation anticipated in 2026.

Members discussed the report and commented as follows:

- It was noted that the number and concentration of HMOs in certain areas of the borough had increased significantly, leading to concerns about overdevelopment, loss of community cohesion, and pressure on local infrastructure such as parking.
- Members suggested that the Council should explore the introduction of planning controls, such as Article 4 Directions, to manage the proliferation of HMOs and ensure that new developments were appropriately located and balanced within the wider community.
- The importance of maintaining the external appearance of HMO properties was highlighted. It was observed that poor maintenance and visual dilapidation negatively affected the character of neighbourhoods. While internal conditions were regulated, it was acknowledged that external standards were more difficult to enforce.
- Concerns were expressed about the role of letting agents, particularly where they acted as intermediaries between landlords and tenants. It was felt that agents should be held accountable for property standards where they had management responsibilities, and that enforcement should reflect this.
- The issue of overcrowding was raised, particularly in cases where extended families or multiple households occupied a single property. Members questioned how such situations were assessed and what enforcement options were available when properties were technically compliant but clearly unsuitable for the number of occupants.
- The Committee discussed the challenges of identifying unlicensed HMOs and the limitations of current legislation. It was noted that some properties operated below the licensing threshold but still posed risks to occupants and the wider community.
- The forthcoming Renters' Rights Bill was welcomed as a significant step forward in improving standards and accountability in the private rented sector. However, concerns were raised about the Council's capacity to implement and enforce the new provisions, particularly in the absence of additional resources.
- Members supported the continuation of proactive inspection work and welcomed the collaborative approach taken with Lincolnshire Fire and Rescue and Lincolnshire Police. It was suggested that further investment in enforcement capacity would be necessary to meet future demand.
- The potential for using revenue funding from other programmes, such as the Plan for Neighbourhoods, to support housing enforcement and neighbourhood improvement initiatives was also discussed.

The Committee acknowledged the complexity of the issues and the need for a balanced approach that supported responsible landlords while protecting tenants and the wider community. It was agreed that further consideration should be given to the potential for additional licensing schemes and planning controls, and that the matter should be revisited following the publication of statutory guidance under the Renters' Rights Bill.

The Chairman thanked officers for providing members with a very detailed report.

**Resolved:**

**That the update be noted.**

*[Councillor Suzanne Welberry left the meeting at 8.01 pm, during consideration of the above item.]*

*[The Councillor Stephen Woodliffe, the Safer Communities Service Manager and the Housing Standards Team Leader left the meeting at 8.17 pm, following consideration of the above item.]*

**14 Work Programme**

The Committee considered its current work programme and noted the upcoming workshop scheduled for 3 July 2025. The purpose of the workshop was to provide Members with an opportunity to reflect on the Committee's priorities and to identify areas for future scrutiny.

During discussion, Members emphasised the importance of using the workshop to raise ward-level concerns and to explore issues that may benefit from more detailed examination. It was noted that the session would be informal, without the constraints of committee procedure, and would allow for open discussion and early identification of emerging matters.

Suggestions were made to ensure that Members could submit topics in advance, particularly where officer input or background information might be required. It was also confirmed that the workshop would be open to all non-executive Members, including those not currently serving on the Committee, and that executive Members could attend at the beginning of the workshop if they wished to raise specific local issues.

The Committee discussed the potential inclusion of topics such as:

- The development and delivery of the Plan for Neighbourhoods.
- The regulation and impact of Houses in Multiple Occupation (HMOs).
- Waste management and the storage of bins in public areas.
- The condition and safety of alleyways, particularly in relation to rough sleeping and anti-social behaviour.
- The responsiveness of highways maintenance and communication with the County Council.

Members welcomed the opportunity to shape the Committee's work programme and agreed that the workshop would be a valuable forum for collaborative agenda-setting and early scrutiny engagement.

The Meeting ended at 8.19 pm.

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<b>Report To:</b>	Overview & Scrutiny Committee
<b>Date:</b>	17 <sup>th</sup> July 2025
<b>Subject:</b>	Equality, Diversity & Inclusion Strategy
<b>Purpose:</b>	To seek views on the Partnership Equality, Diversity & Inclusion Strategy.
<b>Key Decision:</b>	No
<b>Portfolio Holder:</b>	Councillor Anne Dorrian, Leader of the Council
<b>Report Of:</b>	James Gilbert, Assistant Director - Corporate
<b>Report Author:</b>	Rachel Robinson, Group Manager – Organisational Development
<b>Ward(s) Affected:</b>	n/a
<b>Exempt Report:</b>	No

## Summary

This report brings forward the revised Equality, Diversity & Inclusion (EDI) Strategy (Appendix A) for the South and East Lincolnshire Councils Partnership (SELCP) for 2025-2028 following feedback from the Overview & Scrutiny Committee. The strategy, developed following consultation and as a key recommendation from the Local Government Association Peer Challenge process, aims to further develop service provision to ensure services are accessible to all. It includes a high-level action plan (Appendix B) to implement the strategy effectively.

## Recommendations

To review and provide views on the Equality, Diversity & Inclusion Strategy and Action Plan at Appendices A and B.

## Reasons for Recommendations

- To ensure Boston Borough Council furthers the development of service provision to ensure services are accessible to all and is committed to promoting inclusion within its workforce and the communities it serves.
- To comply with legal obligations under the Equality Act 2010 and the Public Sector Equality Duty.
- To enhance the reputation of Boston Borough Council as an inclusive and progressive Council.

## Other Options Considered

Do nothing: This option was rejected as it would not result in a plan to enhance equality, diversity and inclusion within the Council, as identified through the Peer Challenge process.

## 1. Background

- 1.1 The Equality Act 2010 provides the legal framework for this strategy. It protects people from discrimination in the workplace and wider society and places a duty on public bodies to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations between different people.
- 1.2 Boston Borough Council recognises the importance of creating an inclusive environment for both employees and the community. EDI, when implemented correctly, can significantly improve service provision to the needs of local communities.
- 1.3 The proposed EDI Strategy has been developed following extensive consultation with stakeholders, including workforce, councillors, residents and partners such as Lincs Digital, Citizens Advice and Shine Lincolnshire.
- 1.4 Following the committee's previous review of the EDI Strategy, the document has been revised and is now returning for further consideration. The following updates in the table below have been made in direct response to the committee's recommendation. These updates aim to strengthen the strategy's clarity, inclusivity, and data integrity, in line with the committee's valuable feedback.

Recommendation/Feedback	Action
Clearer and more accessible language	The strategy has been reviewed by the Group Manager – Communications and Engagement, with edits made throughout to adopt a plain English approach. This ensures the document is more accessible and easier to understand for a wider audience.

Broadened Scope of Inclusion	The strategy now better reflects local socio-economic realities, including economic hardship and political disengagement. These additions are particularly highlighted in the Boston section and under the Community priorities ensuring a more inclusive and locally relevant approach.
Accuracy and consistency of demographic data	The demographic data has been reviewed and confirmed as accurate based on the latest Census data. To avoid potential misinterpretation, the term 'ethnically' has been removed from the relevant table commentary, as the data pertains to race rather than ethnicity or national identity.

## **2. Report**

2.1 The strategy is attached at Appendix A and the High-Level Action Plan at Appendix B.

2.2 The EDI Strategy sets out the Council's commitment to promoting equality, diversity and inclusion across all areas of its operation.

2.3 Key Objectives:

- Understand the needs of our communities and bring local people together.
- Create a diverse and inclusive leadership team and embed inclusion in decision-making.
- Ensure council services meet the diverse needs of residents and make it easy for local residents to access services.
- Be an inclusive and fair employer with a diverse workforce at all levels.

2.4 High-Level Action Plan:

- Training and Development: Implement training within the workforce so the organisation as a whole can support the delivery of objectives.
- Policy Review: Conduct a comprehensive review of existing policies to ensure they align with EDI principles.
- Community Engagement: Develop initiatives to engage with diverse community groups.
- Monitoring and Evaluating: Establish metrics to measure progress and impact.

2.5 Expertise is required internally to deliver the strategy through the appointment of a 2-year fixed term officer shared post. This will be met by in-year reserves to provide expertise and delivery of the high level action plan.

## **3. Conclusion**

3.1. The adoption of the EDI Strategy and the high-level action plan will position the Council as a leader in promoting equality, diversity and inclusion and ultimately improve service provision to the local community. The recommendations are designed to ensure effective implementation and continuous improvement.

## **Implications**

### **South and East Lincolnshire Councils Partnership**

Positive impact by fostering an inclusive environment.

### **Corporate Priorities**

Supports corporate priorities related to community engagement and workforce development.

### **Staffing**

Requires commitment from all staff; Organisational Development to lead training initiatives.

### **Workforce Capacity Implications**

The post identified within the report is required in order for the Council to deliver the Strategy and associated Action Plan.

### **Constitutional and Legal Implications**

Complies with the Equality Act 2010.

### **Data Protection**

No specific implications

### **Financial**

Budget allocation required for the appointment of a part time, 2 year fixed term shared officer role to provide expert advice to services and the implementation of the action plan.

### **Risk Management**

Mitigates risks associated with non-compliance with equality legislation.

### **Stakeholder / Consultation / Timescales**

Consultation undertaken with staff, unions and community groups.

### **Reputation**

Enhances the Council's reputation as an inclusive employer and service provider.

### **Contracts**

No specific implications.

### **Crime and Disorder**

No specific implications

## **Equality and Diversity / Human Rights / Safeguarding**

Positive impact on equality and diversity; no safeguarding issues.

## **Health and Wellbeing**

Promotes a positive and inclusive environment.

## **Climate Change and Environment Impact Assessment**

Not Undertaken.

## **Acronyms**

EDI; Equality, Diversity & Inclusion

SELCP: South and East Lincolnshire Councils Partnership

## **Appendices**

Appendix A

Equality, Diversity & Inclusion Strategy Document

Appendix B

High-level Action Plan

## **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:

Rachel Robinson, Group Manager - Organisational Development

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Signed off by:

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Approved for publication:

Councillor Anne Dorrian, Leader of the Council

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`South and East Lincolnshire Councils Partnership  
**Equality, Diversity and Inclusion Strategy**  
**2025-2028**

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## **Our Commitment to Equality, Diversity and Inclusion**

The South and East Lincolnshire Councils Partnership is committed to delivering services in a way that's inclusive and fair, and with a workforce who reflect our local population, and which treats everyone fairly.

This new Equality, Diversity and Inclusion Strategy sets out how we achieve this. It also sets out how we'll demonstrate our commitment to inclusion, why we want to do so, and how with a clear action plan that translates into action.

We're proud of the communities who make up Boston, East Lindsey and South Holland. At South Holland District Council, where we act as landlord for over 3,700 tenants. We recognise the additional role we play in supporting our tenants and the specific duties placed on us as a registered provider. This includes understanding the needs of our tenants and sharing information with them that is appropriate to their requirements. We want to support residents across all three council areas to live well, recognising the challenges they might face and helping mitigate them. Not everyone has the same starting point. Some people face additional barriers to overcome to access services or go about their daily lives. This could be getting older, having a physical or mental disability, or not speaking English as a first language. There are many reasons why it's important for us to consider inclusion in our approach. This strategy refreshes our commitment to do that.

We want to be bold and ambitious in our Sub-Regional Strategy, doing more for local communities by working together. This includes recognising the diverse needs of our communities, working together to deliver services in a way that meets local need and taking steps to bring our communities together. The objectives in this strategy complement our sub-regional priorities of healthy lives, safe and resilient communities, environment and growth and prosperity. This strategy also supports the objectives set out in our Customer Experience Strategy and our Workforce Strategy.

## **Developing this strategy**

We have consulted widely in developing this strategy. This included consultation with our workforce at all levels within the Partnership, who have experience in delivering a range of services for residents across our area. We have consulted with councillors representing communities across Boston, East Lindsey and South Holland, gaining insights into issues affecting local residents. We have also consulted with residents through group workshops with council tenants in South Holland and Ageing Well Ambassadors. We have had input from partners working with different communities and individuals to address some of the barriers to accessing services, including Lincs Digital, Citizens Advice and Shine Lincolnshire. We are grateful for all those who took the time to feed into this process.

This strategy builds on best practice set out in the LGA Equality Framework, which recognises and supports councils to meet their obligations under the Equality Act 2010.

## Context and Legislation

The Equality Act 2010 provides the legal framework for this strategy. It protects people from discrimination in the workplace and wider society and places a duty on public bodies to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not, including:
  - Remove or minimise disadvantages suffered by people due to their protected characteristics.
  - Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people.
  - Encourage people with certain protected characteristics to participate in public life, or in other activities where their participation is disproportionately low.
- Foster good relations between people who share a protected characteristic and those who do not.

This is known as the Public Sector Equality Duty. The Public Sector Equality Duty requires public bodies including councils to:

- Consider how people can be affected by different decisions
- Publish relevant, proportionate information showing how we are complying with the duty
  - Including Gender Pay Gap information (for workforces of 250 or more) and workforce profiles
- Set at least one equality objective every four years

The Equality Act identifies nine 'protected characteristics' and makes it illegal to discriminate against anyone on the basis of any of these characteristics. The nine protected characteristics are:

- Age
- Sex
- Gender reassignment
- Race
- Disability
- Pregnancy/ maternity
- Sexual orientation
- Religion or belief
- Marriage/ civil partnership

The Equality Act defines a disability as:

*“a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to carry out normal daily activities”.*

The South and East Lincolnshire Councils Partnership recognises that there are characteristics beyond the nine legally recognised which can also create barriers to access for individuals. These include, but are not limited to:

- Socioeconomic status
- Care experience/ care leaver
- Literacy or education level
- Digital literacy
- Armed forces service
- Whether you provide care to another person

What is the Gender Pay Gap?

The gender pay gap is a measure of workplace disadvantage, expressed by comparing the average (median) hour rates of pay received by men and women.

It is different to Equal Pay, which is a legal requirement. By law, men and women must receive equal pay for:

- The same or broadly similar work;
- Work rated as equivalent under a job evaluation scheme; or
- Work of equal value.

Organisations with more than 250 employees are legally required to publish data relating to their Gender Pay Gap annually. This duty is placed on each council within the partnership. Boston, East Lindsey and South Holland Councils will continue to publish their Gender Pay Gap reports as sovereign councils.

## **Our Equality Objectives**

As part of the Public Sector Equality Duty, we are publishing our Equality Objectives. These are:

- Our communities: understand the needs of our communities and bring local people together
- Our leadership: create a diverse and inclusive leadership team (both Councillors and Officers) and embed inclusion in our decision making
- Our services: ensure council services meet the diverse needs of our residents and make it easy for local residents to access council services and facilities
- Our workforce: be an inclusive and fair employer with a diverse workforce at all levels

**South and East Lincolnshire and its citizens: some key facts**

The three local authority areas of Boston, East Lindsey and South Holland cover 1019 square miles (45% of the administrative county of Lincolnshire) and with 306,000 people represent 40% of its population.

While each council area has its own profile, there are common themes. Amongst this area is a sparse pattern of settlements and two main economic sectors: tourism and food manufacturing. Both industries are highly seasonal. This, has led to significant pockets of deprivation in the area; particularly prevalent on the East Lindsey coast. The rurality of the area and the lack of public transport leads some people and communities to be physically disconnected from others.

The average age in the sub-region is significantly higher than the national average, particularly in East Lindsey, where there is also much higher prevalence of physical disability than average. The profile of the area remains predominantly white British, with a significant population from new and established communities, predominantly from Eastern European countries, particularly in the Boston area.

**Boston**

Boston Borough has a population of 70,800, of whom around 46,000 live within Boston town itself. It is the main service centre in Lincolnshire and the second largest settlement in the region, after Lincoln.

Wages in Boston are amongst the lowest in Great Britain, at more than £100 per week lower than the national average (£582 vs £683). This figure is even lower amongst women (£487 vs £629).

In addition to economic hardship, Boston has experienced challenges with political disengagement, with historically low voter turnout and limited civic participation in some communities. These issues are compounded by language barriers and a lack of trust in institutions, which can further marginalise residents from democratic processes. Addressing these barriers is essential to fostering inclusive civic engagement and ensuring all voices are heard in local decision-making.

Boston Borough has a higher proportion of people claiming out of work benefits than the national average, at 4.3%, compared to 3.7%. Boston has the lowest score in England for educational attainment in the 2019 English Indices of Deprivation. The greatest educational challenge relates to adult rather than school age skills deficits.

Boston has become home to a settled population of successful migrant workers and almost half (44.7%) of live births in the area are to non-UK born mothers. 20.9% of Boston residents do not consider their national identity to be British, and 13.9% households do not speak English.

<b>20.4% Over 65</b>	<b>17.6% Disabled</b>	<b>20.9% Non-UK Identity</b>
<b>19.5% no access to a vehicle</b>	<b>13.4% have no English speakers in the household</b>	<b>59.1% deprived in one of more dimension*</b>

### East Lindsey

East Lindsey is the largest District Council by geographical area in the country. This creates challenges for transport and access to rural towns and villages. It has a population of 142,900, making it the second largest in Lincolnshire. Some communities are at risk of economic and social deprivation or 'un-met needs'. East Lindsey is currently ranked 30<sup>th</sup> most deprived out of 318 of local authority in England in the national for Indices of Multiple Deprivation. East Lindsey has poor health outcomes, with some of the highest levels of disease prevalence on almost every indicator in Lincolnshire.

With an average age of 52, compared to the national average age of 42, the population of East Lindsey is significantly higher than in other areas. Over a third of local residents are retired. It also has a higher-than-average number of local residents living with a disability.

### Key stats

<b>30.5% Over 65</b>	<b>22.2% Disabled</b>	<b>2% Non-UK identity</b>
<b>17.6% no access to a vehicle</b>	<b>Less than 1% have no English speakers in the household</b>	<b>61.2% deprived in one or more dimension*</b>

### South Holland

South Holland has a population of 98,000 and is of modest geographical size by Lincolnshire standards but remains rural and remote.

Although it is not in the lowest local authority areas by Indices of Multiple Deprivation, salaries are considerably lower per week than the national average (£636 vs £683), and particularly low for women (£546 vs £628). 56% of local people are deprived in at least one category.

The average age in South Holland is above the national average, at 46 compared to 42 and it has a higher-than-average percentage of people who are retired.

South Holland District Council is the only one of the three councils in the partnership to also act as a landlord, with over 3700 council properties. Over 50% of South Holland's tenants have a disability, and the average age of a tenant is 63 years old.

<b>23.9% Over 65</b>	<b>17.6% Disabled</b>	<b>11.6% Non-UK identity</b>
<b>12.9% no access to a vehicle</b>	<b>7.1% have no English speakers in the household</b>	<b>56% deprived in one or more dimension*</b>

### **\*Note on Deprivation**

The 2021 Census classified household deprivation against four possible indicators: education, employment, health and housing. The definitions used are:

**Education:** a household is classified as deprived in the education dimension if no one has at least level 2 education and no one aged 16 to 18 years is a full-time student.

**Employment:** a household is classified as deprived in the employment dimension if any member, not a full-time student, is either unemployed or economically inactive due to long-term sickness or disability.

**Health:** a household is classified as deprived in the health dimension if any person in the household has general health that is bad or very bad or is identified as disabled.

**Housing:** a household is classified as deprived in the housing dimension if the household's accommodation is either overcrowded, in a shared dwelling, or has no central heating.

## Delivering our Objectives

This section sets out each of our Equality Objectives and our priorities to deliver them. Actions to support these can be found in the plan accompanying this strategy (appendix 2).

### **1. Our communities: understand the needs of our communities and bring local people together**

The South and East Lincolnshire Councils Partnership serves a range of communities and residents across a vast geographical area. Across these communities are individuals with a range of needs, priorities and challenges. We are committed to breaking down barriers that might prevent people from accessing services or engaging in their local community. To do that, we must understand what these might be.

Across our towns and villages local people get on well with each other. Many give up their time to be part of community groups and initiatives. But there is more we can do across generations, backgrounds and cultures. We are committed to supporting initiatives that promote community cohesion across our sub-region.

Priorities:

- A better understanding of community needs, including:
  - o Community profiles, easily accessible across the councils and our partners
  - o Benchmarking data on community cohesion, asking residents “do people from different backgrounds get on well together?”
  - o Support initiatives that promote civic engagement and democratic participation, particularly in areas with historically low voter turnout or political disengagement
  - o Work with community leaders and organisations to build trust and increase participation in local governance
- A greater sense of community and increased community cohesion
  - o Celebrating the work of volunteers and supporting community initiatives that bring people together
  - o Councils actively participating in local events which celebrate diversity
  - o Initiatives that support people from different backgrounds to come together and understand one another

### **2. Our leadership: create a diverse and inclusive leadership team (Councillors and Officers) and embed inclusion in our decision making**

Developing a greater diverse leadership team, both Councillors and Officers, can help improve equality outcomes that draw on their different perspectives, experiences and backgrounds. It sets the tone for the organisation we want to be: one where diversity and inclusion are everyone’s responsibility and are considered in every decision we make. It helps lead conversations with our partners as we strive to be more inclusive organisations.

It's our duty under the Equality Act to consider how different people are affected by decisions we make. To do this effectively, we will implement a new Equality Impact Assessment process, drawing on best practice in the sector. We will ensure that Members and Officers know when and how to produce and evaluate these assessments and take steps to mitigate the impacts they identify.

Priorities:

- A leadership team that sets the tone of a diverse, fair and inclusive organisation
- Talent management programmes which support progression of those from underrepresented groups across the Partnership
- Work with Councillors to increase the diversity of those who stand for council, and consider best practice around increasing diversity among the Executive
- Embed a new Equality Impact Assessment tool into decision making, with clear expectations and training and support for decision makers on how to interpret and consider them

**3. Our services: ensure council services meet the diverse needs of our residents and make it easy for local residents to access council services and facilities**

Our first priority sets out our commitment to better understanding local need. Once we understand it better, we must take steps to ensure our services meet the needs identified. This includes making it easy for residents to access what they need – whether that's information online or physical access to council facilities.

For many people, accessing services and information online is efficient and straightforward, but for others it's a significant challenge. We want to set the standard for inclusive and accessible services locally, developing and implementing best practice which we will share with partners. We are committed to ensuring that community groups are able to participate in decision making through consultation and engagement.

Priorities:

- Ensure residents access and understand information provided by the council, including writing in plain English and providing translation where needed
- To consider improved physical accessibility across our buildings and whether access to our outdoor spaces, parks and beaches needs improving.
- Increased understanding of digital inclusion and inclusivity in how online services and information are presented
- Ensure that meaningful consultation with a diverse range of people informs decisions made by the council and the services we deliver

**4. Our workforce: be an inclusive and fair employer with a diverse workforce at all levels**

The South and East Lincolnshire Councils Partnership has a committed and talented workforce who work hard to deliver local services that matter. But we want to be an even better place



to work, where people from all backgrounds and with all protected characteristics feel comfortable, supported and included. We expect those who deliver services on our behalf, including any contractor or supplier, to meet our standards and expectations with regards to equality, diversity and inclusion.

As a recognised Disability Confident and Age Friendly Employer, we already take steps to make our workplace an inclusive place for those with a disability and for older employees. But we know there's more that we can do. We want to support and encourage our staff to come together around their shared experiences and ensure that we consult with these groups about decisions that affect our workforce.

Priorities:

- Improve the data available in the workforce profile through increased focus on providing the information requested, helping colleagues to understand why this matters
- Recruitment practices which attract a diverse pool of talent, including diverse recruitment panels
- Encouraging a culture where inclusion is openly discussed, and discrimination is challenged
- Improved training on Equality, Diversity and Inclusion for both members and officers
- Support staff groups that bring people together around protected characteristics/ shared experiences and involve them in relevant policy development

**Governance and Next Steps**

Alongside this strategy, we have developed a high-level action plan. This will serve as our roadmap to delivering the objectives in this strategy and embedding inclusion across our organisation. The South and East Lincolnshire Councils Partnership recognises that for our commitment to inclusion to be meaningful, it must be embedded within our organisation. It must be at the centre of our policies and decisions, not an add on. This plan will take steps to embed inclusion in our organisation and to improve the way we address issues of inequality when and where they occur.

The South and East Lincolnshire Councils Partnership's Officer Equalities Board will oversee delivery of these actions. The Lead officer will feedback from the Equalities Board to the Portfolio Holder.

While the lead member, officers and the Board will take a key role in delivering our action plan, the Partnership expects all Councillors and Officers to play their part in achieving our equality objectives. This includes fostering an inclusive place to work, considering inclusion in decision making and challenging inappropriate language or behaviour should it occur.

The South and East Lincolnshire Councils Partnership will provide regular updates to Portfolio Holders and Leadership Team.

## Appendix 1- Census Data

### Census data

The table below sets out the profile of residents in Boston, East Lindsey and South Holland against each protected characteristic, according to the 2021 census. It provides a national average for reference (England and Wales).

These figures rely on the accuracy of the data reported, which asked people to self-identify against these criteria. Being in line with the national average does not diminish the need to address barriers faced due to any protected characteristic.

There was no question relating to gender reassignment or pregnancy/ maternity in the 2021 census.

Protected characteristic	Boston	East Lindsey	South Holland	National Average	Commentary
Age	Median age-42 15 or under 18.3% 16-64 61.2% 65+ 20.4%	Median age-52 15 or under 14.7% 16-64 54.9% 65+ 30.5%	Median age-46 15 or under 17% 16-64 59.2% 65+ 23.9%	Median age-40 15 or under 17.4% 16-64 64.1% 65+ 18.6%	Average age is above the national average
Sex	50.8% Female 49.2% Male	51.1% Female 48.9% Male	50.8% Female 49.2% Male	51% Female 49% Male	In line with national average
Sexual orientation	88.4% Straight 2.17% LGB 9.87% DNA	89.87% Straight 2.22% LGB 7.9% DNA	89.27% Straight 1.98% LGB 8.75% DNA	89.4% Straight 3.2% LGB 7.5% DNA	In line with national average
Race	94.7% White 2% Asian 0.7% Black 1.4% Mixed/Multiple Ethnic Group 1.2% Other	97.8% White 0.8% Asian 0.2% Black 1% Mixed/Multiple Ethnic Group 0.2% Other	96.3% White 1.2% Asian 0.5% Black 1.3% Mixed/Multiple Ethnic Group 0.6% Other	81.7% White 9.3% Asian 2.5% Black 3% Mixed/Multiple Ethnic Group 1.6% Other	Population is less diverse than national average
Religion	31.3% No religion 59.8% Christian 1.4% Muslim All others below 1% 6.5% DNA	38.8% No religion 53.9% Christian All others below 1% 6% DNA	33% No religion 58.9% Christian 1.4% Muslim All others below 1% 6.5% DNA	37.2% No religion 46.2% Christian 6.5% Muslim All others below 1% 6% DNA	Religious v non-religious is roughly in line, but with a lower representation of people who are from other religions
Disability	17.6% disabled	22.2% disabled	17.6% disabled	17.7% disabled	East Lindsey has higher level of disability

Marriage/ Civil Partnership	44.7% married or in a civil partnership	50.4% married or in a civil partnership	49.2% married or in a civil partnership	46.9% married or in a civil partnership	Overall similar to national average
Employment status (not a protected characteristic)	57.2% in employment 23.7% retired	45.8% in employment 35% retired	56.3% in employment 27.4% retired	57.2% in employment 21.6% retired	Higher than average number of retired people
Household deprivation	59.1% deprived in one or more dimensions	61.2% deprived in one or more dimensions	56% deprived in one or more dimensions	51.7% deprived in one or more dimensions	Higher than average deprivation
Health	5.7% in bad or very bad health	6.8% in bad or very bad health	5.2% in bad or very bad health	5.3% in bad or very bad health	Above average bad health in Boston and East Lindsey
Access to a vehicle	19.5% no access to vehicle	16.7% no access to vehicle	12.9% no access to vehicle	12.7% no access to vehicle	Below average access to a vehicle

### South and East Lincolnshire Councils Partnerships- EDI Action Plan

This action plan accompanies the SELCP 2025-28 Equality, Diversity and Inclusion Strategy. It sets out actions against each of the four Equality Objectives. It aims to provide actions that allow the public and our partners to hold us to account for their delivery.

This action plan requires additional capacity, through a shared post, being introduced to the Officer structure to lead its delivery.

#### Objective 1: Our communities: understand the needs of our communities and bring local people together

Outcome Number	Outcome (What we want to achieve)	Deliverable (How we will achieve it)	Lead Officer	Due Date	Status (RAG)
1.1	A better understanding of the needs of our community, which can be easily accessed by councillors, officers and our partners	1.1.1 Produce community profiles for each council area which provide demographic details, including any particular barriers to access and languages spoken in each area  1.1.2 Publish these on the council's website and communicate them to officers, members and partners  1.1.3 Produce a profile of South Holland District Council tenants, including needs around access and language			
1.2	A baseline for community cohesion through the residents' survey	1.2.1 Include a question about how well communities get on with each other in future residents' surveys  1.2.2 Ensure that the methodology of this survey produces a robust baseline (ie it is a representative sample)			
1.3	Celebrate and support events which highlight underrepresented groups throughout the year	1.3.1 Publish a calendar of events which support/ promote diversity/inclusion in the local area (ie Pride, International Women's Day, Remembrance Sunday etc)			

		1.3.2 Consider how the Partnership will support local events, including building relationships with partners, considering financial or other support, and encouraging attendance at and promotion of events			
1.4	Encourage and celebrate participation in community initiatives	<p>1.4.1 Celebrate the work of volunteers through an annual awards event</p> <p>1.4.2 Work with voluntary and community groups to identify volunteering opportunities and connect them with volunteers</p>			
1.5	Take a leadership role in promoting EDI in our area	<p>1.5.1 Identify key voluntary and community organisations working with or representing new and emerging communities</p> <p>1.5.2 Develop a positive relationship with these organisations, seeking opportunities to deliver projects together and get involved in the work they doing</p> <p>1.5.3 Explore the possibility of a voluntary and community board to act as a point of reference/ consultation for key policy developments and decisions and to listen to their challenges and experiences</p>			
1.6	Improve community cohesion and reduce hate crime	1.6.1 Establish a task and finish group to review our approach to tackling hate crime			

Objective 2: Our leadership: create a diverse and inclusive leadership team (Councillors and Officers) and embed inclusion in our decision making

Outcome Number	Outcome (What we want to achieve)	Deliverable (How we will achieve it)	Lead Officer	Due Date	Status (RAG)
2.1	Senior leaders take an active role in understanding and monitoring progress towards delivering our equalities objectives	<p>2.1.1 Produce an annual EDI update report to publish on the Council website.</p> <p>2.1.2 Require senior leaders (Service Manager and above) to demonstrate how they have promoted inclusion in their annual reviews.</p>			
2.2	Address the gender pay gap at all levels	<p>2.2.1 Produce an annual gender pay gap report and leadership profile for the top two tiers of management</p> <p>2.2.2 Implement a plan to eliminate the gender pay gap at all levels</p>			
2.3	Increase the diversity of the senior leadership team	<p>2.3.1 Ensure diverse participation in talent management programmes across the partnership</p> <p>2.3.2 Provide opportunities for training and development for underrepresented groups at senior levels, including funding mentoring and external training</p>			
2.4	Encourage councillors to consider best practice around increasing diversity in representation and address equalities issues faced by elected members	<p>2.4.1 Deliver training to councillors around EDI, with a particular focus on the role of elected members in inclusive decision making</p> <p>2.4.2 Encourage discussion around issues such as the LGA's Parental Leave Policy, the timing of council meetings to allow for greater participation from those in work/ with caring responsibilities etc and initiatives to ensure greater diversity amongst executive appointments</p>			

		2.4.3 Consider reasonable adjustments required by councillors with disabilities, including ensuring meeting rooms have hearing loops			
2.5	Encourage more diversity in candidates standing for election	2.5.1 Run a 'become a councillor' campaign, focussing on encouraging those from underrepresented groups to put themselves forward			
2.6	Embed EDI into decision making through a clear and robust Equality Impact Assessment process	<p>2.6.1 Review and update the Equality Impact Assessment template, following best practice from within the sector</p> <p>2.6.2 Publish an approach to EIAs, outlining:</p> <ul style="list-style-type: none"> <li>○ when an EIA is required</li> <li>○ who should complete it</li> <li>○ what guidance they should follow</li> <li>○ how an EIA is 'signed off'</li> <li>○ how it should be considered in the decision-making process</li> </ul> <p>2.6.3 Communicate this approach to Councillors and Officers, and make it publicly available on the council's website</p> <p>2.6.4 Provide training to relevant staff and councillors in the use and evaluation of Equality Impact Assessments</p> <p>2.6.5 Report annually on the use and impact of EIAs on decision making</p>			



**Objective 3: Our services: ensure council services meet the diverse needs of our residents and make it easy for local residents to access council services and facilities**

<b>Outcome Number</b>	<b>Outcome (What we want to achieve)</b>	<b>Deliverable (How we will achieve it)</b>	<b>Lead Officer</b>	<b>Due Date</b>	<b>Status (RAG)</b>
3.1	Ensure that meaningful consultation with diverse groups informs decisions made by the council	<p>3.1.1 Ensure that the forward plan considers how local communities will be consulted about council decisions</p> <p>3.1.2 Develop an inclusive consultation process through a task and finish group</p> <p>3.1.3 Create opportunities for partners and service providers to share experiences and input into decisions</p>			
3.2	All residents are able to access and understand information shared by the council	<p>3.2.1 Review all key communications sent by the council to ensure they are easy to read and understand (such as council tax letters, standard responses to enquiries etc)</p> <p>3.2.2 Roll out 'plain English' guidance across the Partnership and training for those most regularly in contact with the public about writing in plain English</p> <p>3.2.3 Streamline the process for accessing translation and interpreting services, ensuring this is applied equally across all departments within the council</p> <p>3.2.4 Produce an 'inclusive information' guide, which gives due regard to how information is presented to ensure it is easily to read (eg fonts, colours, format)</p>			

3.3	Remove barriers to accessing information and services online, promoting digital inclusion	<p>3.3.1 Consider whether the Digital Strategy aligns with the EDI Strategy</p> <p>3.3.2 Ensure the council understands the profile of those who struggle most with digital access, understanding that this is not necessarily about age</p> <p>3.3.3 Review digital processes to ensure they are not unnecessarily complicated through regular focus groups with service users</p> <p>3.3.4 Ensure the 'recite me' accessibility toolbar is easily accessible on each council's website and communicate about it to residents</p> <p>3.3.5 Undertake a website audit to ensure that all links are correct and information is easily accessible</p> <p>3.3.6 Introduce a text relay service to ensure that residents who are deaf, hard of hearing or speech impaired are able to contact the council by telephone</p>			
3.4	Council facilities and outdoor public spaces are easy to access and use for all	<p>3.4.1 Undertake accessibility and age friendly audits of all council buildings/ facilities</p> <p>3.4.2 Implement all appropriate recommendations from accessibility and age friendly audits</p> <p>3.4.3 Review accessibility to outdoor public spaces, including parks and beaches</p>			
3.5	Improve accessibility of community and partner venues	<p>3.5.1 Develop an 'inclusive buildings standard'</p> <p>3.5.2 Encourage community venues and partners to ensure their facilities meet these standards</p>			

3.6	Support local residents to get around better	<p>3.6.1 Encourage public transport providers to provide regular services across our area</p> <p>3.6.2 Pay due regard to availability of public transport when planning community events/ meetings etc</p> <p>3.6.3 Work with the County Council to address the physical condition of roads and pavements, particularly where they create a hazard from those with a disability</p>			
3.7	Ensure that tenants of South Holland District Council are able to report repairs and consider vulnerability in undertaking repairs	<p>3.7.1 Introduce a text relay service to enable those who are deaf, hard of hearing or speech impaired to report repairs over the phone</p> <p>3.7.2 Consider assessing tenant vulnerability (eg age, disability) in the repairs process, reviewing the Housing Repairs Policy if appropriate</p>			

**Objective 4: Our workforce: be an inclusive and fair employer with a diverse workforce at all levels**

<b>Outcome Number</b>	<b>Outcome (What we want to achieve)</b>	<b>Deliverable (How we will achieve it)</b>	<b>Lead Officer</b>	<b>Due Date</b>	<b>Status (RAG)</b>
4.1	All those representing the council, both officers and members, have appropriate understanding of EDI through training and development	<p>4.1.1 Review the mandatory training offer on EDI</p> <p>4.1.2 Ensure all staff and councillors undertake agreed EDI training within 6 months</p> <p>4.1.3 Consider how those who are not desk based can best participate (ie offer some training in person)</p> <p>4.1.4 Provide data on those who have not completed the training to SLT each quarter</p> <p>4.1.5 Roll out unconscious bias training to all managers and councillors</p>			
4.2	A better understanding of our workforce	<p>4.2.1 Improved data reporting for our annual workforce profiles</p> <p>4.2.2 Communicate with staff about why this information matters and offer incentives to complete their profiles</p> <p>4.2.3 Improve the workforce profiles in line with sector best practice, including a narrative to contextualise the information and explain why it matters</p> <p>4.2.4 Identify priority areas of focus, either to improve reporting or underrepresentation, and establish necessary task and finish groups to address areas of concern</p>			

4.3	A more inclusive and diverse workforce through inclusive recruitment and onboarding practices	<p>4.3.1 Review the recruitment policy to incorporate a commitment to inclusive recruitment, building on sector best practice</p> <p>4.3.2 Commit to diverse interview panels</p> <p>4.3.3 Review the onboarding process to ensure a focus on EDI is included</p>			
4.4	Bring people together around shared experiences or protected characteristics and involve them in decisions	<p>4.4.1 Encourage and support new and existing staff groups that bring people together around protected characteristics/ shared experiences (such as menopause, neurodiversity, disability)</p> <ul style="list-style-type: none"> <li>○ Support staff to make time to participate in such groups</li> <li>○ Consider how participation can be recognised as CPD/ in appraisals etc</li> </ul> <p>4.4.2 Involve these groups in decision making and policy development</p> <p>4.4.3 Listening to the views of these groups and ensuring access to senior leaders through regular opportunities to feedback views from the workforce</p>			
4.5	Promote a culture where inclusion is discussed and discrimination is challenged	<p>4.5.1 Encourage teams to share their experiences and discuss EDI issues in their work, removing stigma and challenging assumptions</p> <p>4.5.2 Provide clear channels of escalation to raise queries or concerns regarding EDI issues</p>			
4.6	A collective understanding of roles and responsibilities around EDI	<p>4.6.1 A named EDI lead at a strategic level, currently the Assistant Director (Corporate), communicated to staff at all levels</p> <p>4.6.2 Named EDI leads amongst councillors, with clearly defined responsibilities</p>			

		<p>4.6.3 Recruit a person/ persons responsible for EDI at an operational level, able to provide advice and act as a point of escalation for relevant issues</p> <p>4.6.4 Greater visibility to the work of the Equalities Board through regular reporting back to the workforce</p> <p>4.6.5 All Councillors and Officers play their part in creating an inclusive organisation</p>			
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#### Other outcomes

These outcomes are recommended to support the overall delivery of the strategy

<b>Outcome Number</b>	<b>Outcome (What we want to achieve)</b>	<b>Deliverable (How we will achieve it)</b>	<b>Lead Officer</b>	<b>Due Date</b>	<b>Status (RAG)</b>
5.1	Appropriate resourcing to deliver the actions included in this action plan	<p>5.1.1 Identify required resourcing to support this strategy</p> <p>5.1.2 Recruit if required</p> <p>5.1.3 Agree the membership of the Equalities Board, as well as terms of reference and meeting dates</p> <p>5.1.4 Designate a named person responsible for delivering each action in this plan</p>			
5.2	Show local leadership in addressing EDI issues	5.2.1 Establish a partnership board to bring partners together to address inclusion issues across the area			
5.3	Ensure those delivering services on behalf of the council meet the councils expectations around respect and inclusion	<p>5.3.1 Review procurement and commissioning processes to ensure the principles of the EDI Strategy translate into contracts</p> <p>5.3.2 Provide a clear route to raise concerns relating to discrimination or behaviour which is not in line with the Partnership's commitment to EDI</p>			



<b>Report To:</b>	Overview & Scrutiny Committee
<b>Date:</b>	17 <sup>th</sup> July 2025
<b>Subject:</b>	South and East Lincolnshire Council's Crowdfunding Scheme – Two Year Progress
<b>Purpose:</b>	To Provide an Overview of the First Two Years of the South and East Lincolnshire Crowd Funding Scheme
<b>Key Decision:</b>	N/A
<b>Portfolio Holder:</b>	Councillor Emma Cresswell, Portfolio Holder - Communities
<b>Report Of:</b>	Emily Spicer, Assistant Director - Housing and Communities
<b>Report Author:</b>	Nichola Holderness, Community Leadership Manger
<b>Ward(s) Affected:</b>	All
<b>Exempt Report:</b>	No

## Summary

The South and East Lincolnshire Crowdfund launched in Spring 2023 with the first funding window, there has since been a further three funding windows. In its first two years the scheme has supported ten projects totalling £105,497 across the sub-region.

The following report provides an overview of activity in the first two years and how it is delivering much needed financial support to community groups in line with the intentions of the three councils within South and East Lincolnshire Councils Partnership who jointly committed to establishing an innovative Crowdfunding scheme in 2022.

## Recommendations

That the progress of the South and East Lincolnshire Councils Crowdfunding scheme is noted and that Members support its continuation.

## Reasons for Recommendations

To continue to raise funds for local voluntary and community groups across South and East Lincolnshire via the South and East Lincolnshire Crowdfunding scheme for local projects.

To further support Voluntary and Community groups within Boston to raise funds for local projects.

## Other Options Considered

Draw the current scheme to a close (not recommended) and not offer financial support to local community and voluntary groups raising funds for projects.

## 1. Background

- 1.1 In Autumn 2022 the South and East Lincolnshire Councils Partnership (S&ELCP) contracted with Spacehive Ltd (Spacehive) to launch an innovative approach to supporting community groups raising funds for local projects.
- 1.2 The scheme was named the South and East Lincolnshire Crowd. An initial contract entered via 'G-Cloud' was signed for two years plus two 'roll forward years'.

## 2. Report

- 2.1 On behalf of the three sovereign councils Boston Borough Council entered a contract with Spacehive starting in Autumn 2022 to set up and operate a crowdfunding scheme. The scheme went live in Spring 2023.
- 2.2 So far 11 projects have been supported and a total of 10 have reached their target. 1 project was unsuccessful as it was unable to reach its final target.
- 2.3 The overall project total value is £105,497 the total crowd contribution being £59,267.
- 2.4 A review document is set out in appendix A. Headlines include:
  - **10 projects - The number of projects being supported or have been supported**
  - **395 backers**
  - **90% success rate**

It should be noted the appended report covers activity up to Spring 2025 and does not include the activity of the current project funding campaign, which opened 27<sup>th</sup> February, 2025.

- 2.5 South East Lincolnshire Crowd is currently operated and maintained through an annual contract with Spacehive of £34,000, split equally between each sovereign council.



2.6 To date the leverage on the Council's investment from the funding pot is 1.4 This means for every £1 the council pledges to a crowdfunding project the crowd are contributing an additional £4.

2.7 Boston Borough Council has £17,500 remaining in the funding pledge pot to allocate to Spring and Autumn round projects that come forward.

### **3. Conclusion**

3.1. Although investing in local community projects is a discretionary activity, it underpins the Partnership priorities in supporting our communities, particular Safe and Resilient – *work with the local community to promote community confidence and pride in place.*

3.2. The Crowdfunding scheme is a modest investment but levers a good return and more importantly offers the community an innovative, alternative platform to support their projects, that may not be eligible for traditional funding routes.

### **Implications**

#### **South and East Lincolnshire Councils Partnership**

Managing the South and East Lincolnshire Crowd as a Partnership ensures resources are aligned for efficiencies, that local knowledge identifies local beneficiaries within the Voluntary and Community Sector and promotion of the scheme is maximised

#### **Corporate Priorities**

The following Sub-Regional Priorities are supported through the operation of the Community Lottery Scheme:

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

### **Staffing**

There are no additional staffing requirements, all monitoring and promotion of the scheme is undertaken by the Community Leadership Team.

#### **Workforce Capacity Implications**

There are no additional workforce capacity implications, all work is undertaken by the Community Leadership Team

#### **Constitutional and Legal Implications**

None

## **Data Protection**

None

## **Financial**

Annual Cost of the Space scheme for each Sovereign Council is £11,333.

## **Risk Management**

None

## **Stakeholder / Consultation / Timescales**

The South and East Lincolnshire Council Partnership (SELCP) determined the eligibility criteria of projects from the Voluntary and Community Sector. Each project is verified via the Spacehive platform and then each pledge is evaluated by the Community Leadership Manager and then signed off by the relevant delegated officer and Portfolio Holder.

## **Reputation**

The South and East Lincolnshire Crowd has a positive impact on the reputation of the SELCP as it offers a financial support opportunity to voluntary and community sector organisations wishing to raise funds for projects.

## **Contracts**

Contract monitoring takes place once per year with relevant delegated staff.

The contract with Spacehive is due to expire October 2026.

## **Crime and Disorder**

None

## **Equality and Diversity / Human Rights / Safeguarding**

The South East Lincolnshire Crowd does not have any identified disproportionate impacts on groups with protected characteristics. The following has been considered:-

- i) Online platform – may not be suitable for all. The Community Leadership Team will work to ensure the scheme is accessible to all. Face to Face promotion and will take place at community venues and funding events.

## **Health and Wellbeing**

The additional funding for the Voluntary and Community sector via the South and East Lincolnshire Crowd scheme continue to benefit our local communities.

## Climate Change and Environment Impact Assessment

An impact assessment has been undertaken but as this is an overarching report it is difficult to quantify the impact of what may come forward under future projects. The assessment has been based on the experience to date and the key areas where there is likely to have been an impact however this is only indicative and can't be a comprehensive assessment. Ways to better capture the impact of individual schemes, without potentially overburdening community projects are being explored with Climate Change Group Manager.

Infographic from the Climate Change and Environment Impact Assessment Tool attached as Appendix B.

### Acronyms

S&ELCP - South and East Lincolnshire Councils Partnership

### Appendices

Appendix A	Impact report – Crowdfund
Appendix B	Climate Change and Environment Impact Assessment Tool

### Background Papers

None

### Chronological History of this Report

None

### Report Approval

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Approved for publication:	Councillor Emma Cresswell, Portfolio Holder – Communities <a href="mailto:emma.cresswell@boston.gov.uk">emma.cresswell@boston.gov.uk</a>

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## South and East Lincolnshire Crowd – Two Year Progress Report

### Introduction

Boston Borough Council on behalf of South Holland District Council and East Lindsey District Council commissioned Spacehive in Autumn 2022 to set up and operate a crowdfunding platform for the South and East Lincolnshire Councils Partnership. The platform helps leverage in funds for community projects from not only Council sources but also via other members of the community.

The fund has now been in operation for two years and has supported 10 successful projects across the partnership. Which collectively have attracted over 395 pledges, contributing to a total project value of £105,497

### Data

The following information covers 11 project ideas, covering the period February 2023 to February 2025. During this time there were three official funding windows for projects to raise funds. 10 projects (91%) have reached their target and have now finished raising funds.

Since the South & East Lincolnshire Crowd launched...



## Leverage

The total cost of successful projects on the South and East Lincolnshire Crowd is £105,497 of this £49,320 was pledged by the South and East Lincolnshire Crowd and the remaining £59,267 from 395 pledges from the ‘crowd’

It should be noted that the South and East Lincolnshire Councils Partnership commitment to the programme consists of both grant giving and the cost of the annual contract fees. The programme operates two rounds per annum, Spring and Autumn. The contract value to date is calculated at £68,000 – the contract is split equally between the 3 councils.


## Projects



To date 91% of projects that have launched have hit their funding target.



The biggest project so far being Fydell House (project total £22,632) with the smallest being Remembering Spilsby Union Workhouse (project total £2765) . Projects see a good range of supporters with one project seeing 60 backers . Projects also see a range of financial contributions with contributions starting as low as £2. See appendix A for an example of the impacting reporting received from projects.

Spring funding round for 2025 opened 27<sup>th</sup> February for projects to begin to develop their ideas.


Details of projects:



<p><b>Tydd Dog paddock play area</b></p> <p>South Holland pledge pot contribution <b>£2000</b></p> <p>Crowd Contribution <b>£3520</b></p> <p>Category: Sport and Play Park and Gardens</p>	 <p><b>34</b> backers</p> <p><b>£5,520</b> raised</p>
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<p><b>Social and Educational activity – Lithuanian Community Group</b></p> <p>Boston pledge pot contribution - <b>£3,500</b></p> <p>Crowd contribution - <b>£5,154</b></p> <p>Category: Sport and Play Arts and Culture</p>	 <p><b>32</b> backers</p> <p><b>£8,654</b> raised</p>
<p><b>Restoration of Goluceby Church</b></p> <p>East Lindsey pledge pot contribution - <b>£1,800</b> UKSPF pot contribution - <b>£3,000</b> TOTAL - <b>£4,800</b></p> <p>Crowd contribution - <b>£5,875</b></p> <p>Category: Buildings</p>	 <p><b>23</b> backers</p> <p><b>£10,675</b> raised</p>

<p><b>Spalding Museum – The Future</b></p> <p>UKSPF pot contribution - <b>£3,000</b></p> <p>Crowd Contribution - <b>£9,846</b></p> <p>Category: Arts and Culture Buildings Street and Infrastructure</p>	 <p><b>60</b> backers</p> <p><b>£12,846</b> raised</p>
<p><b>Taste it Lincolnshire</b></p> <p>South Holland pledge pot contribution - <b>£1,500</b> Boston pledge pot contribution - <b>£1,500</b> East Lindsey pledge pot contribution <b>£750</b> UKSPF pot contribution - <b>£3,000</b> <b>TOTAL - £6,750</b></p> <p>Crowd Contribution - <b>£8,240</b></p> <p>Category: Arts and Culture Food and Farming</p>	 <p><b>36</b> backers</p> <p><b>£14,990</b> raised</p>



<p><b>Fydell House</b></p> <p>Boston pledge pot contribution - <b>£5,000</b> UKSPF pledge pot contribution <b>£3,000</b></p> <p><b>TOTAL £8,000</b></p> <p>Crowd Contribution - <b>£14,632</b></p> <p>Category: Arts and Culture Parks and Gardens Buildings</p>	 <p><b>35</b> backers</p> <p><b>£22,632</b> raised</p>
<p><b>Remembering Spilsby Union Workhouse</b></p> <p>East Lindsey pledge pot contribution - <b>£480</b> UKSPF pot contribution - <b>£1,300</b> TOTAL - <b>£1780</b></p> <p>Crowd contribution - <b>£985</b></p> <p>Category: Arts and Culture</p>	<p><b>29</b> backers</p> <p><b>£2,765</b> raised</p>

<p><b>Young Farmers Gardening Club</b></p> <p>Boston pledge pot contribution - <b>£3,000</b></p> <p>Crowd Contribution - <b>£3,062</b></p> <p>Category: Parks and Gardens Sport and Play Food and Farming</p>	 <p><b>47</b> backers</p> <p><b>£6,062</b> raised</p>
<p><b>Crafty Cabin</b></p> <p>East Lindsey pledge pot contribution - <b>£5,000</b></p> <p>UKSPF pledge pot contribution - <b>£3,000</b></p> <p>Crowd contribution - <b>£5,019</b></p> <p>Category: Buildings</p>	<p><b>36</b> backers</p> <p><b>£13,019</b> raised</p> 
<p><b>Rural Friendship Group</b></p> <p>East Lindsey Pledge Pot contribution - <b>£2,400</b></p> <p>UKSPF pledge pot contribution - <b>£3,000</b></p> <p>Crowd contribution - <b>£2,928</b></p> <p>Category: Art and Culture Sport and Play</p>	<p><b>51</b> backers</p> <p><b>£8,328</b> raised</p>

## **Communications**

The South and East Lincolnshire Crowd requires awareness raising – first to attract project creators and then secondly to attract project supporters to pledge to these projects. This has been done through a variety of routes, including signposting, social media campaigners, press releases and Member briefings and projects can directly inform people through their own websites and social media campaigns.

There have been four press release featuring the South and East Lincolnshire Crowd and also a number of leaflets have been distributed to community groups to inform them of the scheme.

## Lithuanian Community Group – Cultural activities

“Our Christmas event on December, attracted over 400 individuals from various cultural backgrounds. With your support, we curated a memorable experience featuring children's clubs, adult performers, and traditional theatre acts. The resounding success of this event not only brought our community closer together but also facilitated cultural exchange and appreciation among attendees from diverse backgrounds”

“The Pancakes Day event in February, saw over 200 attendees gather at Boston Market Place Square, the Methodist Church Garden, and the Local Community Centre. Through captivating performances, interactive games, and delectable traditional cuisine, we fostered an inclusive atmosphere that brought joy and camaraderie to all who participated.

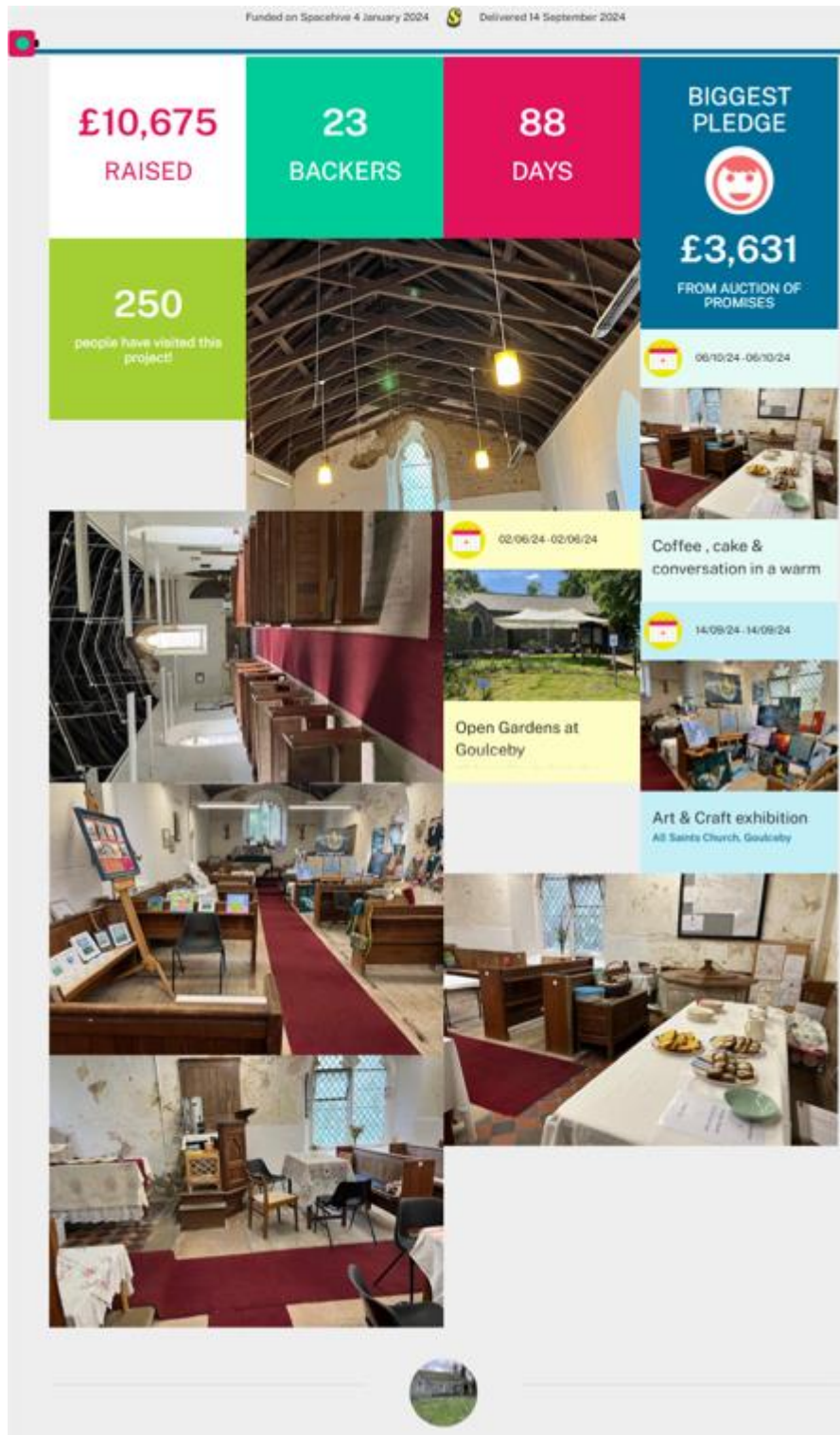


### Young Farmers Gardening Club

A weekly children's gardening club on Saturday mornings, as well as a weekday club during half terms and school holidays, giving parents an alternative holiday club option.

Target -£6,082  
48 backers  
Boston







## The Latest from All Saints Church Goulceby

The church has been completely rewired; the heating and lighting systems replaced with modern, eco-friendly lights and infra red heating. The space is now warm and welcoming. The east and west wall have been partially replastered where they had been damp. Fundraising events have allowed us to ensure the roof is weather tight. We have moved some of the pews to create a community space within the church.

We have held several events through the summer to bring the village community together, with the additional benefit of further fundraising:-

June: a very successful village Open Gardens with teas at the church.

July: Church Service for the Asterby Group of Parishes

September: Harvest Thanksgiving

October: Art and Craft Exhibition with Teas, Children's activities, and Bric a Brac

October: The first of our monthly coffee Mornings for the winter season for all villagers



## More about our impact



### The environment

The rewiring project has meant we have installed eco-friendly lights and heaters, using considerably less electricity than previously. The warmth and lighting has been outstanding, with reduced electricity bills.



### The local economy

Whilst the impact on the local economy has been minimal, the village community now has a meeting place and events venue should the local pub be unavailable.



### Volunteering, jobs & education

The local community has joined together to offer their skills and help with village events and maintenance work. This has increased the number of volunteers available since the completion of the first part of our project.



### Arts, culture & heritage

During the course of the year we have held an art and craft exhibition which was attended by over 50 people. The exhibitors were local artists and crafters displaying a wide range of skills.



### Activity, health and leisure

The restored church is being offered for any group wishing to use it for yoga, pilates, gardening or other club activities. Regular coffee mornings are open to all, thereby enhancing physical and mental health.

*Impact data and claims within this report are provided by the project creator and have not been independently verified by Spacehive.*



### Case Study: Dog play paddock and exercise area



Tydd St Mary Playing Field Committee raised funds for a fenced off area of their village playing field for dogs to play and run in securely and safely, including play equipment and dog agility equipment.

[Link to project](#)



£2,000 pledged  
from South  
Holland District  
Council



£5,520 raised  
overall

34 community  
backers



*Thank you for helping us to create a dog area. This is the most popular and well used part of the playing field and lots of new friendships have been formed both 2 and 4 legged.*

*This has also led to other groups such as book club and craft clubs being set up which has all added value to the life of the village.*

*Much appreciated and woof woof!*

*Annette Magnus, Tydd St Mary Playing Field Committee*

spacehive

### Case Study: Remembering Spilsby Union Workhouse



St Mary's Church Hundley PCC are a small parish church in the village of Hundley, Lincolnshire. They raised money to put up an interpretation board in the churchyard to remember the hundreds of workhouse inmates who lie in unmarked graves, for all users of the public footpath and visitors to the church to read.

[Link to project](#)



£1,780  
pledged from  
Partnership



£2,765 raised  
overall

29 community  
backers



*We found Spacehive to be such a useful way of reaching out to the community to tell them about the project and then easily provide updates. We have had massive support from the village and wider afield. People are really interested in the workhouse.*

*Using Spacehive has made it very easy to collect donations.*

*We don't think that a formal grant application would have worked for this project.*

*Jane Slaymaker, St Marys Church Hundley PCC*

spacehive

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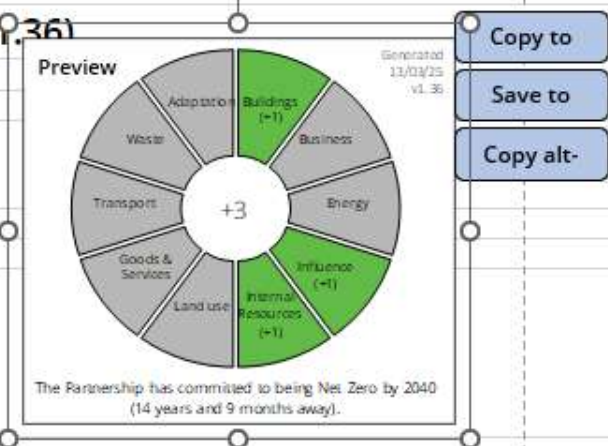


Appendix B

### Climate Change and Environment Impact Assessment Tool (v1.36)

Report Name	SOUTH AND EAST LINCOLNSHIRE COUNCIL'S CROWDFUNDING SCHEME - 2 YEAR PROGRESS
Report date	TBC
Report author	Nichola Holderness
Project Notes	TO PROVIDE AN OVERVIEW OF THE FIRST TWO YEARS OF THE SOUTH AND EAST LINCOLNSHIRE CROWD FUNDING SCHEME
Export filename	SOUTH AND EAST LINCOLNSHIRE COUNCIL'S CROWDFUNDING SCHEME - 2 YEAR PROGRESS CCIA TBC.png

Preview



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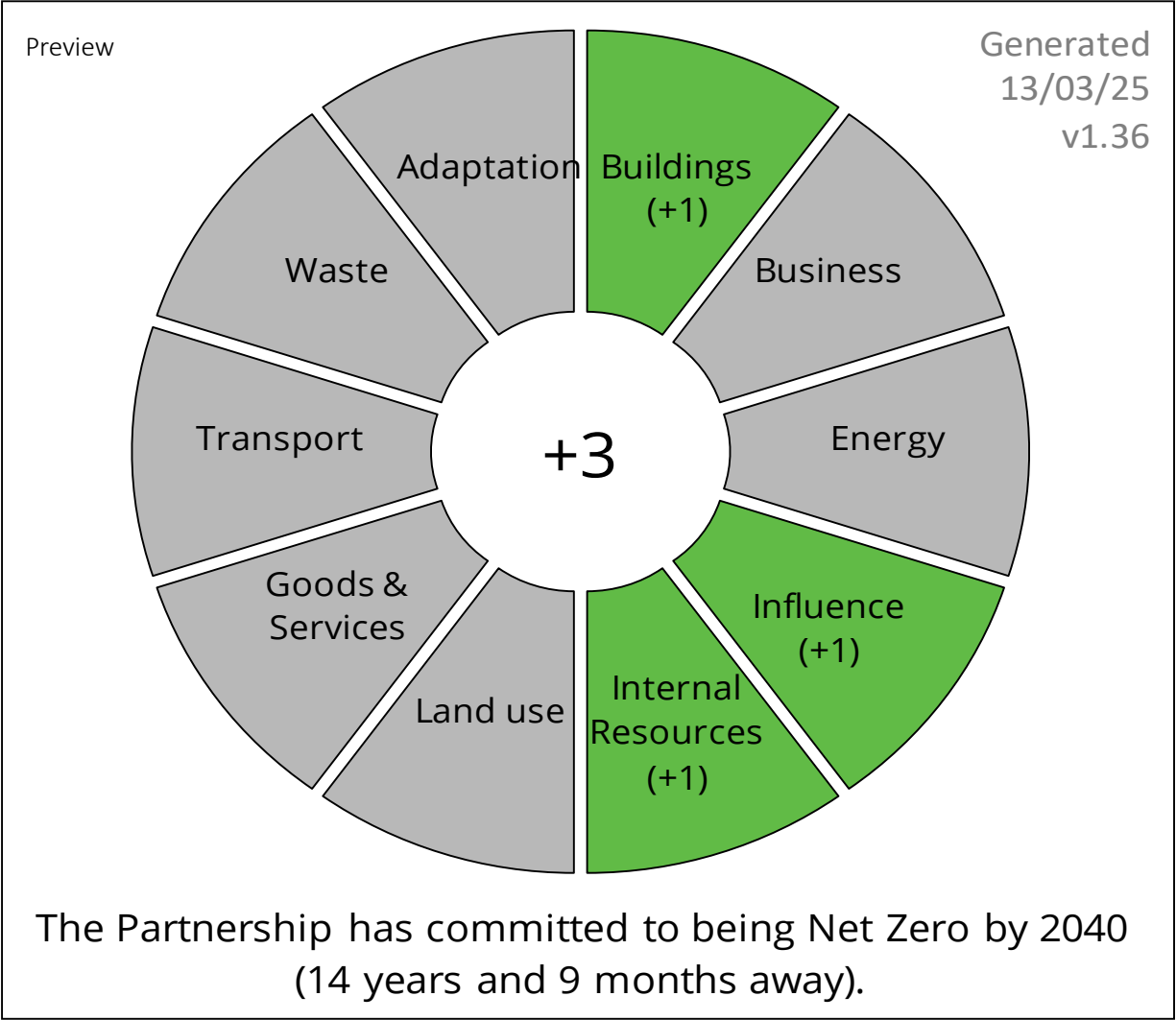
Category	Impact	Notes / justification for score / existing work (see guidance sheet or attached notes for more information)	Score (-5 to +5)
Buildings	Building construction	It is highly likely that, as already seen at Goulceby Church, this scheme may assist with improving the efficiency of community buildings	+1
Buildings	Building use		
Buildings	Green / blue infrastructure		
Buildings			
Business	Developing green businesses		
Business	Marketable skills & training		
Business	Sustainability in business		
Business			
Energy	Local renewable generation capacity		
Energy	Reducing energy demand		
Energy	Switching away from fossil fuels		
Energy			
Influence	Communication & engagement	It may be possible through this process to promote environmentally friendly initiatives amongst community groups and partners	+1
Influence	Wider influence		
Influence	Working with communities		
Influence	Working with partners		
Influence			

## Appendix B

Internal Resources	Material / infrastructure requirement		
Internal Resources	Staff time requirement		
Internal	Staff travel requirement		
Internal	External funding	Small amounts of external funding are leveraged in through the platform which for relevant applications	+1
Internal			
Land use	Carbon storage		
Land use	Improving biodiversity adaptation		
Land use	Natural flood management		
Land use			

Goods & Services	Food & Drink		
Goods & Services	Products		
Goods & Services	Single-use products		
Goods & Services	Services		
Goods & Services			
Transport	Decarbonising vehicles		
Transport	Improving infrastructure		
Transport	Supporting people to use active travel		
Transport			
Waste	End of life disposal / recycling		
Waste	Waste volume		
Waste	Enviro-crime		

Waste	Enviro-crime		
Adaptation	Drought vulnerability		
Adaptation	Flooding vulnerability		
Adaptation	Heatwave vulnerability		
Adaptation			
Other	Other 1		
Other	Other 2		
Other	Other 3		
Other	Other 4		



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<b>Report To:</b>	Overview & Scrutiny Committee
<b>Date:</b>	17 <sup>th</sup> July 2025
<b>Subject:</b>	South & East Lincolnshire Councils Partnership Body Worn Video (BWV) Policy 2025
<b>Purpose:</b>	To advise Members of a new Body Worn Video Policy across the South & East Lincolnshire Councils Partnership to ensure arrangements across the Partnership provide assurance that our legal obligations and all data protection controls are effectively managed and to consider the (BWV) Policy prior to approval at Cabinet.
<b>Key Decision:</b>	N/A
<b>Portfolio Holder:</b>	Councillor Anne Dorrian, Leader of the Council
<b>Report Of:</b>	Christian Allen, Assistant Director – Regulatory
<b>Report Author:</b>	Peter Hunn, Community Safety Manager
<b>Ward(s) Affected:</b>	All
<b>Exempt Report:</b>	No

## Summary

The purpose of this brand new policy is to ensure that the operational use of Body Worn Video (BWV) is lawful, proportionate, legitimate and necessary; that it will be only used when deemed necessary for the purposes of violence reduction or evidence collection by trained staff in accordance with legislation, policy and procedures. It sets out roles and responsibilities, provides staff with the correct procedures for collecting, downloading, processing and presenting video evidence, appropriate retention etc. This policy will ensure all BWV devices are used reasonably, justifiable and proportionately and that the product of BWV devices is stored, retained, reproduced and disposed of appropriately.

## Recommendations

Members are invited to note the report and comment as appropriate.

## **Reasons for Recommendations**

To ensure that Members are aware of the duties imposed on the Council by legislation and best practice guidance with regard to the use of BWV and the requirement to adopt policies, processes and procedures that are up to date, relevant and fit for purpose. Ensuring Members are informed that BWV activity, policy and procedures demonstrates good governance and an organisational commitment to the obligations imposed by RIPA, Surveillance Camera Commissioner guidance and any appropriate legislation around privacy, the Data Protection and Freedom of Information legislation.

## **Other Options Considered**

None

### **1. Background**

- 1.1 As detail by Christian Allen in March 2025 when he provided members with an update on The South and East Lincolnshire Councils Partnership Regulation of Investigatory Powers Act 2000 Policy during the year 2025/26 we would be bringing forward a New Partnership BWV Policy demonstrating an ongoing commitment to the health, safety and welfare of our staff, service users and anyone else affected by our activities.
- 1.2 This new policy will enable front line officers to utilise BWV devices where it is lawful, reasonable, justifiable and proportionate to do so.
- 1.3 The policy will demonstrate that appropriate technical and organisational measures have been considered and will be implemented, integrating the principles of data protection into the processing of evidence/data. BWV devices provide an excellent standard of evidence when undertaking regulatory and enforcement activities however, they must be deployed appropriately and the information/data gathered correctly managed.
- 1.4 The purpose of this new policy will be to ensure that the operational use of BWV is lawful, reasonable, justifiable and proportionate, and that BWV devices will only be deployed when it is deemed necessary for the purposes of reducing aggression towards officers or in the gathering of evidence by trained staff in accordance with legal requirements, policy and mandatory guidance. It will set out roles and responsibilities, provide staff with the correct procedures for collecting, downloading, processing, presenting and retaining evidence obtained from BWV devices.

### **2. Report**

- 2.1. The individual councils within the S&ELCP are committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of its staff, service users and anyone else who may be affected by its activities. This policy has been developed and adopted to ensure that The council's front line enforcement officers using BWV devices do so in a lawful, reasonable, justifiable and proportionate manner.

- 2.2. Under Articles 25(1) and 25(2) of the UK GDPR, The individual councils within the S&ELCP have an obligation to implement appropriate technical and organisational measures to show that it has considered and integrated all of the principles of data protection into the processing activities.

### **3. Policy Statement**

- 3.1. The individual councils within the S&ELCP is committed to securing the best evidence and intelligence possible when carrying out their council functions, including but not being limited to its regulation and enforcement activities. BWV technology provides enhanced opportunity to secure such evidence and intelligence.

### **4. Training**

- 4.1. All Officers authorised to use BWV devices will receive training in the operation of this policy and the operation of allocated BWV devices prior to being able to employ their use. This will include:
- Applicable legislation and legal requirements of using BWV devices in a public area, privacy, data protection, information governance etc.
  - Framework and reasons for implementation of devices throughout the Councils.
  - How to mount the device on the body.
  - How to operate the device, turning on/off and various functions.
  - When to operate the recording function and the parameters of permitted use.
  - Permissions of use, how to alert the public recording is about to commence and reasons why.
  - Maintenance and charging of the device.
  - How to use the device software for information and data upload/transfer.
  - The timeframe for uploading of information and data.
  - How to deal with a subject access request.
  - How the information and data is stored and erased from the devices.
  - Implications for misuse.
- 4.2. All personnel must attend a full training session prior to operating the BWV device in an operational environment and must sign to acknowledge they have been trained in the use of BWV devices and understand their legal responsibilities in its use. Records of this training will be held centrally for audit and accountability purposes.

### **5. Conclusion**

- 5.1. This report and associated appendices detail the use and control of BWV devices across the individual councils within the S&ELCP for all departments / officers.

### **Implications**

#### **South and East Lincolnshire Councils Partnership**

By adopting a common approach to the use of BWV cameras across all three councils, economies of scale, efficiencies and shared learning can be optimised across the Partnership. This sub regional approach also accords with the objectives set out in the Memorandum of Agreement and the Business Case for the South and East Lincolnshire Councils Partnership.

## **Corporate Priorities**

Safe and Resilient Communities

## **Staffing**

Current staffing resource across the partnership will support the delivery of BWV activity with additional resources identified through further funding as necessary.

## **Workforce Capacity Implications**

None

## **Constitutional and Legal Implications**

Non - compliance with the legislation associated with covert surveillance leaves the Council open to evidential challenge to enforcement activities in the courts and potentially formal claims for compensation from individuals or corporate bodies should it be found that BWV policy, guidance and procedures have not been followed. The Policy and training ensure all officers considering using BWV do so are aware of the requirements of the legislation and best practice.

## **Data Protection**

A separate DPIA has been produced for this policy and can be found as part of the associated appendices.

## **Financial**

None, there is an expectation that departments across the Partnership who wish to use BWV will purchase their own CCTV enabled cameras that are able to be connected directly to the CCTV Suite at Boston. Further funding opportunities will be sought wherever possible to support delivery. That aside, delivery will be managed through existing departmental commitments and resources.

## **Risk Management**

The Council may be exposed to legal, financial and reputational risk were it to undertake enforcement activity inconsistent with the obligations of this policy. Hence it is important that our policy, practices and procedures are regularly reviewed to ensure that they are up to date with IPCO and Home Office guidance. Adopting common policy, practices and procedures also provides the Partnership with improved resilience, capability and capacity to our evidence gathering and recording arrangements.

## **Stakeholder / Consultation / Timescales**

Consultation has been undertaken with the relevant Portfolio Holder, Monitoring Officer, Group Manager for Information Governance and Data Protection Officer and Section 151, Corporate Managers and Service Managers.

The report has also been shared with those Officers with designated responsibilities in the Partnership BWV Policy.



## **Reputation**

Non-compliance with the legislation associated with covert / overt surveillance leaves the Council open to reputational damage should a formal claim for compensation from individuals or corporate bodies find BWV policy, guidance and procedures have not been followed.

If any prosecution is undertaken, and that through disclosure it becomes clear that either our BWV policy is not robust or it has not been followed, it may compromise the outcome of the prosecution as a result.

## **Contracts**

None

## **Crime and Disorder**

Compliance with the obligations of PACE and Crime and Disorder Act 1998 must be intrinsic to all enforcement activities undertaken by the Council.

## **Equality and Diversity / Human Rights / Safeguarding**

Adopting an approach to the use of BWV that is consistent with Data Protection, RIPA, IPCO and Home Office guidance will help to ensure that the Council is meeting its equality and diversity, human rights and safeguarding obligations.

It should be noted that CCTV surveillance techniques and investigations need to consider Article 8 of the Human Rights Act, which covers right to privacy. This is also subject to regulation under RIPA and CCTV Codes of Practice.

## **Health and Wellbeing**

This policy supports officers for the purposes of violence reduction or evidence collection by trained staff in accordance with legislation.

Work carried out to reduce crime and disorder within the partnership and to support those that are affected helps to improve the health and wellbeing of those residents.

## **Climate Change and Environment Impact Assessment**

None

## **Acronyms**

IPCO – Investigatory Powers Commissioners Office  
RIPA – Regulation of Investigatory Powers Act (2000)  
BWV – Body Worn Video  
CCTV – Closed circuit television  
BBC – Boston Borough Council  
ELDC – East Lindsey District Council  
SHDC – South Holland District Council  
S&ELCP – South and East Lincolnshire Councils Partnership

PACE – Police and Criminal Evidence Act  
DPIA – Data Protection Impact Assessment  
FAQ – Frequent Asked Questions  
GDPR – General Data Protection Regulation

## **Appendices**

Appendix A – BWV Policy 2025  
Appendix B - DPIA  
Appendix C - BWV FAQ

## **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**

None

## **Report Approval**

Report author: Peter Hunn, Community Safety Manager  
[Peter.Hunn@boston.gov.uk](mailto:Peter.Hunn@boston.gov.uk)

Signed off by: Christian Allen, Assistant Director – Regulatory  
[Christian.Allen@boston.gov.uk](mailto:Christian.Allen@boston.gov.uk)

Approved for publication: Councillor Anne Dorrian, Leader of the Council  
[anne.dorrian@boston.gov.uk](mailto:anne.dorrian@boston.gov.uk)



## South & East Lincolnshire Councils Partnership Body Worn Video (BWV) Policy

**Name of Policy:**     **Body Worn Video (BWV)**

<b>Author:</b>	Peter Hunn
<b>Date agreed and implemented:</b>	August 2025
<b>Agreed by:</b>	
<b>Frequency of Review:</b>	Every 3 years
<b>Review date:</b>	August 2028
<b>Privacy Impact Assessment completed: (date)</b>	August 2028
<b>Member involvement (if any)</b>	Consultation with PFHs / ELDC Overview Committee
<b>Internal or Public Domain:</b>	

<b>VERSION CONTROL:</b>			
<b>Reference:</b>	<b>Status:</b>	<b>Authorised by:</b>	<b>Date:</b>

## **1 Introduction**

South & East Lincolnshire Councils Partnership (The Partnership) is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of its staff, service users and anyone else who may be affected by its activities. This policy has been developed and adopted to ensure that The Partnership's front line enforcement officers using Body Worn Video (BWV) devices do so in a lawful, reasonable, justifiable and proportionate manner.

1.1 Under Articles 25(1) and 25(2) of the UK GDPR, The Partnership have an obligation to implement appropriate technical and organisational measures to show that it has considered and integrated all of the principles of data protection into the processing activities. **Policy Statement.** The Partnership is committed to securing the best evidence and intelligence possible when carrying out any relevant Partnership Council function, including but not being limited to its regulation and enforcement activities. BWV technology provides enhanced opportunity to secure such evidence and intelligence.

## **2 Purpose.**

The purpose of this policy is to ensure that the operational use of BWV is lawful, proportionate, legitimate and necessary; that it will be only used when deemed necessary for the purposes of violence reduction or evidence collection by trained staff in accordance with legislation, policy and procedures. It sets out roles and responsibilities, provides staff with the correct procedures for collecting, downloading, processing and presenting video evidence, appropriate retention etc. This policy will ensure all BWV devices are used reasonably, justifiable and proportionately and that the product of BWV devices is stored, retained, reproduced and disposed of appropriately.

## **3 Application and Scope.**

3.1 This policy is effective from 1<sup>st</sup> August 2025 and applies to all officers who using BWV as part of their role.

## **4 Supplementary Benefits.**

The use of BWV may derive a range of supplementary benefits including but not being limited to:

- Compliance with the appropriate legislation and guidance including requirements around privacy, the Data Protection and Freedom of Information legislation.
- A reduction in the risk of violence and aggression towards staff as BWV devices should act as a deterrent (by clearly demonstrating that actions may be recorded).

- That staff are trained and have detailed guidance on the collection, downloading, processing, presentation and retention of video / audio evidence.
- That BWV devices are used correctly to maximise their benefit.
- The provision of compelling, high-quality video / audio footage thereby supporting the likelihood of the successful identification, apprehension and prosecution of offenders, particularly in relation to violence and aggression towards staff.

## **5 Safeguarding of public assets.**

- Reducing protracted complaint investigations by providing impartial, accurate evidence.
- Support PACE interviews through the quality of evidence presented to alleged perpetrators.
- Give greater insight into service delivery and assist in identifying good practice.
- Reduce the number of incidents of aggressive behaviour and abuse aimed at officers exercising their duties.
- Evidence the good service of enforcement and advisory letters.

## **6 General Principles**

6.1 BWV devices are an overt method by which staff can obtain and secure evidence at the scene of incidents.

The use of BWV will be:

- Proportionate.
- Legitimate.
- Necessary.
- Justifiable.

6.2 These principles are intended to enable staff to comply with all legislative requirements. When used effectively BWV can capture best evidence, modify behaviour, prevent harm and deter people from committing offences and anti-social behaviour. The general principles of operation will include:

- BWV devices will be used overtly, fairly, within the law, and only for the purposes for which it was established.
- Operating BWV with due regard to the principle that everyone has the right to respect for his or her private and family life and their home and that the use BWV must be proportionate, legitimate and necessary.

- The public interest in the operation of the system will be recognised by ensuring the security and integrity of operational procedures and that data will be processed and managed in line with data protection requirements.  
Data will:
  - o Be processed fairly, lawfully and in a transparent manner.
  - o Be adequate, relevant and limited to what is necessary.
  - o Not be kept for longer than is necessary.
  - o Be kept securely.

## 7 Procedure

Body Worn Video (BWV):

7.1 A BWV device is an overt camera capable of capturing video and audio information used to record events in which the wearer is involved. It is typically worn on the torso of the member of staff and on the uniform (clipped on); a harness can also be used. They are highly visible and used by staff to capture evidence of incidents that occur while they are on operational duty.

7.2 Why use BWV?

BWV devices will be used to assist with the prevention and reduction of violence and aggression. When used effectively BWV can capture best evidence, modify behaviour, prevent harm and deter people from committing crime and anti-social behaviour. BWV devices will record exactly what happened, what was said and when, in an indisputable format.

7.3 BWV devices are 'overt' meaning that they should be visible and obvious at all times. Overt means any use of surveillance for which authority does not fall under the Regulation and Investigatory Powers Act 2000 (RIPA). BWV will always be used in an **overt** manner unless a RIPA application has been duly approved by a Court.

7.4 Where possible, reasonable, practicable and appropriate, the potential/use of BWV devices will be notified to those who are or who may be subject to any form of lawful engagement, regulation or enforcement by the Council. For example (and non-exhaustively), the Partnership may include reference to the potential/use of BWV devices within its Privacy Notice (s), letters, Notices, Orders or other communications to individuals, groups or businesses.

7.5 Where possible, reasonable, practicable and appropriate, officers equipped with BWV devices will notify those whose personal data is likely to be captured by the use of BWV devices of such likelihood both prior to switching the device on and immediately after switching the device on.

7.6 Officers are **NOT** authorised under this policy to have BWV devices constantly running.

7.7 All images captured by BWV will be handled securely in accordance with the Partnership's CCTV retention procedures where products with **no** evidential or other lawful value will be retained for a **maximum** of 30 days with authorised officers, named here, being responsible for destruction of data. CCTV Manager, Community Safety Manager, ASB Officers and CCTV Operators (those with a SIA Public CCTV Licence) will be the only authorised staff allowed to access the DEMS (Digital Evidence Management System system) to produce the evidence accordingly as they do now for image requested caught on our Public Space CCTV System. Any product of evidential or other lawful value will then be stored, retained, reproduced and disposed of in accordance with prevailing legislative requirements and the Partnership's Data Retention Policy.

## **8 Equipment**

8.1 BWV devices shall be overtly body mountable with built in microphones.

8.2 Once appropriate budgetary provision is in place, the purchase or acquisition of BWV devices must be authorised by the Partnership's Assistant Director for Regulatory Services.

8.3 All Boston Borough Council BWV devices shall be stored securely in the Council's CCTV suite and a central register (including make, model and serial number) of BWV devices will be maintained by The Partnership's CCTV Manager / CCTV Team. East Lindsey District Council and South Holland District Council BWV devices will be stored securely only in Council Owned Buildings, will be added to the central register and images captured on all BWV devices (across The Partnership) will remotely be transferred to the DEMS System within the CCTV Suite at Boston within 2 hours of being placed back in the charging and storing docking station.

8.4 Authorised officers will sign all BWV devices in and out of the CCTV suite and shall: test that the device they are seeking to use is working correctly; that the battery is fully charged and that the date and time stamp on the device is accurate. Separate logs for charging and storing docking stations within ELDC and SHDC to sign devices in and out will be produced and maintained by managers / team leaders with the responsibility for separate charging and docking stations outside of the CCTV Suite at Boston.

8.5 Any malfunction of a BWV device must be notified immediately to the Duty CCTV Operator and CCTV Manager.

8.6 Any loss or theft of a BWV device containing **NO** recorded material must be notified immediately to the Partnership's Assistant Director for Regulatory Services and CCTV Manager and reported to the Police by the wearer at the time.

8.7 Any loss or theft of a BWV device **CONTAINING** recorded material must be notified immediately to the Partnership's Assistant Director for Regulatory Services, CCTV Manager **and Information Governance Team.**

8.8 As soon as any BWV product is considered to have evidential or other lawful value it will be stored, processed and disposed of according to its use (for example, evidence for certain enforcement cases will be retained for up to seven years). Each primary file will be allocated a unique identifier with the time and date stamp.

8.9 The storage of recordings from BWV is not cloud based. Storage is separate to that of the council's main IT servers and is situated in a secure room at a Boston Borough Council premises. To support the camera systems, 'stand-alone' computers or equipment and appropriate encryption should be utilised for the downloading and storage of digital video files. These will need to provide a full audit trail and ensure evidential continuity is maintained. The storage and control of all BWV and the necessary computer systems required for the storage and download of images and digital video files will be based within the Borough Council's CCTV Suite / The Hub / Priory Road or any other council premises named within this policy.

8.10 When not in use all BWV devices shall be stored within the Partnership's CCTV Suite.

## **9 Training**

9.1 All Officers authorised to use BWV devices will receive training in the operation of this policy and the operation of allocated BWV devices prior to being able to employ their use. This will include:

- Applicable legislation and legal requirements of using BWV devices in a public area, privacy, data protection, information governance etc.
- Framework and reasons for implementation of devices throughout the Councils.
- How to mount the device on the body.
- How to operate the device, turning on/off and various functions.
- When to operate the recording function and the parameters of permitted use.
- Permissions of use, how to alert the public recording is about to commence and reasons why.
- Maintenance and charging of the device.
- How to use the device software for information and data upload/transfer.
- The timeframe for uploading of information and data.
- How to deal with a subject access request.
- How the information and data is stored and erased from the devices.
- Implications for misuse.

9.2 All personnel must attend a full training session prior to operating the BWV device in an operational environment and must sign to acknowledge they have been trained in the use of BWV devices and understand their legal responsibilities in its use.



Records of this training will be held centrally for audit and accountability purposes.

## 10 Equipment Use and Storage

BWV will be accessed only by staff who have an appropriate authority to do so. Staff must:

- ensure the device remains with them at all times during their shift;
- make all reasonable efforts to ensure the device is kept secure, clean and in an operational condition;
- report any losses, defects or malfunctions of devices as soon as reasonably practicable and seek a replacement device where necessary.

When the staff members shift finishes, they must return their BWV to the CCTV suite or authorised area within East Lindsey or South Holland to ensure it will be charged and ready for operational use.

## 11 Recording Inspections and Incidents

The following is guidance on the use of BWV when recording incidents.

11.1 **Decision.** Officers will wear BWV when on operational duties or as required by a supervisory officer, the camera should be switched on when footage might support 'professional observation' or would corroborate what would be written in a pocket notebook (PNB). The decision to record or not to record any incident remains with the user. The user should be mindful that failing to record incidents that are of evidential value may require explanation in court.

11.2 **Objections.** There may be occasions where a person objects to being recorded. BWV wearers may record overt video and audio without consent if this recording is for the reasons stated in this policy, including any aggression or threats of violence to the wearer or their colleagues. There is no requirement to obtain the express consent of the person or persons being filmed since the actions of the officers acting in according with these Policy guidelines and associated Data Privacy Impact Assessment are deemed to be lawful. The lawful basis for the recordings is as outlined in the Partnership's Privacy Notice (s).

11.3 **The decision to continue recording** should remain with the BWV wearer, who should consider the objections made by the person in respect of the recording. The presumption should be, however, that recording should continue unless the objection(s) made overrides the need to record an evidential encounter. If the BWV wearer decides to continue recording despite objections, they should make a note as to why they have decided to do so. (see also 6.9 below).

11.4 **Start recording early.** It is evidentially important to record as much of an incident as possible; therefore, recording should begin at the earliest opportunity from the start of an incident.

11.5        **Recordings to be Incident Specific.** Recording must be incident specific. Users should not indiscriminately record entire duties or operations and must only use recording to capture video and audio during inspections or incidents that would normally be the subject of Pocket Note Book entries or as 'professional observation', whether or not these are ultimately required for use in evidence. There are a few instances where recording should not be undertaken and further guidance on when not to record is contained in this policy.

11.6        **Talk.** At the commencement of any recording the user should, where practicable, make a verbal announcement to indicate why the recording has been activated. If possible this should include:

- Date, time and location
- Confirmation, where practicable, to those present that the inspection/incident is now being recorded using both video and audio.

11.7        **Inform.** If the recording has commenced prior to arrival at the site or scene of an inspection/incident the user should, as soon as is practicable, announce to those persons present that recording is taking place and that actions and sounds are being recorded. Specific words for this announcement have not been prescribed in this guidance, but users should use straightforward speech that can be easily understood by those present, such as, "Please be aware I am wearing and using body worn video".

11.8        **Privacy Notice.** The Partnership will also have readily available privacy policies that individuals are able to access (for example, on your website) in the event that it is not operationally viable for fair processing information to be provided before recording is commenced.

11.9        **Collateral intrusion.** It is possible that the BWV camera field of view may include individuals (members of the public, staff, etc.) not directly involved in the incident, i.e. bystanders, resulting in individuals being recorded by devices without them being fully aware. This is known as collateral intrusion and in this context extends to the capturing of the movements and actions of other persons, not involved in an incident, when this equipment is being used.

11.9.1        It is inevitable that in some circumstances this will occur, albeit staff will be trained to ensure that wherever possible, the focus of their activity is on the subject of attention. In circumstances where members of the public are captured in any video or audio information and they are unrelated to any offence under investigation, their identities will be protected and anonymised especially should the matter be presented to a court.

11.10        In so far as is practicable, **users should restrict recording** to areas and persons necessary in order to obtain evidence and intelligence relevant to the incident and should attempt to minimise collateral intrusion to those not involved. Users should attempt to minimise intrusion of privacy on those persons who are present but not involved in an incident, by keeping the camera focused on the incident and not bystanders and third parties.

11.11 **Staff should be aware of high sensitivity** areas such as residential premises, hospitals, private vehicles etc. and avoid recording unnecessarily.

11.12 **Private dwellings.** In private dwellings, users may find that one party objects to the recording taking place; for example where warrants are available and abuse is apparent or expected. In such circumstances users should continue to record and explain the reasons for recording continuously. These include:

- Where an operational plan or procedure is in place
- A warrant is in force or powers under current legislation
- There is a requirement to secure best evidence of any offences that have occurred.
- Continuing to record would safeguard both parties with true and accurate recording of any significant statement made by either party
- Continuing to record would safeguard vulnerable persons.
- Where an incident having previously taken place may reoccur in the immediate future.

11.13 **Sensitivities connected with faith/equalities issues.** The filming in domestic circumstances could be an issue with some faiths. An example may be where the female may not have a face covering within the home. Officers should be aware of this fact and be sensitive to the wishes of those involved.

11.14 **Do not interrupt filming.** Unless specific circumstances dictate otherwise recording must continue uninterrupted from commencement of recording until the conclusion of the incident.

11.15 **Concluding filming.** It is considered advisable that the officer continues to record for a short period after the incident to clearly demonstrate to any subsequent viewer that the incident has concluded and the user has resumed other duties or activities.

11.16 **The recording must cease as soon as reasonably practicable,** the incident has been dealt with or de-escalated to a point the staff member, using their own dynamic risk assessment, no longer feels under threat and the incident has come to a conclusion.

11.17 Recording may also be concluded when the officer attends another area.

Prior to concluding recording the user should make a verbal announcement to indicate the reason for ending the recording this should state:

- Date, time and location
- Reason for concluding recording

11.18 **Don't delete!** Once a recording has been completed this becomes The Partnership's information and must be retained and handled in accordance with the Police and Criminal Evidence Act, the Data Protection legislation and The Partnership's CCTV Policy. Therefore any recorded image must not be deleted by the recording user

and must be retained as required by the procedures. Any breach of the procedures may render the user liable to disciplinary action or adverse comment in criminal proceedings.

**11.19 Selective Capture.** In general, the BWV user should record entire encounters from beginning to end without the recording being interrupted. However the nature of some incidents may make it necessary for the user to consider the rationale for continuing to record throughout entire incidents.

**11.19.1** For example, the recording may be stopped in cases of a sensitive nature or if the incident has concluded prior to the arrival of the user. In all cases the user should exercise their professional judgement in deciding whether or not to record all or part of an incident.

**11.20** In cases **where the user does interrupt** or cease recording at an ongoing incident, they should record their decision including the grounds for making such a decision.

**11.21 The whole incident,** where practicable, should be recorded. If an employee attends an incident and is recording evidence using a BWV device, they should record it all. Employees should not intentionally fail to record an incident by, for example, turning away without good cause, or deliberately obstructing the camera lens. Such actions may be considered misconduct.

**11.22** Recording of Interviews. BWV should not be used to record interviews of suspects under caution which occur at an office or police station. It may be used to record interviews which take place other than at an office or police station. However, recording of interviews under such circumstances does not negate the need for them to be recorded contemporaneously.

**11.23** BWV can and should be used to capture hearsay evidence. An example of this is where a person gives his account of suspected offender's actions to an investigating officer, in the presence and hearing of the suspect.

**11.24** Scene Review. An additional use of BWV is to record the location of objects and evidence at the scene of a crime/incident or inspection e.g. property hazards, defects, damage and deficiencies. This can be particularly beneficial in allowing Senior managers an opportunity to review scenes of crime/incident or inspection or in effectively recording the positions of vehicles, animals, persons, equipment at the scene.

## **12 Limitations on Use**

**12.1** BWV is an overt recording medium and can be used across a wide range of Local Authority operations. There are a few examples of situations where the use of BWV is not appropriate. In all cases users and supervisors must use their professional judgement with regard to recording.

12.2 Intimate searches - BWV must not be used under any circumstances for video or photographic recording to be made of intimate searches.

### **13 Confidential Information**

13.1 Particular care should be taken in cases where the subject of the recording might reasonably expect a high degree of privacy where confidential information is involved.

13.2 'Confidential information' consists of such matters as legal privilege, confidential personal information or confidential journalistic information. So for example particular care should be given where matters of medical or journalistic confidentiality or legal privilege may be involved.

13.3 Where it is likely that through the use of BWV cameras knowledge of confidential information will be acquired the users should carefully consider the balance between the privacy expectations of the subject (s) and the requirement to record the proceedings.

13.4 In general any recording which is likely to result in the acquisition of legally privileged information should only be made in exceptional and compelling circumstances. Particular regard should be had to the issue of proportionality. Similar considerations should also be given to authorisations that involve confidential personal information and confidential journalistic material.

13.5 'Legally privileged' information applies to communications between a professional legal adviser and their client or any person representing their client which are made in connection with the giving of legal advice to the client or in contemplation of legal proceedings.

13.6 'Confidential personal information' is information held in confidence relating to the physical or mental health or spiritual counselling concerning an individual (whether living or dead) who can be identified from it. Examples might include consultations between a health professional and a patient.

13.7 'Confidential journalistic material' includes material acquired or created for the purposes of journalism and held subject to an undertaking to hold it in confidence.

### **14 Audit Trail**

14.1 Supporting Software must be used from approved contractors or hard copies kept to evidence strict controls. The Duty CCTV Operator will assist with downloads and produce evidence packages as required.

### **15 Right of access**

15.1 Subject to exemption, the right of access under Article 15 of the UK GDPR is a fundamental right for individuals and helps them understand how and why their data

is being used, and to check it is done lawfully. The right of access gives individuals the right to obtain a copy of their personal data, as well as other supplementary information.

15.2 In practice, requests for CCTV or BWV footage can be a complex area and each request should be approached on a case-by-case basis. The Partnership should however ensure that the design of any surveillance system allows the controller to easily locate and extract personal data in response to such requests.

15.3 Freedom of Information (FOI):

- All requests for information under Freedom of Information will be dealt with on a case-by-case basis by the Information Governance Team.
- Requestors may only ask for information regarding the general operation of the BWV devices, the allocation of them, or the costs of purchasing, using and maintaining them. No recorded content should be disclosed under an FOI request without authorisation from a Senior officer of The Partnership.

## **16. Production of Exhibits**

16.1 Data will not be downloaded to any device other than the dedicated stand-alone computer /forensic examination System BWV provided as stated in Appendix2, or on approved The Partnership's DVDs when Master and/or working copies of the recordings are required.

16.2 All footage recorded to the BWV unit will be downloaded as soon as practical.

16.3 Evidential footage downloaded will be saved on the relevant stand-alone BWV computer as per the approved procedure. It will be identified by exhibit/unique reference number.

16.4 As soon as reasonably practical, a CCTV Operator will make two DVD copies. The first will be a 'master copy' which will be sealed and labelled. The second will be a 'working copy' for investigation and file preparation purposes. DVDs should be retained in line with authority's evidential retention policy.

## **17. Evidential footage**

17.1 Evidential footage will be considered as any data that is:

17.2 Evidence of an offence or supporting evidence for any process – e.g. charge, Fixed Penalty Notice, Penalty Notice for Disorder etc.

17.3 Footage that is required for a relevant and proportionate purpose - i.e. footage taken of an overcrowded town centre taxi-rank to highlight the need for an extended facility to partner agencies or services.

17.4 Footage which is subject to the Local Government Act 1972 (LGA 1972). The LGA 1972, s 222 provides that a local authority can prosecute or defend criminal proceedings where it considers it 'expedient for the promotion or protection of the interests of the inhabitants of their area'.

This gives local authorities power to prosecute criminal offences investigated by their own departments.

These departments may include, but not limited to:

- community safety
- health and safety
- environmental health/food safety and hygiene
- Planning Enforcement
- housing and council tax benefit.

17.5 The LGA 1972, s 222 provides that a local authority can prosecute or defend criminal proceedings where it considers it 'expedient for the promotion or protection of the interests of the inhabitants of their area'. It is for the local authority to determine what is in the interests of its residents and not the courts. In practice this means that in, general terms, local authorities can only enforce offences within their own jurisdiction.

17.6 BWV is supporting evidence and officers will be required to provide written statements which must include the audit trail for the capture of the footage and the subsequent production of the master disc/DVD.

## **18. Non evidential footage:**

18.1 Data downloaded as **non-evidential** will be stored for a maximum of 30 days. During that time, it is searchable and can be retrieved and marked as evidential. After this period, it will be deleted.

18.2 Security and sharing with third parties

- Any non-evidential data is destroyed within 30 days.
- Any data / information recorded / stored will only be kept for as long as necessary to allow for all investigations, legal proceedings and convictions to be finalised and in line with the Partnership's retention and disposal arrangements.
- Recorded material will be stored in a way that maintains the integrity of the information and ensures the rights of individuals recorded by BWV devices are protected and that the information can be used as evidence in court.

- The information will be stored in a secure location with restricted access and fully encrypted.
- Images and information will only be accessible by authorised staff.
- Recorded images will only be viewed in a restricted area, such as a designated secure office. This viewing must be carried out under the direct supervision of an authorised officer.
- Where BWV recordings are required for evidential purposes in legal proceedings, they will be properly processed following consultation with the Information Governance Team and authorised officers.
- Information and data will be recorded and stored, in a recognisable and useable format. This will allow ease of transfer if required, to other agencies. Such formats will be of digital standard.
- The recording will be placed in a sealed envelope which is signed, dated and then stored securely until the investigation is complete.

## **19 Anticipated Third parties sharing**

19.1 Due to the nature of the specified purposes, there is likely to be sharing of data with Lincolnshire Police, the Partnership, other departments within the Partnership and similar public organisations. From time to time, it may also be shared with the Media during public appeals for information etc.

19.2 Primary requests to view data generated by a BWV device are likely to be made by third parties for any one or more of the following purposes:

- i. providing evidence in criminal proceedings
- ii. the prevention of crime
- iii. the investigation and detection of crime (may include identification of offenders)
- iv. identification of witnesses
- v. Internal Gross Misconduct enquiries.

19.3 Information is only released to third parties on receipt of the appropriate REQUEST FOR DISCLOSURE OF PERSONAL INFORMATION - Schedule 2, Part 1 (2) Data Protection Act 2018 form completed by the appropriate police/organisation rank.

19.4 The same applies to other law enforcement agencies.

Third parties, which are required to show adequate grounds for disclosure of data within the above criteria, may include, but are not limited to:

- police



- statutory authorities with powers to prosecute, for example Customs and Excise, Trading Standards
- solicitors
- claimants in civil proceedings
- accused persons or defendants in criminal proceedings
- other agencies, as agreed by the Data Controllers.

19.5 Upon receipt from a third party of a bona fide request for the release of data, the Partnership's BWV Information Governance lead shall:

- Not unduly obstruct a third-party investigation to verify the existence of relevant data,
- Ensure the retention of data which may be relevant to a request, but which may be pending application for, or the issue of, a court order. A time limit shall be imposed on such retention, which will be notified at the time of the request.

19.6 Most requests from the Police can be dealt with during normal working hours, although there may be occasions where urgent access is sought, particularly when dealing with serious crimes. These requests will be dealt with accordingly under routine protocols by the CCTV manager.

19.7 The Police and others legitimately requesting access to images should only be given **copies** of the original data. Copies should be made onto portable media, such as write-only DVDs and handed over against a signature. Images should not be sent by email or other networked systems.

19.8 There may be very rare occasions when the Police require the original recording device, or the hard disk drives from the device. This may be necessary to safeguard forensic data following a serious incident. Release of recording devices or hard disk drives will be actioned by the Information Governance Team in line with existing procedures.

19.9 No secondary recording of images and data is permitted under any circumstances (recording of computer monitors for example).

19.10 Any person found recording of information or data on a secondary device may be subject to disciplinary proceedings.

19.11 Misuse of BWV devices and equipment, unauthorised processing of data may be a criminal offence under the Data Protection Act.

## **20 Disclosure of Information**

20.1 Disclosure of information from any of the The Partnership's BWV devices will be controlled and consistent with the purpose(s) for which the scheme was established.

20.2 The date of the disclosure along with details of who the information has been provided to (the name of the person and the organisation they represent) will be recorded accordingly.

20.3 Each recording will be viewed and if necessary, images of persons not directly involved in the incident will be obscured to protect their identity and comply with data protection requirements.

20.4 When disclosing images of individuals, consideration will be given to whether obscuring of identifying features is necessary. Whether or not it is necessary to obscure will depend on the nature and context of the footage that is being considered for disclosure.

20.5 Judgements about disclosure should be made by the Data Protection Officer. They have discretion to refuse any request for information unless there is an overriding legal obligation, such as a court order or information access rights.

20.6 Once the information has been to another body, such as the police, they become the data controller for the copy (s) they hold. It is their responsibility to comply with the data protection legislation in relation to any further disclosures.

20.7 The method of disclosing information will be secure to ensure they are only seen by the intended recipient/s.

20.8 Under no circumstances should copies of non-evidential material be burned to disc.

20.9 The CCTV Operator or nominated authorised officer will download the content onto working and master DVDs and complete necessary evidence paperwork for release to requesting officer / agency.

## **21 Miscellaneous guidance**

21.1 Where more than one BWV device is present at the scene of an incident, or the area of the incident is also covered by a CCTV system the investigating officer and the officer in the case (OIC) must ensure that all available footage of the incident is secured as exhibits in consideration of any defence arguments that may be presented.

21.2 Data/footage must be made available to partner agencies and organisations as per The Partnership's data protection procedures and or local information sharing protocols. More information on this is available on The Partnership's website.

## **22 Legislation & Statutory Guidance**

22.1 The integrity of any video data recorded will be considered in accordance with the following legislation and Statutory Guidance:

- UK General Data Protection Regulation ('UK GDPR')
- Data Protection Act 2018 ('DPA 2018')
- Freedom of Information Act 2000

- Human Rights Act 1998
- Protection of Freedoms Act 2012
- Regulation and Investigatory Powers Act 2000
- Home Office Surveillance Camera Code of Practice & Information Commissioners Code of Practice
- The Local Government Act 1972 (LGA 1972)
- Housing Act 2004, Section 239

## **23 Complaints**

23.1 Formal complaints received in relation to any issue pertaining to the use of BWV will be managed through the Partnership Councils routine complaints process with assistance from the local managers, and advice from the Data Protection Officer.

Where these cannot be resolved, the individual has the right to escalate the complaint to the office of the Information Commissioner (ICO).

23.2 As well as monitoring and enforcing the UK General Data Protection Regulation ('UK GDPR') and Data Protection Act 2018 ('DPA 2018'), the Information Commissioner's functions include promoting public awareness and understanding of the risks, rules, safeguards and rights in relation to the processing of personal data.

## **24 Home Office Surveillance Camera Code of Practice**

24.1 This document sets out The Partnership's response and clarification of compliance and conformity to the Home Office Surveillance Camera Code of Practice. The document is our main referral document and The Partnership will endeavour to comply and conform to all guidance within the document but specifically, in this case, refer to the 'Twelve Guiding Principles'.

24.2 The Home Office is the author of guidance with regard to use of Body-worn CCTV equipment. This guidance is centred on "12 Guiding Principles" which The Partnership has adopted and will always adhere to.

## **25 The 'Twelve Guiding Principles'**

25.1 Use of a surveillance camera system must always be for a specified purpose which is in the pursuit of a legitimate aim and necessary to meet an identified pressing need.

25.2 The use of a surveillance camera system must consider its effect on individuals and their privacy, with regular reviews to ensure it remains justified.

25.3 There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information or complaints.

25.4 There must be a clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.

25.5 Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.

25.6 No more images and information should be stored than that which is strictly required for the stated purposes of a surveillance camera system and such images and information should be deleted once their purposes have been discharged.

25.7 Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.

25.8 Surveillance camera operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to maintain those standards.

Purchase of Bodycams is only from approved accredited manufacturers.

25.9 Surveillance camera system images and information should be subject to appropriate security measures against unauthorised access and use.

25.10 There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.

25.11 When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and evidential value.

25.12 Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

### ***Appendix 1***

<b>The Partnership</b>	<b>Name</b>	<b>Position</b>
<b>Scheme Manager</b>		
<b>Data Controller</b>		<b>Head of Service</b>
<b>Authorised Personnel (Trained in use of BWV)</b>		
<b>Name</b>	<b>Position</b>	

### ***Appendix 2***

<b>The Partnership</b>	<b>List of Equipment</b>	
<b>Location of Equipment</b>	<b>The Partnership CCTV Suite</b>	
<b>Make</b>	<b>Model</b>	<b>URN/Serial No.</b>



CY = current year CM = current month.

Depending upon the trigger point for retention, current year/month will relate to year/month of creation or closure.

		Status		Trigger Point for Retention	Action Following Retention Period	Authority guiding record creation & retention	Updates
BWV Unit							
The Partnership Server							
Hard Drive							
Disc/DVD							

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South & East Lincolnshire Councils Partnership

## **Data Protection Impact Assessment**

### **Body Worn Video Camera (BWV)**

April 2025

## Project name: Body Worn Video Camera (BWV)

**Data controller(s): Boston Borough Council (on behalf of Boston Borough Council, East Lindsey District Council and South Holland District Council) referred as "Councils"**

### Part 1 - Background

#### 1. **Identify why your deployment of BWV cameras requires a DPIA:**

- Public monitoring
- Risk of harm
- Possible capture of Special category data

This process will involve exchanging personal information, which inevitably gives rise to privacy concerns from the public.

The data collection, sharing and processing will be undertaken within a clear legal framework with minimum intrusion on an individual's privacy.

This Data Protection Impact Assessment (DPIA) will assess privacy risks to individuals as part of the collection, use and disclosure of information, within projects and policies that involve the processing of personal data.

#### 2. **What are the timescales and status of your surveillance camera deployment? Is this a proposal for a new deployment, or the expansion of an existing surveillance camera system? Which data protection regime will you be processing under (i.e. DPA 2018 or the UK GDPR)?**

This is not a new deployment, but a broadening of the Controller party remit as Councils merge.

### Describe the processing

#### 3. **Where do you need to use a surveillance camera system and what are you trying to achieve? Set out the context and purposes of the proposed surveillance cameras or the reasons for expanding an existing system. Provide evidence, where possible, including for example: crime statistics over an appropriate time period; housing and community issues, etc.**

In going about their daily routine, the Councils Enforcement Officers routinely suffer verbal abuse and can be subject to complaints from the public due to the nature of the role they perform.

Often in all these situations factual evidence of what took place is confined to one person's word against another. This does not leave The Councils in a satisfactory position and the safety of the public is indisputably put at risk.

The Councils hopes to implement BWV cameras that are capable of capturing both moving images and audio information. They would be worn by specific front line service staff attending calls and following up enquiries etc.

The audio and visual images captured shall be associated with acts of verbal and physical aggression and violence, and captured in accordance with information, instruction and training. It is not intended to capture any sensitive personal data. However, it is recognised that this may occur depending on each individual situation as BWV devices not only record both video and audio but they employ wide lenses that captures a broad field of view. This can result in the capture of much larger amounts of personal information than the user intended.

**4. Whose personal data will you be processing, and over what area? Set out the nature and scope of the personal data you will be processing. Who are the data subjects, and what kind of information will you be collecting about them? Do they include children or vulnerable groups, and what is the scale and duration of the processing?**

These devices are for the safety and security of The Councils Officers and the Public. The BWVs will record the data of all individuals who may be picked up by the audio or visual coverage of the device. They will record when conducting official Councils business in areas such, as but not confined to Environmental Health, Licensing, Illegal disposal of household, industrial or controlled waste and neighbour disputes.

Images of people whether victims, suspected offenders, witnesses, bystanders, or officers will be captured on BWV before stored on secure but accessible storage. The system records anyone within its field of lens view, so may capture images of people and record what they say.

The recorded data subject will be individuals the Councils Officer deems appropriate to record due to the situation they are in at the time. This will usually be members of the public.

The Councils BWV cameras can capture both moving images and audio information. They would be worn by operational front line staff attending calls or making enquiries in both public and private areas making enquiries into potential offences.

The audio and visual images captured shall be associated with acts of verbal and physical aggression and violence, and captured in accordance with information, instruction and training. It is not intended to capture any sensitive personal data. However, it is recognised that this may occur depending on each individual situation as BWV devices not only record both video and

audio but they employ wide lenses that captures a broad field of view. This can result in the capture of much larger amounts of personal information than the user intended.

Collateral intrusion – As above, it is possible however that the camera field of view may include individuals (members of the public, staff, etc.) not directly involved in the incident, i.e. bystanders, resulting in individuals being recorded by devices without them being fully aware. This is known as collateral intrusion and in this context extends to the capturing of the movements and actions of other persons, not involved in an incident, when this equipment is being used. It is inevitable that in some circumstances this will occur, albeit staff will be trained to ensure that wherever possible, the focus of their activity is on the subject of attention. In circumstances where members of the public are captured in any video or audio information and they are unrelated to any offence under investigation, their identities will be protected and anonymised especially should the matter be presented to a court.

Any requests received under subject access will also be managed in line with data protection requirements as they are entitled to their personal data, but are not entitled to another person's personal data, especially if this could cause harm. It is also recognised that once information is released, it is not possible to restrict or control how the data subject shares the information provided to them. It is recognised that information from a BWV could be posted by the recipient on Social media and may attract views from those not involved in the incident.

To control the amount of Collateral intrusion, the BWV device will only be turned on by the staff member if required due to an escalation in an incident. The incident could happen in many locations e.g., public areas, domestic property, work locations etc. where staff are lawfully carrying out their duties.

Personal information collected along with images of individuals could also include names, address, data of birth, business contact details etc.

Specific examples also could include collecting personal information:

- Visual and verbal identification of staff member by name.
- Private conversations and comments.
- Staff and others in a distressed nature.
- Information displayed on personal mobile phones.
- Other identification data such as financial details.
- Vehicle registrations/make and model of cars or business vehicles.

#### Private Home

- Details of children whether present or not.
- Domestic order of property.
- Occupants in a state of undress.
- Identification of visitors etc.
- Emotionally distressed occupants.
- Identification of occupants.
- Visible personal health indicators

#### Council properties

- Details of information concerning investigations.
- Building access codes.
- Building layouts.
- Identification of other staff on premises.
- Security protocols.

#### Special Category data may include:

- Intrusion of private contemplation.
- Intrusion of private ceremonies.
- Identification of people attending group sessions.
- Religious or philosophical beliefs.

#### Health details.

- Health data, data concerning a person's sex life or sexual orientation, racial or ethnic origin, political opinion, religious or philosophical belief may be inadvertently captured in the event that a member of the public assaults a member of staff, during treatment it may be the video and audio recording collects levels of this information.

No staff member will be issued a BWV device without having completed the relevant training package.

**5. Who will be making decisions about the uses of the system and which other parties are likely to be involved? Will you be the sole user of the data being processed or will you be sharing it with other organisations or agencies? Record any other parties you would disclose the data to, for what purposes, and any relevant data sharing agreements. Note that if you are processing for more than one purpose you may need to conduct separate DPIAs.**

Only trained and authorised individuals will sign out and deploy the BWV devices. The Council's Assistant Director for Regulatory Services, CCTV Manager and Data Protection Team will make policy decisions as to how the systems are utilised.

Schedule 2 of the DPA 18 allows Councils to share material with a number of agencies where it is necessary on a case-by-case basis to prevent or detect a crime or apprehend or prosecute offenders.

Due to the nature of the specified purposes, there is likely to be sharing of data with Lincolnshire Police, the Courts, other departments within the Council and similar public organisations. From time to time it may also be shared with the Media during public appeals for information etc.

It may also be necessary to use some of the footage for media purposes, for example for appeals for information or to illustrate the Council's work and successes.

**6. How is information collected? (tick multiple options if necessary)**

- Body Worn Video Camera
- Contemporaneous notes made either in Pocket Notes Books or witness statements to back up the footage.

**7. Set out the information flow, from initial capture to eventual destruction. You may want to insert or attach a diagram. Indicate whether it will include audio data; the form of transmission; the presence of live monitoring or use of watchlists; whether data will be recorded; whether any integrated surveillance technologies such as automatic facial recognition are used; if there is auto deletion after the retention period. You may have additional points to add that affect the assessment.**

**How do you intend to share the Personal Data / Special Category Data securely? What methods will you use to protect the information in transit? Have you consulted with your IT department?**

The device chosen for this programme is used widely by emergency responders and Local Authorities across the UK.

- i. The system firstly stores recorded information on the device in an encrypted format. This information can only be decrypted when the camera is docked in a Council approved system docking station and uploaded onto our system.
- ii. All information is stored on our own servers, and not the cloud based solution. All access to material saved on Video Manager is digitally recorded and auditable. Our policy only allows access to recorded material to a very small number of staff. All these features ensure that the system more than complies with the Data Protection Act.
- iii. The cameras have inbuilt optional functionality, such as Bluetooth, Wi-Fi and linking to accessory sensors, however none of these features have been activated or will be utilised by The Councils.
- iv. Only footage uploaded onto The Councils software can be redacted / deleted. The software produces a full audit log of all actions carried out on the software.
- v. We have activated the automatic deletion policy. Any information not saved as an incident is automatically deleted after 30 days.
- vi. All information stored on the device is encrypted to the highest industry standards.
- vii. Users report any faults / defects via a dedicated email address to the IT team.
- viii. The Councils recognise the need to ensure evidence is only accessible by authorised users.
- ix. Our IT Department and procurement team have chosen a BWV model which allows us to configure a number of security features to control access and activity for each user, for evidential requirements and security of the device. This is based on the context and requirements to retain the footage. The features of the devices ensure the authenticity of

any digital footage while meeting chain of custody requirements to prove the integrity of evidence in court where appropriate.

- x. The integrity and confidentiality of the device, enabling continuity along the evidential chain and protecting and managing personal data is further assured by:
  - a) There is a digital evidence integrity chain of a full audit trail with generated checksums and watermarked evidential outputs that can be audited at any time.
  - b) There is a clear audit trail of the use of the BWV with operations and recording details all audit-logged and indexed.
  - c) Video downloading is protected by an advanced encryption standard (AES) with encrypted keys specific to the relevant device base station.
  - d) The camera wearer cannot access, view or delete any recordings directly from the device, there is no view, copy or deletion ability available to users.

Data will only be captured during an act of aggression when the staff switch the BWV devices on, as the device is not constantly storing data. The BWV device will be constantly operating but will only store data if the record button is pushed by the staff member. If record is pushed, the BWV device will buffer up to 30 seconds prior to the record button was used. Staff will activate their cameras at the start of an incident and under normal circumstances will continue to record until it is no longer 'proportionate or necessary'.

Any footage on the BWV will be stored on each individual device until the data is transferred off the device to a secure back-office system/server within Boston CCTV Suite. This occurs within 2 hours automatically of being placed in the docking station.

Docking stations and dedicated software will be evident in each Council across the Partnership area.

Location of docking stations will be in secure and accessible locations. Once the BWV has been docked, the data transfer process will be automated, encrypted and transferred to the server. This will only transfer data if the record button has been pressed on the BWV device and data is held. Devices will also have a backup to allow for data transfer via a USB cable or secure wireless connection. All recordings will be erased from the individual device once the data has been transferred. The captured images and audio cannot be replayed on the BWV device by the individual staff member.

The device is a sealed unit with no user access to any storage media by the users which prevents ready access to video files in the event of the device been lost, stolen or attempted to be hacked,

The footage/evidence is stored and segregated securely, accessible only by the relevant stakeholders to ensure privacy and evidence security.

The new system will have role-based access levels, aligned to The Councils' information asset owner structure. The specific access levels allow regulated access and permissions to perform various functions.



The Councils have a process in place to redact sensitive information or third-party information, for example through collateral intrusion spillage of coverage by the cameras. This information, which is often generally termed as PII (personally identifiable information), includes images of faces of individuals and vehicle registration number plates. See below for redaction during subject access requests.

The devices have been chosen partly due to the high quality of images that it records. These are full 1080p HD images recorded through a wide-angle lens and a dual microphone captures audio recordings.

The devices will be securely attached via original branded accessories which are designed to avoid accidental loss and malicious removal, have secure and quick release mounts attached to uniform clothing.

The attachments permit only limited movement of the device when the user is in motion and are designed to ensure that the device is always pointed correctly at the operators focus of attention.

Only officially procured Body Worn Video devices can be utilised by staff. Under no circumstances must any privately-owned BWV devices be used to capture evidence by any Councils employee.

BWV footage that staff record is stored for 30 days. If the data is required for prosecution purposes, the data is stored in an electronic folder for use by the Police and is then destroyed when a prosecution is complete. The data is encrypted when it is electronically transmitted to the cloud, remains encrypted whilst in store and encrypted when it comes back to us if it needed by the Police. If footage is identified and utilised for specific purposes (for example law enforcement), footage will be retained for 7 years from closure of investigation.

The UK GDPR does not prevent The Councils sharing personal data with law enforcement authorities (known under data protection law as “competent authorities”) who are discharging their statutory law enforcement functions. The UK GDPR and the DPA 2018 allow for this type of data sharing where it is necessary and proportionate.

Therefore protocols for distributing or sharing BWV will be in place and will cover sharing data for a legitimate purpose i.e. Police, IPCC, Health and Safety Executive etc. and will include processes for releasing data for subject access requests which will include visual data redaction, audio data redaction and output data.

A stand-alone data sharing agreement will be/has been created to cater for the sharing of these images with partner agencies such as the Police.

Primary requests to view data generated by a BWV device are likely to be made by third parties for any one or more of the following purposes:

- i. providing evidence in criminal proceedings
- ii. the prevention of crime
- iii. the investigation and detection of crime (may include identification of offenders)



- iv. identification of witnesses
- v. Internal Gross Misconduct enquiries.

(Information is only released to third parties on receipt of the appropriate REQUEST FOR DISCLOSURE OF PERSONAL INFORMATION - Schedule 2, Part 1 (2) Data Protection Act 2018 form completed by the appropriate police/organisation rank.

The same applies to other law enforcement agencies.

Third parties, which are required to show adequate grounds for disclosure of data within the above criteria, may include, but are not limited to:

- a. police
- b. statutory authorities with powers to prosecute, for example Customs and Excise, Trading Standards
- c. solicitors
- d. claimants in civil proceedings
- e. accused persons or defendants in criminal proceedings
- f. other agencies, (as agreed by the Data Controller and notified to the Information Commissioner) according to purpose and legal status.

Upon receipt from a third party of a bona fide request for the release of data, the Councils BWV Information Governance lead shall:

- i. Not unduly obstruct a third party investigation to verify the existence of relevant data,
- ii. Ensure the retention of data which may be relevant to a request, but which may be pending application for, or the issue of, a court order. A time limit shall be imposed on such retention, which will be notified at the time of the request.

Where requests fall outside the terms of disclosure and Subject Access legislation, the IG lead, or nominated representative, shall treat all such enquiries with strict confidentiality.

BWV footage may also be shared internally, for circumstances where there is a desire to review allegations made under a complaint, disciplinary process or serious incident investigation. This BWV footage will only be shared if appropriate to do so, will only be viewed by those individuals when it is necessary for them to view the footage and will be reviewed on a case-by-case basis.

The BWV procurement process includes suppliers protocols on accessing risk factors associated to storage media options e.g. removable media or non-removable media, accidental loss of media, interference on data physical damage to media, compromise to continuity, flexibility of data transfer options. Encryptions will be fully accessed to review direct access to data, data or metadata that is scrambled exclusive to a supplier, same access code or key to encrypt and decrypt data etc. Risks will include data accessible by an unauthorised party, sharing data with external agencies etc.

The device would be encrypted and there is a limited amount of captured information stored on the device's internal memory and requires specific docking facilities to access the footage. In addition it is important to note that the recording itself is encrypted, as it records,

The devices comply with the AES256 Advanced Encryption Standard. Only the software can decrypt it, so when it is uploaded to Council storage systems, the recording remains encrypted.

Footage will only be accessed by authorised and nominated Council staff via PCs with personal logins, and only held past 30 days if it is deemed as evidential.

Existing arrangements are in place for CCTV data access and disclosure and will remain unchanged, i.e. footage will be supplied for evidential purposes only. It will be decrypted using the software and emailed to IT requesting it to be put on a password protected DVD/CD.

Footage must be requested by authorised police staff or other statutory agencies with legitimate powers to access the information. Immediate supply for life/death, detection of crime incidents will be provided in written request of a police officer of at least Inspector rank.

In all cases a REQUEST FOR DISCLOSURE OF PERSONAL INFORMATION - Schedule 2, Part 1 (2) Data Protection Act 2018 will be required from the Police to release BWV footage. The Master copy will be retained securely on-site with the Information Governance Team.

The footage captured can be easily located once uploaded to a server.

No facial recognition is integrated into the system and it does not have the ability to be watched live.

The "User Manual" and 'Standard Operating Procedures', given to all staff who use BWV devices, demonstrates in simple terms, how the system should be used, how information is captured on a BWV device, processed, and then deleted if not required.

#### **8. Does the system's technology enable recording?**

Yes

If recording is enabled, state where it is undertaken (no need to stipulate address, just Local Authority CCTV Control room or on-site will suffice for stand-alone camera or BWV), and whether it also enables audio recording.

See above, the recording, images and audio, will take place on the individually worn BWVs. It will then be uploaded onto designated PCs within the Councils CCTV suite where it will be retained during assessment by authorised staff members.

#### **9. If data is being disclosed, how will this be done?**

This will be a combination of on-site visiting by requestors or where the identity is known via copies of footage sent through encrypted email systems.

#### **10. How is the information used?**

The camera acts as an independent witness. The camera records the footage onto an internal storage device. At the end of the Council officer's shift the footage is uploaded to a secure

location so it can be used as evidence at court or other legal proceedings or deleted if it's not needed. It is not monitored in real time nor used to compare with reference data of persons of interest through processing of biometric data, such as facial recognition. It is possible that recorded data may be disclosed to authorised agencies to provide intelligence to support the prosecution or detection of offenders.

## Consultation

### **11. Record the stakeholders and data subjects you have consulted about the deployment, together with the outcomes of your engagement.**

Stakeholder consulted

Consultation method

Views raised

Measures taken

## Consider necessity and proportionality

### **12. What is your lawful basis for using the surveillance camera system? Explain the rationale for your chosen lawful basis under the relevant data protection legislation. Consider whether you will be processing special categories of data.**

**What is your UK GDPR lawful basis for processing (see Appendix 2 below and consult your IG department)?**

## Lawful basis

We process data in accordance with Article 6(1)(e) of the General Data Protection Regulations, this is because the processing is necessary for the performance of a task carried out by The Councils in the public interest or in the exercise of official authority vested in The Councils. This is grounded in UK legislation and investigations in respect of a number of types of offences, for example benefit fraud, fly-tipping, fraudulent use of a blue badge, health and safety offences, noise nuisances, irregular school attendance, issues with taxi licensing and breaches of planning notices assessment meet our objectives, is in the public interest, and is proportionate and legitimate to the aims pursued.

As such The Councils may rely on this lawful basis because it is necessary for them to process personal data either in the exercise of our official authority (covering public functions and powers as set out in law) or to perform a specific task in the public interest (as set out in law). These include:

- The main legislative requirement of The Councils is founded in The Local Government Act 1972 (LGA 1972), which gives local authorities power to prosecute criminal offences investigated by their own departments.

Other legislation includes:

- Health and Safety at Work Act 1974 – The Councils are required to assess risks to staff and ensure that adequate control measures are in place. A regular review of the corporate risk assessment with regards to violence and aggression to our staff is regularly carried out by the H & S teams, and the associated action plan is regularly updated. The front-line officers working environment is diverse and challenging in that there is very limited scope for the implementation of basic control measures such as improving the security to prevent attacks, workplace space, lighting etc., therefore alternative controls such as BWV must be considered.
- Offences against the Person Act 1861
  - The Criminal Justice Act 1988
  - The Crime and Disorder Act 1998
  - The Protection from Harassment Act 1997
  - Regulation of Investigatory Powers Act 2000
  - The Protection of Freedoms Act 2012
- European Convention of Human Rights, European Convention on the Rights of the Child and Human Rights Act 1998 – In general, any increase in the capability of surveillance camera system technology also has the potential to increase the likelihood of intrusion into an individual's (including a child's) privacy. The Human Rights Act 1998 gives effect in UK law to the rights set out in the European Convention on Human Rights (ECHR). Some of these rights are absolute, whilst others are qualified, meaning that it is permissible for the state to interfere with the right provided that the interference is in pursuit of a legitimate aim and the interference is proportionate. Amongst the qualified rights is a person's right to respect for their private and family life, home and correspondence, as provided for by Article 8 of the ECHR
  - The use of BWV is 'an interference' and must always be justifiable, therefore the actions of the Councils must be justifiable, have a legitimate aim and the use of video / audio must be proportionate to achieving this.
  - The Councils will carry out a full Data Protection Privacy Impact Assessment in order to address any issues raised by this Article and introduces safeguards associated with how the Councils deploys this equipment in both private and public arenas.
- Freedom of Information Act 2000 – grants a general right of access to all types of recorded information held by public authorities, which will include digital images such as those recorded by body worn video. However in most cases this will be personally identifiable information and exemptions would be used e.g. Section 40 – Personal Information and then the request would be placed under a SAR. Procedures are in place to manage subject access requests in respect of video and audio captured using BWV equipment. Each request will be accessed case by case.

Other guidance includes:

- Home Office – Safeguarding Body Worn Video Data (Published October 2018): Supporting Guidance Document
- Information Commissioners CCTV Code of Practice
- Information Commissioner Guidance – Body Worn Video

### Processing special categories of personal data:

The lawful basis to process special category data with BWV is found in Article 9 UK GDPR Article 9 where the processing is necessary for reasons of

- (b) Employment, social security and social protection (if authorised by law)
- (c) Vital interests
- (f) Legal claims or judicial acts
- (g) Reasons of substantial public interest (with a basis in law)
- (h) Health or social care (with a basis in law)

Operational staff will only deploy BWV recording under the defined operational requirements (where there is a risk of violence, aggression or assault or criminal acts against staff) and we need to ensure that the use is proportionate, legitimate, necessary and justifiable. In every case where the BWV is activated, the staff member involved must be prepared to justify its use.

Article 10 of UK GDPR allows the processing of personal data relating to criminal convictions and offences.

Paragraph 10 of Schedule 1 of the DPA 2018 provides a condition for sharing special category data or criminal offence data where it is necessary for the prevention or detection of unlawful acts, and where asking for consent would prejudice that purpose.

Paragraph 2 of Schedule 2 of the DPA 2018 provides an exemption (the “crime and taxation” exemption) from the UK GDPR’s transparency obligations and most individual rights, but only if complying with them would prejudice the prevention or detection of crime, or the apprehension or prosecution of offenders. This is not a blanket exemption, and The Councils must consider it on a case-by-case basis.

The Councils fully understands that the utilisation of BWV cameras must be lawful and fair. This means we must have an appropriate legal basis or justification, for using BWV as required by Article 6, 9 and 10 of the UK GDPR and as outlined above.

Any footage recorded can only be processed for purposes that are otherwise lawful and fair towards affected data subjects. Any BWV devices implemented will not be unduly detrimental, unexpected, misleading, or deceptive to individuals who are recorded and protocols will be put in place to support this.

The Councils believe that BWV devices are necessary for achieving the purpose of reducing unprovoked attacks on Council personnel by members of the public but also understands that we have to have clear policies, procedures and training programmes to support their lawful use.

We will ensure that we act with integrity and transparency with their use. This offers protection for both the public and our frontline staff. We will ensure the existence of appropriate safeguards, which may include encryption or pseudonymisation.

It is further recognised that consent will not be an appropriate legal basis for the use of BWV devices as gathering the consent of each person recorded would not be possible or practical. In the event that someone requests that the BWV be switched off, the staff member may advise the person that:

- Any non-evidential material is only retained for a maximum of 30 days.
- This material is restricted and cannot be disclosed to third parties without the express authority of the subject of the recording unless prescribed by law.
- Recorded material can be accessed on request in writing in accordance with the DPA, unless an exemption applies.

The BWV operator will consider on a case-by-case basis whether or not to switch the BWV off. There should always be a presumption to record if the 'need to address a pressing social need' has been achieved unless the circumstances dictate otherwise.

However, a colleague failing to record an incident may be required to justify the actions as vigorously as any colleague who chooses to record a similar incident.

In all cases, recording can only be justified when it is relevant to the incident and necessary in order to gather evidence.

Other compliance protocols and supporting legislative frameworks:

The Data Protection Act 2018 defines personal data as any information relating to an identified or identifiable living individual and UK GDPR allows for the disclosure of personal data to, for example, to Police when the purpose is to prevent and detect crime.

### **Policy, Procedures & Training:**

#### **13. Training In The Use of BWV Devices / Docking Stations:**

All operational staff who have been identified as potential users for BWV devices, and their managers, will be trained in how to use the devices.

The training includes:

- a) Clearly set out the circumstances in which The Councils staff may or may not use the BWV devices.
- b) Applicable legislation and legal requirements of using BWV devices in a public area, privacy, data protection, information governance etc.
- c) Explain the purposes for which any video and audio footage is obtained and how it will be processed appropriately.



- d) The importance of compliance with human rights, equality and disability requirements, best practice and legislation including the need to exercise care when deploying surveillance systems, particularly in relation to collateral intrusion, recording in areas which generally attract privacy (such as bathrooms) and recording vulnerable individuals and/or children.
- e) Framework and reasons for implementation of devices throughout the Councils, including who in The Councils is entitled to view and process the surveillance footage, and the circumstances for which access should be granted.
- f) How to mount the device on the body
- g) How to operate the device, turning on/off and various functions
- h) When to operate the recording function and the parameters of permitted use
- i) Permissions of use, how to alert the public recording is about to commence and reasons why
- j) Maintenance and charging of the device
- k) How to use the device for information and data upload/transfer
- l) The timeframe for uploading of information and data
- m) How the information and data is stored and erased from the devices
- n) Implications for misuse for example equipment and
- o) That recordings must be retained and handled in accordance with The Councils BWV policy and that any breach of the BWV policy may render the user liable to disciplinary action and/or adverse comment in criminal proceedings.

All personnel must attend a full training session prior to operating the BWV device in an operational environment.

All personnel must sign to acknowledge they have been trained in the use of BWV devices and understand their legal responsibilities in its use.

Records of this training will be held centrally for audit and accountability purposes. All personnel must attend a full training session prior to operating the BWV device in an operational environment.

The implementation of BWV will require the support of policy and procedural documents along with a training programme to ensure the equipment is used appropriately and within the statutory requirements and guidance.

All personnel must sign to acknowledge they have been trained in the use of BWV devices and understand their legal responsibilities in its use.

Records of this training will be held centrally for audit and accountability purposes.

#### 14. Post-event storage:

- All images captured by BWVC will be handled securely in accordance with The Council's CCTV retention procedures where products with no evidential or other lawful value will be retained for a maximum of 30 days with authorised officers being responsible for destruction of data.
- Any product of evidential or other lawful value will then be stored, retained, reproduced and disposed of in accordance with prevailing legislative requirements and The Council's Data Retention Policy.
- All footage recorded to the BWV unit will be downloaded as soon as practical. Evidential footage downloaded will be saved on the relevant stand-alone BWV computer as per the approved procedure.
- It will be identified by exhibit/unique reference number.
- As soon as reasonably practical, a CCTV Operator will make two DVD copies. The first will be a 'master copy' which will be sealed, labelled. The second will be a 'working copy' for investigation and file preparation purposes. DVDs should be retained in line with authority's evidential retention policy.

The system has been properly set up to retain data for the correct retention period (maximum 30 days, before automatic deletion).

#### Transparency

**15. How will you inform people that they are under surveillance and ensure that they are provided with relevant information? State what privacy notices will be made available and your approach to making more detailed information available. Consider whether data subjects would reasonably expect to be under surveillance in this context.**

The BWV is worn in a prominent position and not hidden in any way. Prior to commencing recording, wherever possible, the Councils Officer will inform the individual that they are about to switch on their device. This will ensure that there are no surprises for individuals if footage is subsequently used.

The Councils Privacy Notice reflects the potential for BWV usage.

The Councils may include reference to the potential/use of BWVC devices within letters, Notices, Orders or other communications to individuals, groups or businesses

**16. How will you ensure that the surveillance is limited to its lawful purposes and the minimum data that is necessary for those purposes? Explain the adequacy and relevance of the data you will be processing and how it is limited to the purposes for which the surveillance camera system will be deployed. How will you know if it is delivering the benefits it has been deployed for?**

When capturing information on these devices, staff will only do so in order to fulfil the legitimate purpose, which is to reduce violence and aggression towards staff. Data will only be



accessed and stored when a member of staff completes an incident report form and advises that footage is available. Footage will then be accessed by one of the authorised and nominated Council staff, and stored as it is deemed as evidential. Footage may then be shared with other organisations as detailed above.

Use of BWV is subject to policy and procedural compliance, along with a training programme to ensure the equipment is used appropriately and within the statutory requirements and guidance, in particular:

- Body Worn Video (BWV) Policy.
- Body Worn Video (BWV) Procedures.
- Body Worn Video (BWV) Standard Operating Procedure.
- Training programme for all designated users and applicable line management.
- Protocols will also be developed to ensure that no appropriate use of the BWV is being used. For example, audits of files from BWV devices will be undertaken on a regular basis to ensure no inappropriate use.

#### **16. How long is data stored? (please state and explain the retention period)**

All images captured by BWVC will be handled securely in accordance with The Council's CCTV retention procedures where products with no evidential or other lawful value will be retained for a maximum of 30 days with authorised officers being responsible for destruction of data.

Any product of evidential or other lawful value will then be stored, retained, reproduced and disposed of in accordance with prevailing legislative requirements and The Council's Data Retention Policy.

All footage recorded to the BWVC unit will be downloaded as soon as practical. Evidential footage downloaded will be saved on the relevant stand-alone BWV computer as per the approved procedure.

It will be identified by exhibit/unique reference number.

As soon as reasonably practical, a CCTV Operator will make two DVD copies. The first will be a 'master copy' which will be sealed, labelled. The second will be a 'working copy' for investigation and file preparation purposes. DVDs should be retained in line with authority's evidential retention policy.

The system has been properly set up to retain data for the correct retention period (maximum 30 days, before automatic deletion).

#### **Retention Procedure**

See above, Data is automatically deleted after 30 days unless required for the prevention or detection of crimes, under these circumstances authorised persons may override the retention period, e.g. retained for prosecution (see above).

17. How will you ensure the security and integrity of the data? How is the data processed in a manner that ensures appropriate security, protection against unauthorised or unlawful processing and against accidental loss, destruction or damage? What measures do you take to ensure processors comply? How do you safeguard any international transfers?

Cameras are fully encrypted and can only be linked to designated PCs within the CCTV Suite.

Data collected from BWV cameras is not accessible to any other parties other than other authorised The Councils officers. The data is only uploaded to The Councils secure server.

Only nominated The Councils officers will be able to access the footage to view recordings.

The system used will be regularly tested to ensure its efficiency in protecting the footage captured. Procedures will be regularly checked to ensure best practices are followed, to identify problems in the procedures and to amend / update them as necessary.

The Councils staff must also undergo mandatory Cyber Security training.

Misuse of the data constitutes serious misconduct and will be robustly dealt with should it ever happen. Auditing systems are in place to deter any such wrong doing and to identify it, should it happen.

**18. How will you respond to any subject access requests, the exercise of any other rights of data subjects, complaints or requests for information? Explain how you will provide for relevant data subject rights conferred under the legislation. You must have procedures in place to respond to requests for camera footage in which a subject appears, and to respond to any other request to meet data protection rights and obligations.**

The Councils has a relevant suite of policies and procedures for Subject Access Requests and Data Requests which are followed if a request is received.

The SAR may include the release of the BWV footage as well as other supplementary information. While a Data Subject is entitled to their personal data they are not entitled to another person's personal data especially if this could cause that person harm. If the information or images captured contains third party images that are unrelated to the initial request, these images should be obscured under the Data Protection Act (DPA) and UK GDPR.

The Council has implemented suitable redaction techniques to mitigate inappropriate and excessive disclosures and in line with routine SAR responses, will consider whether it is suitable to disclose third party data to the requestor (which may include seeking third party consent). Where necessary this may include redaction techniques to remove non-personal information, for example blurring, cropping, masking or using a solid fill to completely obscure parts of the footage.

Where necessary metadata will be removed from such disclosures.

Redaction and pixilation of BWV will be used where required, so that data released under a SAR relates only to that person.

Any internal/external release of BWV footage to support secondary processing for such investigation as employee related investigations, personal claims etc. will be managed in line with routine data protection protocols.

**19. What other less intrusive solutions have been considered? You need to consider other options prior to any decision to use surveillance camera systems. For example, could better lighting or improved physical security measures adequately mitigate the risk? Does the camera operation need to be continuous? Where you have considered alternative approaches, provide your reasons for not relying on them and opting to use surveillance cameras as specified.**

Body-worn recording devices worn by officers are the most appropriate way of collecting audio and video data during potentially violent or abusive encounters with members of the public. BWV has the ability to capture footage and audio in close proximity to individuals, and whilst the potential to be more intrusive than conventional CCTV systems.

However, there is little alternative less intrusive methods when considering the spontaneous, instant reactions of members of the public who may be investigated by our staff.

The cameras are very easily identified, attached onto the front of clothing or a uniform.

Due to BWV's increasing affordability, many different organisations in the public and private sectors now purchase and use such equipment.

BWV devices have the ability to be switched on or off, but it is important to know when and when not to record.

Our staff will not routinely activate the cameras as this is likely to be excessive; and may inadvertently capture others going about their daily business, as well as the individual who is the focus of their attention.

Therefore we advocate that it is appropriate for staff to switch on their BWV camera when they believe an individual is being aggressive towards them, but not when an individual is merely responding to questions or enquiries in a peaceful manner.

The BWV we have procured provide a dedicated, officially procured, recognised and supported type of recording device that meets the needs of our own staff and ensures best possible compliance with data protection and security.

The use of body worn video devices is well established amongst public sector organisations delivering services where staff members may be exposed to increased risks of assault and abuse. The importance of providing protection for staff members supports the use of this system.

## **Part 2: Identify the risks**

Identify and evaluate the inherent risks to the rights and freedoms of individuals relating to this surveillance camera system.

DRAFT

<b>Describe below any specific data protection risks and nature of potential impact on individuals.</b> Include <u>associated</u> compliance and corporate risks as necessary	<b>Likelihood of harm</b> 1. Rare 2. Unlikely 3. Possible 4. Likely 5. Almost Certain	<b>Severity of harm</b> 1. Insignificant 2. Minor 3. Moderate 4. Major 5. Catastrophic	<b>Overall risk</b> 1. Low 2. Medium 3. High 4. Extreme	<b>List the various controls that have been or will be put in place to mitigate the risk prior to commencement</b>	<b>Effect on risk</b>  Reduced Accepted	<b>Residual risk</b>  Low Medium High
If the purpose of Body Worn Video is not clear to the public, there is a risk that it may be seen as an unjustified intrusion on privacy. The public may feel that they have not consented to the use of the technology. There may be public distrust. Vulnerable groups may be disproportionately impacted.	<b>3</b>	<b>3</b>	<b>Med</b>	Information Governance and Equality expertise sought on an ongoing basis. <u>Privacy notice</u> will be updated for Public, Children and separate one for CCTV. BWV assets added to The Councils information asset register. Legal basis for processing is clear has been identified under Article 6, Article 9 and pursuant to Article 10 of the UK GDPR <ul style="list-style-type: none"> <li>Footage provided to the police, IOPC, Health and Safety Executive or other statutory agencies for criminal investigation; The Councils copy securely destroyed after 2 years or following the cessation of any proceedings.</li> </ul>	<b>Reduced</b>	<b>Low</b>

				<ul style="list-style-type: none"> <li>• Footage required for internal/external employee related investigations, personal injury claims (and identified as secondary processing); securely destroyed after one year.</li> <li>• Unmarked footage; securely destroyed after 30 days.</li> <li>• Recorded material is The Councils information and can be accessed on request in writing in accordance with the data protection legislation unless an exemption applies in the circumstances (Subject Access).</li> </ul> <p>The individual BWV operator will consider on a case-by-case basis whether or not to switch the BWV on or off. There should always be a presumption to record if the operation guidance has been met unless the circumstances dictate otherwise. A member of staff failing to record an incident may be required to justify the actions as vigorously as any member of staff who chooses to record a like incident. In all cases, recording can only be justified when it is relevant to</p>		
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				the incident and necessary in order to gather evidence.		
If the purpose of Body Worn Video is not clear to staff there is a risk that it may be seen as an unjustified intrusion on privacy, wellbeing may be impacted, there may be distrust, lack of support or reassurance for The Councils. Councils and relationships with management and staff associations may be impacted.	<b>3</b>	<b>3</b>	<b>Med</b>	Purpose will be made clear during staff training programmes and as part of the associated policies and procedures. Trade Union colleagues have been engaged with the project from the beginning.	<b>Reduced</b>	<b>Low</b>
Compliance related risks, i.e. failure to adhere to data protection legislation, potential fines from the Information Commissioner for incorrect processing or breaches, privacy requirements, human rights legislation and / or sector specific legislation or standards. This may leave The Councils open to the risk of fines, reputational risk, project failure etc.	<b>3</b>	<b>4</b>	<b>High</b>	<p>BWV is a relatively new technology being deployed by The Councils. However we recognise the concerns regarding privacy issues. Accordingly, this technology will only be deployed in an overt manner, using trained staff and in defined operational circumstances.</p> <p>All captured data will be processed to ensure total compliance with the Data Protection and Human Rights legislation, and retained and subsequently disposed of in</p>	<b>Accepted</b>	<b>Med</b>

				<p>accordance with the relevant policies and procedures.</p> <ul style="list-style-type: none"> <li>• A Body Worn Video Policy, Procedure and Standard Operating Procedure will be introduced.</li> <li>• A published point of contact for information, complaints and concerns.</li> <li>• Where appropriate there will be the required CCTV warnings and signage on all devices and vehicles.</li> <li>• Training for staff in order that they can confidently engage with members of the public on the matter.</li> </ul>		
There is a risk that staff will use the device in circumstances which are not appropriate, continuously, or not within the defined operational requirements.	<b>3</b>	<b>4</b>	<b>High</b>	<p>The Councils will only deploy this technology against the defined operational requirements and to ensure that the use is proportionate, legitimate, necessary and justifiable. At all stages it will comply with the Data Protection Act and other legislation such as Human Rights legislation, there will be adherence to the requirements of Article 6 (Right to a fair trial) &amp; in respect of Article 8</p>	<b>Accepted</b>	<b>Med</b>



				(Right to respect for private and family life, home and correspondence) since this is a qualified right, information will only be captured & processed to achieve a legitimate aim as detailed.		
There is a risk that over a period of time project creep will occur, or requests could be made to use the data for other purposes.	<b>3</b>	<b>3</b>	<b>Med</b>	<p>The Councils will only deploy this technology against the defined operational requirements and to ensure that the use is proportionate, legitimate, necessary and justifiable. Staffing measures to prevent mission creep or misuse of the process include:</p> <ul style="list-style-type: none"> <li>• Rigorous Staff checks/vetting procedures (Police checks and DBS).</li> <li>• Robust contracts with confidentiality clauses.</li> <li>• Operatives are given specific induction, training and refresher training in use of the equipment.</li> </ul> <p>Recording will be initiated when the Council staff become involved in interactions with the general public who are assessed as been threatening or abusive. Recording is carried out overtly. No covert surveillance is to be carried out using personal issue BWV.</p>	<b>Reduced</b>	<b>Low</b>

				Recordings will be automatically deleted as detailed in the Councils' Data Retention schedule.		
<p>There is a risk that inappropriate or excessive data will be held, for example:</p> <ul style="list-style-type: none"> <li><u>Audio</u> – this technology allows the capture of both video and audio data which differs from CCTV. As a result persons may feel that they have not consented to the use of the technology. In some instances, the camera itself may not be pointing in the direction of the main incident but that the surrounding audio will still be captured.</li> <li><u>Collateral intrusion</u> – in this context extends to the capturing of the movements and actions of other persons when this equipment is being used. It is inevitable that in some circumstances this will occur.</li> </ul>	<b>3</b>	<b>3</b>	<b>Med</b>	<p><u>Audio recording</u> - as previously stated BWV is a new technology and is seen to have major benefits of capturing evidence in an indisputable format. In order to ensure that all aspects of an incident are captured, this requires the essential inclusion of audio information in order for this to be complementary to the video data. The other important aspect of the addition of audio information is that in some instances, the camera itself may not be pointing in the direction of the main incident but that the audio will still be captured. This has a significant advantage of protecting all parties to ensure that the actions of the Council staff were totally in accordance with the law. Equally, in some instances, the presence of only video evidence without the added context that audio, can fail to adequately provide the full context, for all parties, of an incident or interaction.</p>	<b>Reduced</b>	<b>Low</b>

- Increase in the quantity of data  
– BWV is a relatively new technology and is seen to have major benefits of capturing evidence in an indisputable fashion. Accordingly, there will be more data potentially being captured.
- Inability to switch off recording  
– there is a risk that a member of staff may not be able to switch off the recording due to an incident or operational needs.

Collateral intrusion - It is inevitable that in some circumstances this will occur, albeit staff are trained to ensure that wherever possible, the focus of their activity is on the aggressor. In circumstances where individuals are captured in any video or audio information and they are unrelated to any offence under investigation, their identities will be protected and anonymised especially should the matter be presented to a court.

Increase in the quantity of data – BWV is a relatively new technology and is seen to have major benefits of capturing evidence in an indisputable format. Accordingly, there will be more data potentially being captured but the appropriate safeguards, by adherence to legislation and guidance, will ensure that only information that passes a strict test, of being required for a legitimate purpose, can be retained.

Inability to switch off recording – staff will be advised to make every effort to

				<p>ensure devices are switched of when not required.</p> <ul style="list-style-type: none"> <li>• A Body Worn Video Policy, Procedure and Standard Operating Procedure will be introduced.</li> <li>• Training for staff in order that they can confidently engage with members of the public on the matter.</li> </ul>		
<p>• There is a risk that a member of staff will fail to dock the device.</p> <p>There is a risk that the device will not automatically download.</p> <ul style="list-style-type: none"> <li>• There is a risk that the data will not be marked evidential and be automatically deleted.</li> <li>• In the event that a system is purchased that incorporates the ability to wipe the device remotely, there is a risk that evidential data could be accidentally erased.</li> </ul>	<b>3</b>	<b>3</b>	<b>Med</b>	<p>Equipment will be installed and maintained as per manufacturer's instructions.</p> <p>Any device issues / failures / incidents will reported and investigated.</p> <ul style="list-style-type: none"> <li>• A Body Worn Video Policy, Procedure and Standard Operating Procedure will be introduced.</li> <li>• Training for staff in order that they can confidently engage with members of the public on the matter.</li> </ul> <p>Following an activation the member of staff will be returned to the premises,</p>	<b>Reduced</b>	<b>Low</b>

follow a 'check-in' process and 'dock' it into a dedicated port that automatically downloads all the captured information onto the server. This information cannot be deleted or altered and is encrypted.

The member of staff will then complete an incident report form which will flag up that data needed to be retained.

One of the Councils trained and authorised officers will then identify the elements of captured data to be retained via the software and 'mark' the section appropriately. It will then be backed up on to the primary back-up and then secondary back-up if required. Once completed, the contents on the device are deleted and retained as stated. All other material will be automatically erased after 30 days.

Training for authorised officers will include information on the remote wipe function and risks if appropriate.

There is risk that data will be held for inappropriate length of time.	3	3	Med	<p>Any information captured on a device, which is deemed to be non-evidential will be automatically deleted after 30 days.</p> <p>The only rationale for any retention beyond an immediate disposal include circumstances where staff have been subject to violence and aggression in the course of their duties, and there is a desire to review the incident as part of a police investigation. In these circumstances, The Councils' Information Governance Team will retain a master copy and it will be stored in line with the Councils' Retention Scheme.</p> <p>Data within the evidential category which has been passed to the police, courts etc. will be reviewed and disposed of, in accordance with timeframes within the justice system or 2 years following the cessation of proceedings.</p>	Reduced	Low
<ul style="list-style-type: none"> <li>Recording in private dwellings – If the purpose of Body Worn Video is</li> </ul>	3	3	Med	Recording in private dwellings – It is widely recognised that citizens are	Reduced	Low

<p>not clear to the public, there is a risk that it may be seen as an unjustified intrusion on privacy.</p> <ul style="list-style-type: none"> <li>• <u>State of undress</u> – there is a risk that footage may show persons in a state of undress.</li> <li>• <u>Access requests</u> – there is a risk that there will be an increase in requests for data and The Councils will not be able to process the requests in a timely way.</li> </ul>				<p>likely to have a strong expectation of privacy especially in their own homes. Indeed this is contained with Article 8 of the ECHR (a right to respect for a private and family life) and under normal circumstances BWV would not be used in private dwellings. However if the user is present at an incident in a private dwelling, and there is a risk of violence and aggression, then there is a genuine purpose and this equipment is able to be used. The user will be mindful to exercise discretion and recording should only be used when it is relevant to the incident and necessary in order to gather evidence, all recordings require a lawful basis in order to justify infringement of Article 8.</p> <p>In circumstances where an occupant of the premises objects to the recording taking place but where an incident is taking place staff are recommended to continue with a recording but explain their reasons for doing so.</p> <p>These reasons might include:</p>		
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				<ul style="list-style-type: none"> <li>• That an incident has occurred requiring police to attend.</li> <li>• That the member of staff continued presence might be required to complete the enquiries.</li> <li>• There is a requirement to secure best evidence of any offences that have occurred and that the video/audio evidence will be more accurate and of a higher quality and therefore in the interests of all parties.</li> <li>• That continuing to record would safeguard both parties, with a true and accurate recording of any significant statement made by either party and of the scene</li> <li>• That the incident may reoccur in the immediate future</li> <li>• That continuing to record will safeguard the BWV user against any potential allegations from either party.</li> </ul> <p>The Councils is very mindful of the concerns that this raises and will train its users to respect and adhere to these safeguards.</p>		
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				<p>When capturing information on these devices, Council staff will only do so in order to fulfil the legitimate purpose, which is to reduce violence and aggression towards staff. Data will only be accessed and stored when a member of staff completes an incident report form and advised that footage is available. Footage will then be accessed by one of the authorised and nominated Councils staff, and stored as it is deemed as evidential. Footage could then be shared with the police, Crown Prosecution Service, Defence professionals and the Courts to support a prosecution.</p> <p>Any captured information deemed to be evidential, will in the first instance be 'protected' by means of a Master copy being created. This remains an integral part of the process. A Working copy(s) is created and it is this which will be passed to the police. In instances of any dispute, the Court can require the production of the Master copy. This should only be done in</p>		
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				<p>liaison with a senior member of the Council.</p> <p>Other various access requests will be dealt with via existing information governance arrangements, i.e. via the Information Governance Team.</p> <p>The Councils will review resources required longer term for the management of BWV data and security related matters.</p>		
<p>It is also possible that in some circumstances, such as a violent encounter, a device might become detached from a member of staff and fall into the hands of unauthorised persons. This presents the possibility of the data being accessed by an unauthorised individual.</p> <ul style="list-style-type: none"> <li>There is a risk that a device will be lost or stolen.</li> </ul>	<b>3</b>	<b>4</b>	<b>High</b>	<p>This technology will only be deployed in an overt manner, using trained staff and in defined operational circumstances. All captured data will be processed to ensure total compliance with the Data Protection and Human Rights legislation and retained and subsequently disposed of in accordance with The Councils Policy.</p> <p>Due to the very nature of confrontation and investigations, it is possible that in some circumstances, a device might become detached from a member of staff and fall into the hands</p>	<b>Accepted</b>	<b>Med</b>

<ul style="list-style-type: none"> <li>• There is a risk of unauthorised access to and / or unauthorised copying of data.</li> <li>• There is a risk of claims for compensation as a result of data loss.</li> <li>• There is a risk of a cyber-security incident / data being accessed by unauthorised persons.</li> <li>• There is a risk of data loss due to human error, failure to back up server, viruses, network failure, fire, flood etc.</li> </ul>				<p>of unauthorised individuals and therefore potentially stolen, with the possibility of the data being accessed by an unauthorised individual. The means of attaching equipment to the member of staff has been subject of much consideration and is designed to physically reduce instances of the equipment being ripped from a member of staff. Attachments to have been fully tested as part of implementation.</p> <p>The impact in terms of any time lost between any actual loss and notification to the Councils, is kept to a minimum. Where a device is lost, it will be reported immediately to the Information Governance Team and or the most senior officer on call. The device is encrypted and there is a limited amount of captured information stored on the device's internal memory and requires specific docking facilities to access the footage. In the event of a loss the Councils intends to have the ability to locate via GPS and remote wipe.</p>		
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In terms of cyber security, a device is docked in order to transfer data, therefore the entire The Councils network would have to be hacked for it to be at risk. Also the device is encrypted and there is a limited amount of captured information stored on the device's internal memory and requires specific docking facilities to access the footage.

In addition it is important to note that the recording itself is encrypted, as it records, not the device, to AES256 standard. Only the software can decrypt it, so when it is uploaded to The Councils storage systems, the recording remains encrypted. The software decrypts the recording and stores separately, therefore two versions exist, an encrypted and a decrypted record. The software may also be able to auto purge all decrypted recordings.

The procedures and principles applicable to BWV are similar to how The Councils handles requests or court orders for CCTV data. Issues relating to these requests will be referred to the Information Governance Team and

				<p>escalated through senior management as necessary.</p> <p>Depending on supplier, devices are likely to be docked and data automatically downloaded to central server and is not accessible by staff or line management locally. Footage will only be accessed by one of the authorised and nominated The Councils staff via PCs with personal logins, and only held past 30 days if it is deemed as evidential.</p> <p>The Councils has an ICT resource and expertise as part of project team.</p> <p>Existing arrangements are in place for CCTV data access and disclosure and will remain unchanged, i.e. footage will be supplied for evidential purposes only. It will be decrypted using the software and emailed to IT requesting it to be put on a password protected DVD/CD. Footage must be requested by authorised police staff on the appropriate forms, and collected by hand under signature. Immediate supply for life/death, detection of</p>		
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				<p>crime incidents will be provided in written request of a police officer of at least Inspector rank. In all cases a completed REQUEST FOR DISCLOSURE OF PERSONAL INFORMATION - Schedule 2, Part 1 (2) Data Protection Act 2018 form completed by the appropriate police/organisation rank will be required.</p> <p>The Master copy will be retained securely on-site with the Information Governance Team.</p> <p>The Councils Business Continuity Policies, Procedures and Plans are in place. Existing arrangements are in place for CCTV data access and disclosure and will remain unchanged.</p>		
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## Step 6. SIGN OFF and record outcomes

### a. Project Lead / Service Lead

*The Project / Service Lead sign-off confirming they have or will:*

- review any consultation responses, provide any required explanation on outcome and explain reasons if decision departs from the views of any stakeholders.*
- accept and approve any measures outlined in the DPIA and integrate actions back into the project plan*
- ensure appropriate data sharing arrangements are put in place where data is shared with third party organisations (e.g.: Contracts, Data Access Agreements, Data Sharing Agreements)*
- consider the need for additional information in The Councils Privacy Notice to inform service users of how their personal data is to be processed; and if appropriate put this in place*
- keep the DPIA under review*

### **Project /Service Lead Comments:**

- Ongoing monitoring of consultation.
- Mitigations accepted and will be implemented.
- Any necessary additional data sharing agreements will be put in place.
- Privacy notice will be updated.
- DPIA will be kept under review.

<b>Name:</b>	
<b>Job Title:</b>	
<b>Signed:</b>	<b>Date:</b>

**b. Data Protection Officer (DPO)**

*The DPO should:*

- Advise on compliance, 'step 5' mitigating measures and whether processing can proceed.
- Ensure the DPIA is added to central DPIA Register (by Information Governance)

**Summary of DPO advice:**

The detailed background, risk descriptions and mitigating measures (to reduce or eliminate risks) in this DPIA indicate that there are appropriate technical and organisational measures in place for The Councils to lawfully utilise BWV devices as described. The DPIA is sufficient to implement the data protection principles effectively and safeguard individual rights in this case.

<b>Name:</b>	
<b>Signed:</b>	<b>Date:</b>

**c. Information Asset Owner (IAO)**

*The IAO should:*

- Consider and approve any residual risks. If accepting any residual high risk, you should consult the Information Commissioner's Office (ICO) before going ahead.
- Ensure that all staff involved in the processing of personal data are aware of their responsibilities to complete mandatory Information Governance training
- Make arrangements for any new systems to be added to the Information Asset Register (IAR) or update an existing entry to reflect new processing

**IAO Comments:**



<b>Name:</b>	
<b>Title:</b>	
<b>Signed:</b>	<b>Date:</b>

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## **SELCP Body Worn Camera FAQs & Answers:**

**Q1 - Do either of the documents clearly set out who the data controller and data processor are?**

**Answer:**

Because the terms, mode and method of use is determined by the Boston Borough Council (BBC) based service function it is seen as Data Controller for much of the CCTV and management of that footage in the first instance. In respect to that footage collected and downloaded for use by service teams for enforcement – this is the process defined by your service and as such each separate Council is Data Controller for that purpose. E.g. once you have taken as “evidence” from the CCTV team.

The Policy (signed off by all three) would be a statement of “how” we use the body worn, along with other CCTV once an aligned policy is in place. This means each Council has set out the framework and model for processing. Each would then be Controller in its own right.

**Q2 - Can SELCP be considered to be one of the above entities and can all three authorities be lumped together as one for the purposes of GDPR? Is SELCP a legally constituted entity, or should all three LA's be considered separately, albeit under one policy, as separate legally constituted bodies? Is Boston the data processor for example? What I'm getting at is can the data be lawfully transferred from one LA to another just under the SELCP banner as if we were one?**

**Answer:**

The Data Controller can vary and change at different points of the data lifecycle depending on the use / and definitions thereof. In all cases the S&ELCP is not a legal entity, and the Councils are often acting as Controllers in Common. There is a MOU in place to allow necessary processing/sharing to take place across the S&ELC Partnership. With a common “policy” we are introducing suitable controls that would move us towards an appropriate degree of control of processing to meet Article 5 GDPR.

Any fair processing would need to be issued by each team, available on request when using the cameras – and/or adding to their online fair processing statement.

**Q3 - In the DPIA section (Section 4 first para) that gives examples of functions that may use the camera's, this is very PP Service focussed. Is it intended that they could be used across the Council's other functions such as planning enforcement, Housing, parks and gardens staff, etc? Might be worth just giving an example from each of these services to illustrate, so it's clear that it relates to more than just PP.**

**Answer:**

The processing by the service would need perhaps to undergo a DPIA if it deviated from the Health and Safety Purpose/or to identify and prosecute offenders. We may need to understand how any footage is used for operational use depending on the circumstances. e.g. Would it be appropriate for Parks and Grounds staff to use body worn footage to identify a dog owner, where a dog is running wild? Is that expected? Proportionate? Etc.

17.4 in the policy hopefully covers that question – highlights a few departments but does state not limited:

17.4 Footage which is subject to the Local Government Act 1972 (LGA 1972). The LGA 1972, s 222 provides that a local authority can prosecute or defend criminal proceedings where it considers it 'expedient for the promotion or protection of the interests of the inhabitants of their area'. This gives local authorities power to prosecute criminal offences investigated by their own departments.

These departments may include, but not limited to:

- community safety
- health and safety
- environmental health/food safety and hygiene
- Planning Enforcement
- housing and council tax benefit.

Q4 - Ref use in domestic situations, does the use of the camera's potentially give rise to a safeguarding risk through the capture for example of children in the recordings? Appreciate one risk might outweigh the other, but does it need to be addressed in the document?

Answer:

Safeguarding should be covered in the safeguarding policy. Any footage obtained with children in as collateral would be handled in the same manner evidentially as other footage. I am not sure that capture of children by an enforcement officer is inappropriate – clearly this is use case dependant. So, if the Public Protection Officer is recording a domestic fridge for a food issue; then taking images of children in an adjacent play pen perhaps is inappropriate. However, if a Housing officer were to attend a domestic premises and there was scope and meaning to having the child in the image (especially if to capture a safeguarding concern) I think it is appropriate to record them. I would certainly expect this to come out in any training – and would avoid a general “you must not record children” as a ban. The additional control of an SIA CCTV trained gateway officer provides segregation of duties and a control if images are captured that cannot be used. Footage of letters/documents and other elements that could contain personal data will also be managed as above – this provides some degree of governance in what footage is taken.

Q5 - I do have concerns generally around the extension of the use of camera's beyond uniformed staff, as anecdotally I've read and heard that the wearing of them can make things more awkward and sometimes escalate a situation, but that's a separate consideration about how and when we ultimately use them in practice.

Answer:

I think your comments do raise the issue about cameras as PPE, and a consideration that if it is issued PPE (to prevent an incident) how do we record a decision not to wear it to prevent escalation. Perhaps something to consider from a Health & Safety consideration.

Q5 - I have been just about to buy some so you have saved an expensive mess up on my part what kit are we using and how long before it goes through at ELDC?

Answer:

The cameras are Dahua BWV devices, which links in with our Public Realm CCTV software system. The cameras we have purchased cost around 5k, but that includes the docking station, 6 cameras, installation and software, etc, – which we purchased through our CCTV Contractor Videcom and have a framework built into our new contractor for additional purchases relating to CCTV. Duncan is also interested in purchasing some for his Car Park attendants, so maybe worth a chat with him to share the costs, unless you want to purchase a unit solely for your team.

Once I speak to John Medlar next Wednesday morning, I'll find the route I need to take and will then plot the meetings I need to take the policy too to get it signed off – I was taking BBC first as the equipment is already installed in CCTV now, but if we know a unit is going into ELDC as well then I can take it through ELDC due process at the same time.

You'll need to have a chat with Christian, as built into the policy he needs to authorise and approve which teams / officers can use a BWV.

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<b>Report To:</b>	Overview & Scrutiny Committee
<b>Date:</b>	17 <sup>th</sup> July 2025
<b>Subject:</b>	Quarter 4 24/25 Performance Report
<b>Purpose:</b>	To provide an update on performance as at the end of March 2025 to feed into the Committee's work programme
<b>Key Decision:</b>	No
<b>Portfolio Holder:</b>	Councillor Anne Dorrian, Leader
<b>Report Of:</b>	James Gilbert, Assistant Director – Corporate
<b>Report Author:</b>	Suzanne Rolfe, Group Manager – Insights & Transformation
<b>Ward(s) Affected:</b>	All
<b>Exempt Report:</b>	No

## Summary

This performance report covers Q4 of 2024/25, up to the end of March 2025. This may assist Committee members to identify areas of particular interest to add to their work programme.

## Recommendations

To note the performance information and consider if there are any items that Committee members would like to add to the Committee's future work programme.

## Reasons for Recommendations

This is a regular quarterly performance report to potentially feed in to plans for the Committee's future work programme.

## Other Options Considered

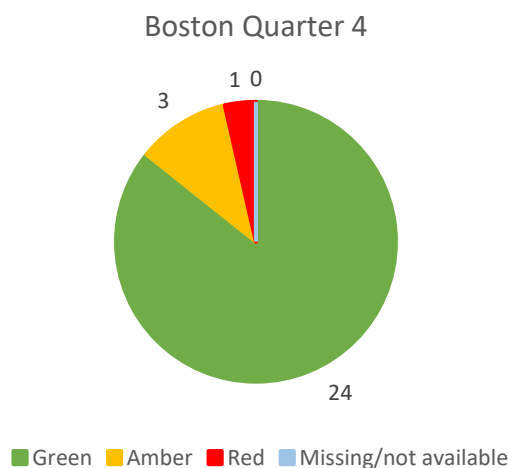
Alternative reporting arrangements.

### 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 4 of 2024/25 (as at the end of March 2025).
- 1.3 This information is presented to Overview & Scrutiny Committee to assist in the identification of areas of particular interest for the future work programme.

### 2. Performance (Appendix 1)

- 2.1 In total there are 95 KPIs for Boston Borough Council in 2024/25. These are set out by priority in Appendix 1 following the adoption of the Sub-regional Strategy.
- 2.2 There are 29 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. One of the waste measures is a trend measure until Q1 so is not included in the pie chart below. Commentary is provided in Appendix 1 for the red indicator.



- 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. 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 The previous quarters' figures for PSPS telephony have been amended to show the performance in quarter, as opposed to year to date. This is to better align with the SLA profiled target and the commentary that PSPS provide.
- 2.6 The performance indicators showing decisions made by Planning within agreed timescales have been amended. The previous indicators showing performance in the quarter alone has been replaced with the new indicator showing Majors and Non-Majors planning applications determined on a 12month rolling basis, beginning in October each year. This is to align with the central government reported indicator.
- 2.7 Commercial Rent as a percentage of agreed budget indicator has been removed as the IT and accounting system is unable to provide a reliable report of the current income position for rents.

### **3. Responses to questions raised at previous meetings**

- 3.1 Four questions were raised following the last quarterly performance update to Environment & Performance Committee, requesting clarification or more information. The responses are provided below.
- 3.2 Question 1: Clarification requested relating to the reduction in the number of swimming lessons provided and number of swims booked. Response provided by the Leisure Services Officer.
- 3.3. This is predominantly due to seasonality and the latest figures and commentary are provided at Appendix 1. There has also been a slight change in the way the pool is operated and the way performance is reported, for example, we don't have block bookings any more, so this may also have had a small impact on the trend over time.
- 3.4 Please note that we are likely to see a further reduction in the next report for Quarter 1, due to the building work which is currently underway.
- 3.5 Question 2: Clarification requested relating to "LA error rate measured against estimated annual expenditure". Response below from the Head of Revenues & Benefits.
- 3.6 The DWP recognise and accept that Housing Benefit is complex and that inevitably local authorities will have official error and delay. As such the DWP allow local authorities to make official error and admin delay overpayments up to 0.48% of subsidised expenditure without any loss of subsidy. Subsidy reduces to 40% if the error is between 0.48% and 0.54%. Error above 0.54% will achieve 0% subsidy.
- 3.7 'Admin delay' arises where the local authority is notified of a change in circumstance, and has sufficient information and evidence to make a revision, but does not do so before the next payment date.

- 3.8 'Official error' overpayment means an overpayment caused by a mistake, in the form of an act or omission made by the local authority.
- 3.9 Throughout the year, LA Error is calculated on the estimated annual Housing Benefit expenditure for the financial year.
- 3.10 Outturn 2024/25, the Housing Benefit expenditure attracting subsidy was £11,313,788. The amount of 'LA Error' was £30,635. The LA Error rate was 0.27%, attracting full subsidy for the council.
- 3.11 Question 3: Clarification requested relating to the actual number of properties liable to council tax and the difference between that number and the number of "adjusted" properties. Response below from the Head of Revenues & Benefits
- 3.12 The number of banded dwellings as at 30<sup>th</sup> November 2024 was 31,914. This is adjusted due to discounts and exemptions to give a tax base of 20,290.
- 3.13 Question 4: More information requested about the Council's call back function. Response below from
- 3.14 The 'call back' functionality was introduced into the contact centre in May 2023. This functionality allows customers to retain their place in the queue, albeit virtually, allowing customers flexibility to carry on with their business until they are answered by an Advisor. Placement in the call back queue and wait times are the same as if a customer remained in the live queue.
- 3.15 It is important for customers to follow the instructions, to have the phone number validated before disconnecting and also not to call from a withheld number. We have had a handful of cases of perceived unsuccessful call backs, where after investigation, customers have disconnected before their number could be validated.
- 3.16 There were 387 successful call backs in Q4 for Customer Contact and 1,719 for Revenues & Benefits, with 1,648 annually for Customer Contact and 4,604 annually for Revenues & Benefits.
- 3.17 Call waits were a little over two minutes on average across the year for Customer Contact, with a 7% total uplift in demand numbers and also an increase in call duration, reflective of additional needs of the customer.

#### **4. Conclusion**

- 4.1 Overall, performance in Q2 of 2024/25 is in line with targets and remedial action is in place where required.

#### **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 relating to staffing are included in the report.

## **Workforce Capacity Implications**

No implications specific to this report. KPIs 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**

No implications specific to this report

## **Stakeholder / Consultation / Timescales**

Consultation with SLT

## **Reputation**

No implications specific to this report.

## **Contracts**

No implications specific to this report. KPIs 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
- B&B: Bed & Breakfast accommodation
- BAU: Business As Usual
- CC: Customer Contact
- DD: Direct Debit
- DWP: Department for Work and Pensions
- 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
- SLA: Service Level Agreement
- 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                      Q4 Performance

## 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

Name of Body	Date
Cabinet	9 <sup>th</sup> July 2025

## Report Approval

Report author: Suzanne Rolfe, Group Manager – Insights & Transformation,  
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## Performance Indicators with Targeted Performance Levels

### Growth and Prosperity

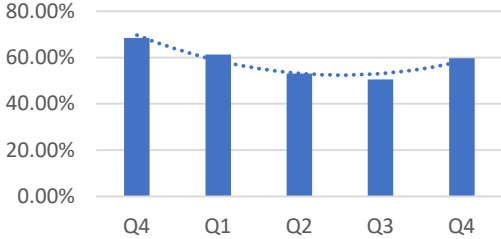
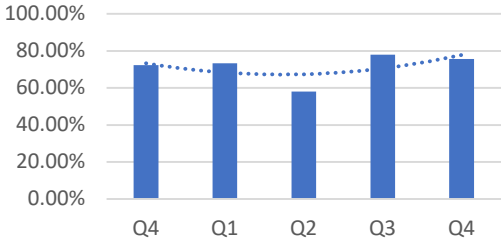
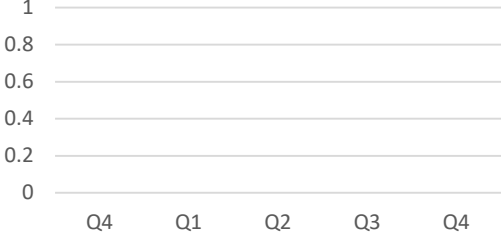
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	91.78%	87.50%	88.89%	No Longer Reported	No Longer Reported	65%	N/A	
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	84.98%	96.15%	100.00%	No Longer Reported	No Longer Reported	75%	N/A	
Percentage of other planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	92.86%	92.59%	87.50%	No Longer Reported	No Longer Reported	75%	N/A	

Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) (MHCLG 12 Month Rolling Period)	PN	93.75%	92.86%	90.77%	78.57%	76.00%	65%		
Commentary: Slight drop in performance for major decision making; However, still well above target. Service has gone through a period of change in recent months with staffing changes and temporary arrangements, which have naturally had a small and temporary impact on performance. As always with Major category - low numbers means % can be impacted by a small number.									
Percentage of non-major planning applications determined within 8 weeks (or agreed extended period) (MHCLG 12 Month Rolling Period)	PN	Not Previously Reported	Not Previously Reported	Not Previously Reported	93.65%	87.93%	75%		
Commentary: Slight drop in performance for non-major decision making; However, still well above target. Service has gone through a period of change in recent months with staffing changes and temporary arrangements, which have naturally had a small and temporary impact on performance.									
Land Charges - Average number of days taken to process Local Authority searches (working days)	CA	3.41	5.2	7.45	6.94	6.93	8		
Commentary: Unfortunately the system provider has been unable to provide the correct search stats application within this new system therefore, in consultation with the Group Manager - Public Protection, the above figure is calculated using a 2 week sample (2 January to 16 January) of the searches received.									



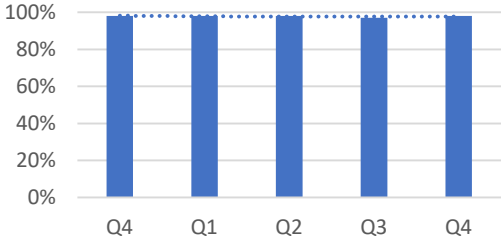
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.00%	0.00%	0.00%	0.00%	0.00%	10%		<p>100.00% 80.00% 60.00% 40.00% 20.00% 0.00%</p> <p>Q4 Q1 Q2 Q3 Q4</p>
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.15%	0.00%	0.18%	0.00%	0.22%	10%		<p>0.25% 0.20% 0.15% 0.10% 0.05% 0.00%</p> <p>Q4 Q1 Q2 Q3 Q4</p>
Commentary: Excellent appeal performance - demonstrating quality decision making. In addition to the 1 minor (dwelling) appeal reported, 1 enforcement appeal was allowed during this period, however, has not reported in this quarter's performance, following clarification from MHCLG that these do not count towards their monitoring of Quality of Planning Decisions.									
Occupancy Rate at end of Quarter: Industrial Units	AF	100.00%	100.00%	92.86%	92.86%	96.43%	95.00%		<p>100.00% 80.00% 60.00% 40.00% 20.00% 0.00%</p> <p>Q4 Q1 Q2 Q3 Q4</p>

Healthy Lives

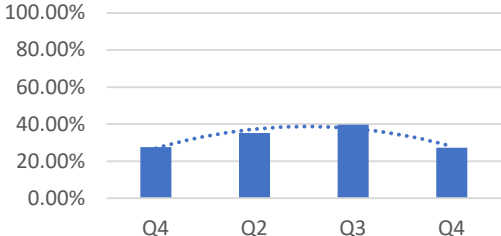
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of cases successfully opened whilst a customer remains in settled accommodation (Prevention Duty)	ES	68.42%	61.29%	53.09%	50.59%	59.76%	50%		
Commentary: The percentage of cases started prior to people becoming homelessness remained above target. Ten cases were closed prior to the homelessness decision applicable to this KPI could be made. Of these, 5 cases were not eligible for assistance, 3 were not homeless and 2 withdrew their application.									
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	ES	72.34%	73.33%	58.00%	77.97%	75.61%	50%		
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	ES	0	0	0	0	0	0		

69614

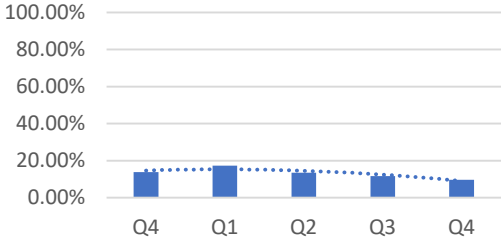
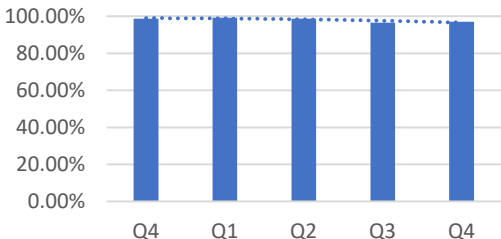
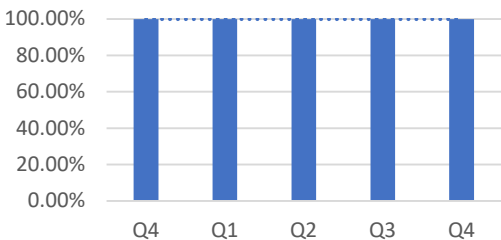
Safe and Resilient Communities

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
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.	CA	98%	98%	98%	97%	98%	98%		

Environment

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of household waste collected for recycling and composting	VB	27.60%		35.14%	39.68%	27.26%	Trend Only	Trend Only	

Commentary: The target now only relates to the end of year figure. From Q4 the quarterly figures will be trend only, and the end of year figure (reported in Q1 reports) will be against the target of 45%. All data is one quarter in arrears, therefore Q4 figure relates to performance in Q3. End of Year figure will be reported in 2025/26 Q1 report.

Percentage of recycling collected that is unable to be recycled (contamination)	VB	13.79%	17.36%	13.54%	11.62%	9.56%	14%		
Percentage of fly-tips collected within 3 working days of being reported	VB	98.66%	99.21%	98.75%	96.57%	97.00%	95%		
Percentage of waste collections that were successful first time	VB	99.96%	99.95%	99.96%	99.96%	99.95%	99.80%		

Efficiency and Effectiveness

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of corporate complaints responded to within corporately set timescales	JM	78.57%	100.00%	100.00%	88.24%	93.33%	95%		
Commentary: We had one late that has been responded to - and 3 that remain outstanding. Embedding new feedback policy is ongoing and will lead to service improvement.									
Percentage of subject requests responded to within statutory timescales	JM	50.00%	60.00%	100.00%	100.00%	100.00%	100%		
Percentage of information requests responded to within statutory timescales	JM	99.51%	98.48%	98.52%	100.00%	97.94%	95%		

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Occupancy Rate at end of Quarter: Other investment property	AF	100.00%	100.00%	96.55%	96.55%	96.55%	97%		<table><caption>Occupancy Rate at end of Quarter: Other investment property</caption><thead><tr><th>Quarter</th><th>Occupancy Rate</th></tr></thead><tbody><tr><td>Q4</td><td>100.00%</td></tr><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></tbody></table>	Quarter	Occupancy Rate	Q4	100.00%	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%
Quarter	Occupancy Rate																				
Q4	100.00%																				
Q1	100.00%																				
Q2	100.00%																				
Q3	100.00%																				
Q4	100.00%																				
Commentary: One asset remained unlet at the end of Q4, with the potential to let being held up by the extended hours of operation and scale of operation now being suggested being incongruent with the assets location and access.																					
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	AF	78.82%	104.53%	107.14%	111.53%	104.52%	100%		<table><caption>Percentage of car parking income received against agreed annual budget</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4</td><td>78.82%</td></tr><tr><td>Q1</td><td>104.53%</td></tr><tr><td>Q2</td><td>107.14%</td></tr><tr><td>Q3</td><td>111.53%</td></tr><tr><td>Q4</td><td>104.52%</td></tr></tbody></table>	Quarter	Percentage	Q4	78.82%	Q1	104.53%	Q2	107.14%	Q3	111.53%	Q4	104.52%
Quarter	Percentage																				
Q4	78.82%																				
Q1	104.53%																				
Q2	107.14%																				
Q3	111.53%																				
Q4	104.52%																				
Commentary: Car parking income for 2024/25 exceeded the annual budget target by 4.52%. In addition to having made accurate use forecasts, increasing parking charges by RPI for 2024/25, having a robust enforcement function in situ, having a reliable fleet of parking ticket machines in place, as well as offering numerous alternative payment methods have all contributed to the years out turn.																					
LA Error rate (measured against estimated annual expenditure) (PSPS)	BA	Not Previously Reported	0.04%	0.18%	0.25%	0.27%	0.42%		<table><caption>LA Error rate (measured against estimated annual expenditure) (PSPS)</caption><thead><tr><th>Quarter</th><th>Error Rate</th></tr></thead><tbody><tr><td>Q4</td><td>0.00%</td></tr><tr><td>Q1</td><td>0.04%</td></tr><tr><td>Q2</td><td>0.18%</td></tr><tr><td>Q3</td><td>0.25%</td></tr><tr><td>Q4</td><td>0.27%</td></tr></tbody></table>	Quarter	Error Rate	Q4	0.00%	Q1	0.04%	Q2	0.18%	Q3	0.25%	Q4	0.27%
Quarter	Error Rate																				
Q4	0.00%																				
Q1	0.04%																				
Q2	0.18%																				
Q3	0.25%																				
Q4	0.27%																				
Business Rate collection rate (Cumulative) (PSPS)	BA	93.75%	30.86%	55.33%	79.79%	98.83%	93.82%		<table><caption>Business Rate collection rate (Cumulative) (PSPS)</caption><thead><tr><th>Quarter</th><th>Collection Rate</th></tr></thead><tbody><tr><td>Q4</td><td>93.75%</td></tr><tr><td>Q1</td><td>30.86%</td></tr><tr><td>Q2</td><td>55.33%</td></tr><tr><td>Q3</td><td>79.79%</td></tr><tr><td>Q4</td><td>98.83%</td></tr></tbody></table>	Quarter	Collection Rate	Q4	93.75%	Q1	30.86%	Q2	55.33%	Q3	79.79%	Q4	98.83%
Quarter	Collection Rate																				
Q4	93.75%																				
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Q2	55.33%																				
Q3	79.79%																				
Q4	98.83%																				

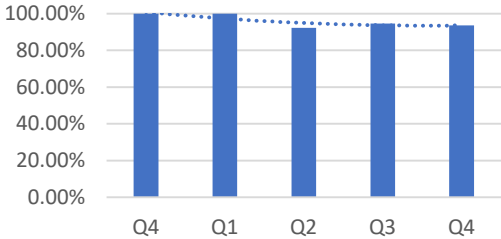

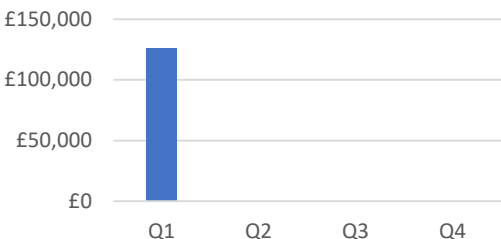
Council Tax collection rate (Cumulative) (PSPS)	BA	93.45%	26.93%	52.91%	79.12%	93.75%	92.55%		
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	BA	Not Previously Reported	30	25	24.67	25.75	25		
Commentary: Speed of processing in Q4 was 29 days, however cumulative for the 2024/25 year was 25.75 days. This is within the performance requirements of the DWP (30 days). It is also worth noting that in March performance was within target at 24 days.									
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	BA	Not Previously Reported	9	11	13.33	10.75	12		
Housing Benefit Overpayment Recovery rate (PSPS)	BA	Not Previously Reported	152.97%	138.45%	132.21%	113.87%	85.00%		

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Percentage of contacts resolved at first contact – targeted. (PSPS)	PP	Not Previously Reported	83.43%	83.88%	82.77%	85.57%	80%		<table><caption>Percentage of contacts resolved at first contact – targeted. (PSPS)</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q1</td><td>83.43%</td></tr><tr><td>Q2</td><td>83.88%</td></tr><tr><td>Q3</td><td>82.77%</td></tr><tr><td>Q4</td><td>85.57%</td></tr></tbody></table>	Quarter	Percentage	Q1	83.43%	Q2	83.88%	Q3	82.77%	Q4	85.57%		
Quarter	Percentage																				
Q1	83.43%																				
Q2	83.88%																				
Q3	82.77%																				
Q4	85.57%																				
Average answer rate – Customer Contact (PSPS)	PP	90.76%	82.01%	82.77%	90.34%	81.00%	80%		<table><caption>Average answer rate – Customer Contact (PSPS)</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4</td><td>90.76%</td></tr><tr><td>Q1</td><td>82.01%</td></tr><tr><td>Q2</td><td>82.77%</td></tr><tr><td>Q3</td><td>90.34%</td></tr><tr><td>Q4</td><td>81.00%</td></tr></tbody></table>	Quarter	Percentage	Q4	90.76%	Q1	82.01%	Q2	82.77%	Q3	90.34%	Q4	81.00%
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Q4	90.76%																				
Q1	82.01%																				
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Q3	90.34%																				
Q4	81.00%																				
Average answer rate – Revenues & Benefits (PSPS)	JG	92.44%	76.59%	75.77%	72.56%	60.48%	80%		<table><caption>Average answer rate – Revenues &amp; Benefits (PSPS)</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4</td><td>92.44%</td></tr><tr><td>Q1</td><td>76.59%</td></tr><tr><td>Q2</td><td>75.77%</td></tr><tr><td>Q3</td><td>72.56%</td></tr><tr><td>Q4</td><td>60.48%</td></tr></tbody></table>	Quarter	Percentage	Q4	92.44%	Q1	76.59%	Q2	75.77%	Q3	72.56%	Q4	60.48%
Quarter	Percentage																				
Q4	92.44%																				
Q1	76.59%																				
Q2	75.77%																				
Q3	72.56%																				
Q4	60.48%																				
Commentary: In Quarter target not met by 19.52%. Calls received (8,320), successful call backs (1,719). An Increase in calls by 22.29% vs Q4 last year. Call duration increased by 80 seconds vs Q4 last year. Customer behaviour changes have seen multiple repeat contacts (circa 40%), resulting in increased overall demand. Mitigation in place throughout Q4, including extended opening hours from November to March, with only a 0.64% take up rate. Call lines extended through annual billing, with much greater take up (280% increase vs last year). Impacts of increased calls relate to second home premium, CTS changes and general financial pressures that customers are facing. Year-end target not met by 11.94%. Calls received (26,944), successful call backs (4,604). Call duration increased by 23 seconds vs 23-24.																					
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	JG	100.00%	100.00%	100.00%	100.00%	100%	100%		<table><caption>Percentage of planned procurement work completed</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4</td><td>100.00%</td></tr><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></tbody></table>	Quarter	Percentage	Q4	100.00%	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%
Quarter	Percentage																				
Q4	100.00%																				
Q1	100.00%																				
Q2	100.00%																				
Q3	100.00%																				
Q4	100.00%																				

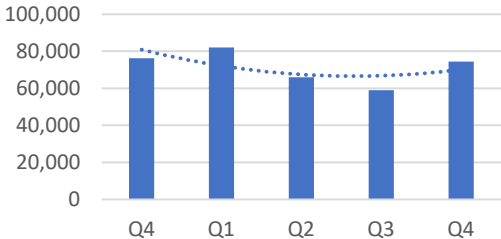
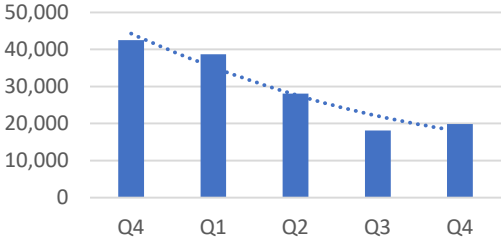
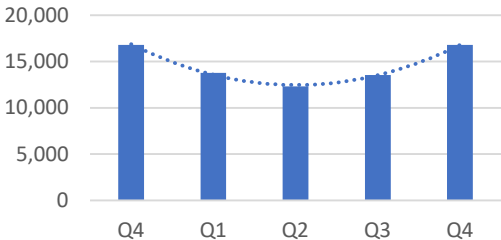


**Performance Indicators with Trend Only Data**  
**Growth and Prosperity**

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2023/24	2023/24	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of decisions (major / minor / others) taken under delegation within period	PN	100.00%	100.00%	92.22%	94.62%	93.59%	Trend Only	Trend Only	
External funding bids submitted by the growth directorate	DM	Not Previously Reported	Data not provided	0	0	0	Trend Only	Trend Only	
Level of Private Sector Investment achieved	DM	Not Previously Reported	£125,570	£0	£0	£0	Trend Only	Trend Only	

Council run stall occupancy level (Markets)	PP	54.13%	68.50%	59.00%	52.10%	54.00%	Trend Only	Trend Only	
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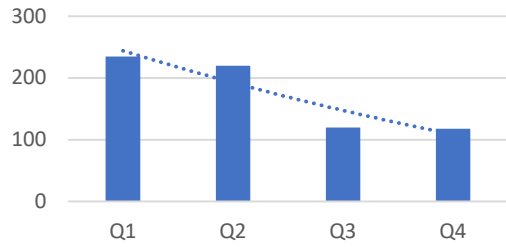
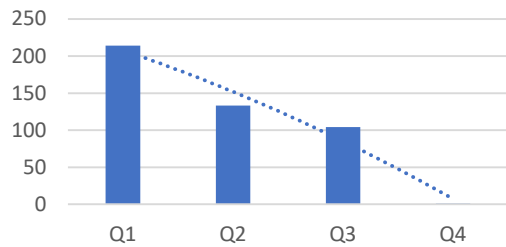
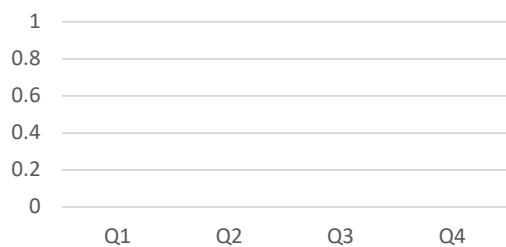
Healthy Lives

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Visitor numbers / number of tickets sold, leisure venue	PP	76,199	82,074	65,934	58,964	74,358	Trend Only	Trend Only	
Commentary: Attendances impacted by the total failure of the Leisure Pool Air Handling and heating issues leading to pool closures. Additionally a week of closure for the swimming pool support funded installation of the destratification fans in the Training Pool. Additionally there were 3 occasions where the centre was forced to close due to Anglian Water pump failures impacting the whole of Boston. Previous years swim numbers included Evening lessons and schools.									
Number of swims	PP	42,506	38,684	28,123	18,103	19,878	Trend Only	Trend Only	
Number of swimming lessons	PP	16,803	13,767	12,321	13,538	16,810	Trend Only	Trend Only	

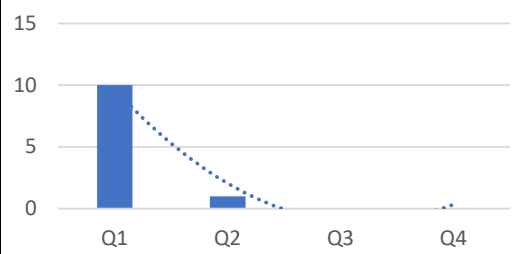
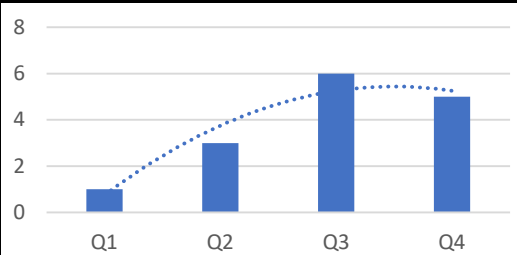
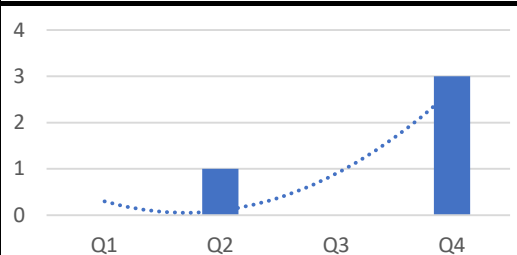

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Number of gym members	PP	2,129	1,768	1,903	1,860	1,963	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Number of gym members</th></tr><tr><td>Q4</td><td>2,129</td></tr><tr><td>Q1</td><td>1,768</td></tr><tr><td>Q2</td><td>1,903</td></tr><tr><td>Q3</td><td>1,860</td></tr><tr><td>Q4</td><td>1,963</td></tr></table>	Quarter	Number of gym members	Q4	2,129	Q1	1,768	Q2	1,903	Q3	1,860	Q4	1,963
Quarter	Number of gym members																				
Q4	2,129																				
Q1	1,768																				
Q2	1,903																				
Q3	1,860																				
Q4	1,963																				
Number of verified rough sleepers	ES	31	43	31	20	27	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Number of verified rough sleepers</th></tr><tr><td>Q4</td><td>31</td></tr><tr><td>Q1</td><td>43</td></tr><tr><td>Q2</td><td>31</td></tr><tr><td>Q3</td><td>20</td></tr><tr><td>Q4</td><td>27</td></tr></table>	Quarter	Number of verified rough sleepers	Q4	31	Q1	43	Q2	31	Q3	20	Q4	27
Quarter	Number of verified rough sleepers																				
Q4	31																				
Q1	43																				
Q2	31																				
Q3	20																				
Q4	27																				
Number of new volunteers trained and supported	ES	Not Previously Reported	17	77	108	127	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Number of new volunteers trained and supported</th></tr><tr><td>Q1</td><td>Not Previously Reported</td></tr><tr><td>Q2</td><td>17</td></tr><tr><td>Q3</td><td>77</td></tr><tr><td>Q4</td><td>108</td></tr></table>	Quarter	Number of new volunteers trained and supported	Q1	Not Previously Reported	Q2	17	Q3	77	Q4	108		
Quarter	Number of new volunteers trained and supported																				
Q1	Not Previously Reported																				
Q2	17																				
Q3	77																				
Q4	108																				
Number of properties improved through Council intervention	ES	13	6	3	3	13	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Number of properties improved through Council intervention</th></tr><tr><td>Q4</td><td>13</td></tr><tr><td>Q1</td><td>6</td></tr><tr><td>Q2</td><td>3</td></tr><tr><td>Q3</td><td>3</td></tr><tr><td>Q4</td><td>13</td></tr></table>	Quarter	Number of properties improved through Council intervention	Q4	13	Q1	6	Q2	3	Q3	3	Q4	13
Quarter	Number of properties improved through Council intervention																				
Q4	13																				
Q1	6																				
Q2	3																				
Q3	3																				
Q4	13																				

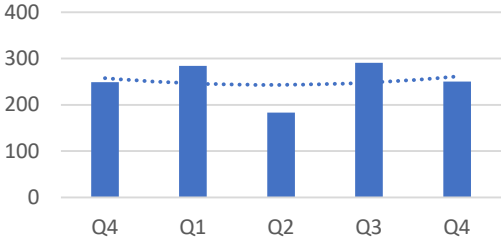
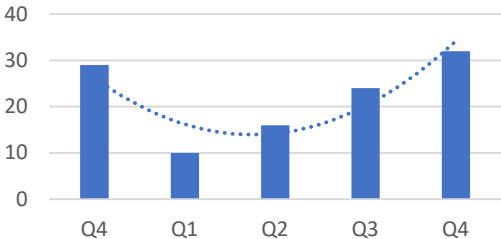
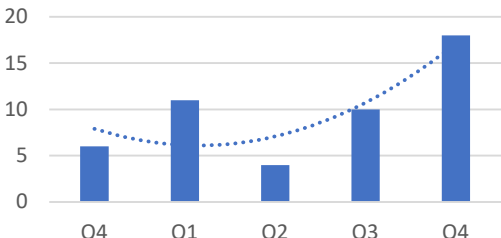
Safe and Resilient Communities

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
No of Council Anti-Social Behaviour cases opened	ES	Not Previously Reported	235	220	120	118	Trend Only	Trend Only	
No of Council Anti-Social Behaviour cases closed	ES	Not Previously Reported	214	133	104	1	Trend Only	Trend Only	
No of Community Triggers	ES	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	

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Number of Acceptable Behaviour Agreements (Community Safety)	ES	Not Previously Reported	10	1	0	0	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>10</td></tr><tr><td>Q2</td><td>1</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>0</td></tr></table>	Quarter	Value	Q1	10	Q2	1	Q3	0	Q4	0
Quarter	Value																		
Q1	10																		
Q2	1																		
Q3	0																		
Q4	0																		
Community Protection Notice Warnings (Community Safety)	ES	Not Previously Reported	1	3	6	5	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>1</td></tr><tr><td>Q2</td><td>3</td></tr><tr><td>Q3</td><td>6</td></tr><tr><td>Q4</td><td>5</td></tr></table>	Quarter	Value	Q1	1	Q2	3	Q3	6	Q4	5
Quarter	Value																		
Q1	1																		
Q2	3																		
Q3	6																		
Q4	5																		
Community Protection Notices (Community Safety)	ES	Not Previously Reported	0	1	0	3	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>1</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>3</td></tr></table>	Quarter	Value	Q1	0	Q2	1	Q3	0	Q4	3
Quarter	Value																		
Q1	0																		
Q2	1																		
Q3	0																		
Q4	3																		
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour orders (Community Safety)	ES	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>0</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>0</td></tr></table>	Quarter	Value	Q1	0	Q2	0	Q3	0	Q4	0
Quarter	Value																		
Q1	0																		
Q2	0																		
Q3	0																		
Q4	0																		

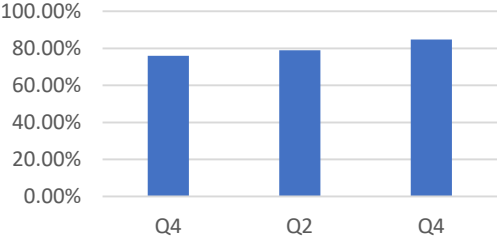
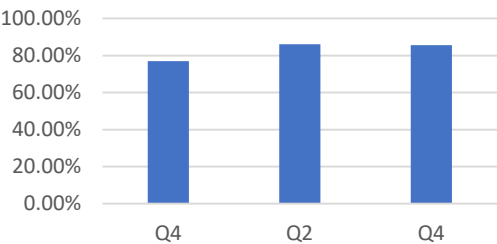
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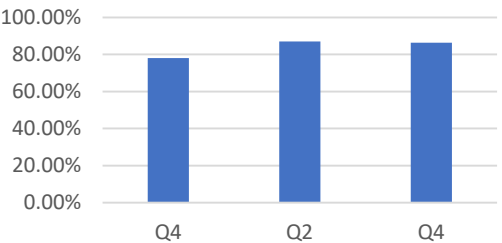
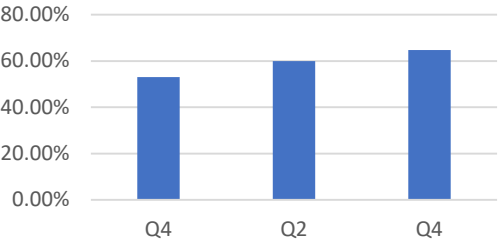
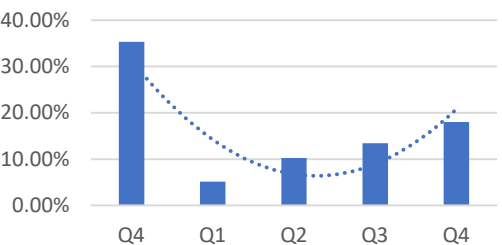
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	CA	249	284	183	291	250	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	CA	29	10	16	24	32	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	CA	6	11	4	10	18	Trend Only	Trend Only	

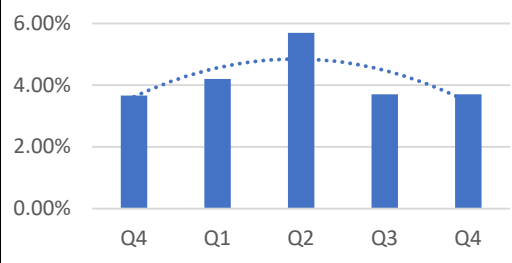
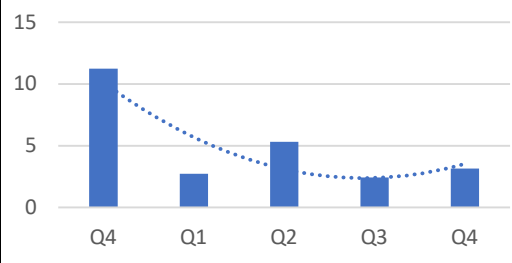
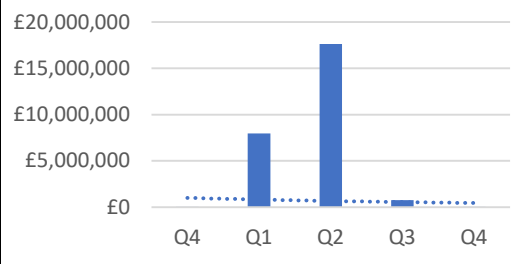
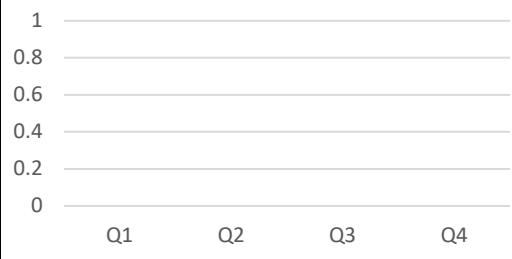
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Kingdom Contract: Number FPNs paid (In quarter)	CA	102	129	88	140	151	Trend Only	Trend Only	<table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q4</td><td>102</td></tr><tr><td>Q1</td><td>129</td></tr><tr><td>Q2</td><td>88</td></tr><tr><td>Q3</td><td>140</td></tr><tr><td>Q4</td><td>151</td></tr></tbody></table>	Quarter	Value	Q4	102	Q1	129	Q2	88	Q3	140	Q4	151
Quarter	Value																				
Q4	102																				
Q1	129																				
Q2	88																				
Q3	140																				
Q4	151																				
Kingdom Contract: Number FPNs Outstanding payment (In quarter)	CA	160	168	106	175	102	Trend Only	Trend Only	<table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q4</td><td>160</td></tr><tr><td>Q1</td><td>168</td></tr><tr><td>Q2</td><td>106</td></tr><tr><td>Q3</td><td>175</td></tr><tr><td>Q4</td><td>102</td></tr></tbody></table>	Quarter	Value	Q4	160	Q1	168	Q2	106	Q3	175	Q4	102
Quarter	Value																				
Q4	160																				
Q1	168																				
Q2	106																				
Q3	175																				
Q4	102																				
Kingdom Contract: Percentage Payment rate (In quarter)	CA	38%	43%	45%	44%	53%	Trend Only	Trend Only	<table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q4</td><td>38%</td></tr><tr><td>Q1</td><td>43%</td></tr><tr><td>Q2</td><td>45%</td></tr><tr><td>Q3</td><td>44%</td></tr><tr><td>Q4</td><td>53%</td></tr></tbody></table>	Quarter	Value	Q4	38%	Q1	43%	Q2	45%	Q3	44%	Q4	53%
Quarter	Value																				
Q4	38%																				
Q1	43%																				
Q2	45%																				
Q3	44%																				
Q4	53%																				
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	CA	26	29	30	12	15	Trend Only	Trend Only	<table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q4</td><td>26</td></tr><tr><td>Q1</td><td>29</td></tr><tr><td>Q2</td><td>30</td></tr><tr><td>Q3</td><td>12</td></tr><tr><td>Q4</td><td>15</td></tr></tbody></table>	Quarter	Value	Q4	26	Q1	29	Q2	30	Q3	12	Q4	15
Quarter	Value																				
Q4	26																				
Q1	29																				
Q2	30																				
Q3	12																				
Q4	15																				



Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of Partnership workforces (surveyed collectively) who said ‘Yes’ when asked if they felt valued at work	JG	76.00%	Reported Half Yearly in 2024/25	79.00%	Reported Half Yearly in 2024/25	84.80%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 84.3%. The SELCP average response has increased positively by nearly 6% since Q2 and 9% since Q4 23/24. The BBC only response has increased by 9% since Q2 and 16% in comparison since Q4 23/24.									
Percentage of the Partnership workforces (surveyed collectively) who said ‘Yes’ they feel there are opportunities in the Partnership to learn and develop their skills and expertise	JG	77.00%	Reported Half Yearly in 2024/26	86.00%	Reported Half Yearly in 2024/26	85.50%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 82%. The SELCP average response has decreased ever so slightly by 0.5% since Q2. However, the BBC only response has increased by 6% since Q2.									

Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace	JG	78.00%	Reported Half Yearly in 2024/27	87.00%	Reported Half Yearly in 2024/27	86.30%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 82%. The SELCP average response has decreased ever so slightly by 0.7% in comparison to Q2. However, the BBC only response has increased by 12% since Q2, and 13% in comparison to Q4 23/24.									
Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making	JG	53.00%	Reported Half Yearly in 2024/28	60.00%	Reported Half Yearly in 2024/28	64.70%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 82%. The SELCP average response has decreased ever so slightly by 0.5% since Q2. However, the BBC only response has increased by 6% since Q2.									
Staff Turnover (Year to Date)	JG	35.30%	5.13%	10.22%	13.41%	18.03%	Trend Only	Trend Only	
Commentary: Significantly higher turnover rate in the previous year was due to staff being TUPE'd away from the GMLC transfer. Figures have been updated, as previous figures were not year-to-date. The voluntary year-to-date figure for 2024/25 stood at 12.05%.									

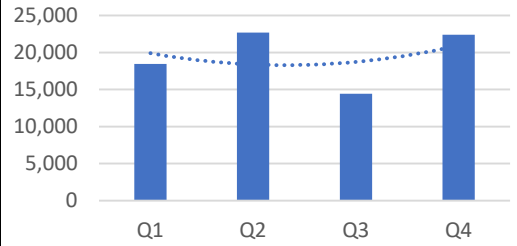
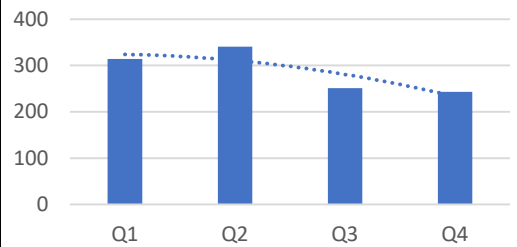
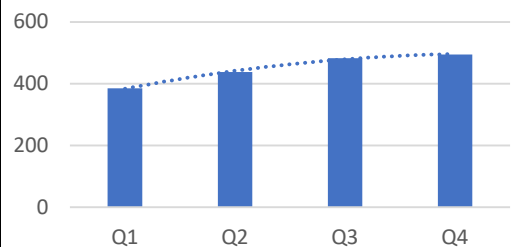
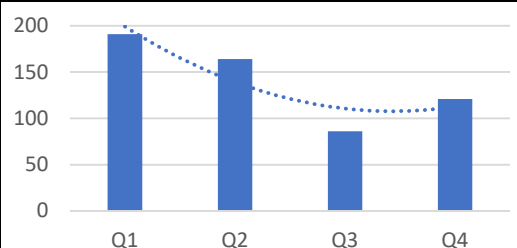
Voluntary Only Staff Turnover (In Quarter)	JG	3.66%	4.20%	5.70%	3.70%	3.70%	Trend Only	Trend Only	
Number of working days lost to sickness per FTE (Year to Date)	JG	11.24	2.73	5.31	2.43	3.15	Trend Only	Trend Only	
External funding – a calculation of External Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	JG	£33,125	£7,960,404	£17,636,760	£752,541	£39,848	Trend Only	Trend Only	
Percentage of Ombudsman complaints upheld	JM	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	

Commentary: For the 5 LCSCO Complaint updates this year, one is pending a decision and the LGSCO have decided that they will not investigate the remaining 4.

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Number of upheld Ombudsman complaints per 100,000 population	JM	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Complaints per 100,000</th></tr><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>0</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>0</td></tr></table>	Quarter	Complaints per 100,000	Q1	0	Q2	0	Q3	0	Q4	0
Quarter	Complaints per 100,000																		
Q1	0																		
Q2	0																		
Q3	0																		
Q4	0																		
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	JM	0	0	0	1	1	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Instances</th></tr><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>0</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>1</td></tr></table>	Quarter	Instances	Q1	0	Q2	0	Q3	0	Q4	1
Quarter	Instances																		
Q1	0																		
Q2	0																		
Q3	0																		
Q4	1																		
Number of late reports not made available to the Democratic Services teams at agenda publication	JM	0	3	3	3	5	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Late Reports</th></tr><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>3</td></tr><tr><td>Q3</td><td>3</td></tr><tr><td>Q4</td><td>5</td></tr></table>	Quarter	Late Reports	Q1	0	Q2	3	Q3	3	Q4	5
Quarter	Late Reports																		
Q1	0																		
Q2	3																		
Q3	3																		
Q4	5																		
Repairs & Maintenance: Percentage committed spend against budget	AF	Data not provided	20.13%	61.16%	95.82%	164.33%	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Percentage</th></tr><tr><td>Q1</td><td>20.13%</td></tr><tr><td>Q2</td><td>61.16%</td></tr><tr><td>Q3</td><td>95.82%</td></tr><tr><td>Q4</td><td>164.33%</td></tr></table>	Quarter	Percentage	Q1	20.13%	Q2	61.16%	Q3	95.82%	Q4	164.33%
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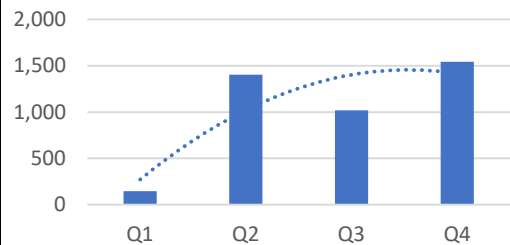
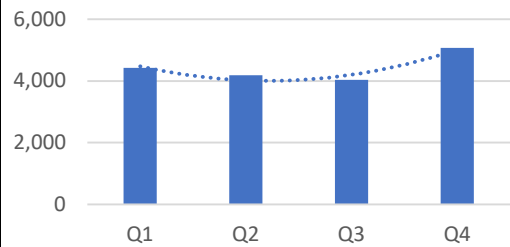
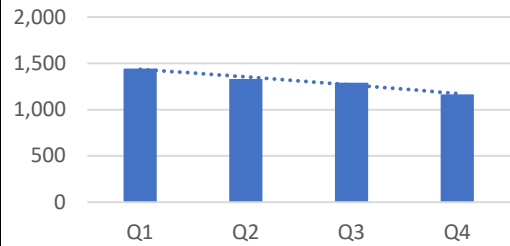
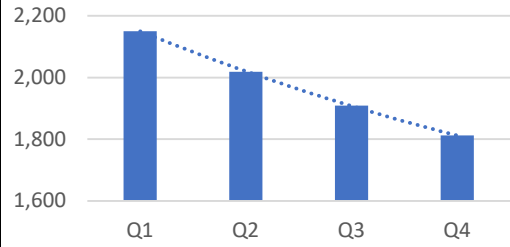
Page 163

Call volumes	PP	Not Previously Reported	18,461	22,705	14,418	22,381	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Call volumes</th></tr><tr><td>Q1</td><td>18,461</td></tr><tr><td>Q2</td><td>22,705</td></tr><tr><td>Q3</td><td>14,418</td></tr><tr><td>Q4</td><td>22,381</td></tr></table>	Quarter	Call volumes	Q1	18,461	Q2	22,705	Q3	14,418	Q4	22,381
Quarter	Call volumes																		
Q1	18,461																		
Q2	22,705																		
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Q4	22,381																		
Average Call Duration - Customer Contact (Seconds) (PSPS)	PP	Not Previously Reported	314	341	251	243	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Average Call Duration (Seconds)</th></tr><tr><td>Q1</td><td>314</td></tr><tr><td>Q2</td><td>341</td></tr><tr><td>Q3</td><td>251</td></tr><tr><td>Q4</td><td>243</td></tr></table>	Quarter	Average Call Duration (Seconds)	Q1	314	Q2	341	Q3	251	Q4	243
Quarter	Average Call Duration (Seconds)																		
Q1	314																		
Q2	341																		
Q3	251																		
Q4	243																		
Average Call Duration - Revenue and Benefits (Seconds) (PSPS)	PP	Not Previously Reported	385	438	483	495	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Average Call Duration (Seconds)</th></tr><tr><td>Q1</td><td>385</td></tr><tr><td>Q2</td><td>438</td></tr><tr><td>Q3</td><td>483</td></tr><tr><td>Q4</td><td>495</td></tr></table>	Quarter	Average Call Duration (Seconds)	Q1	385	Q2	438	Q3	483	Q4	495
Quarter	Average Call Duration (Seconds)																		
Q1	385																		
Q2	438																		
Q3	483																		
Q4	495																		
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	PP	Not Previously Reported	191	164	86	121	Trend Only	Trend Only	 <table><tr><th>Quarter</th><th>Average Speed of Answer (Seconds)</th></tr><tr><td>Q1</td><td>191</td></tr><tr><td>Q2</td><td>164</td></tr><tr><td>Q3</td><td>86</td></tr><tr><td>Q4</td><td>121</td></tr></table>	Quarter	Average Speed of Answer (Seconds)	Q1	191	Q2	164	Q3	86	Q4	121
Quarter	Average Speed of Answer (Seconds)																		
Q1	191																		
Q2	164																		
Q3	86																		
Q4	121																		

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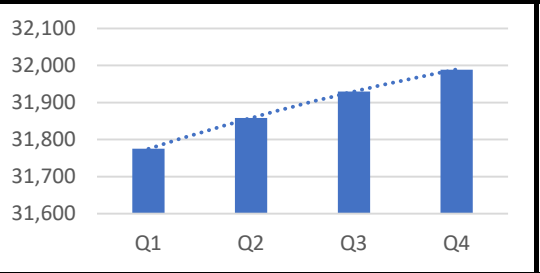
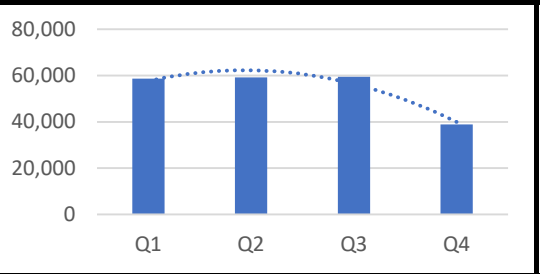
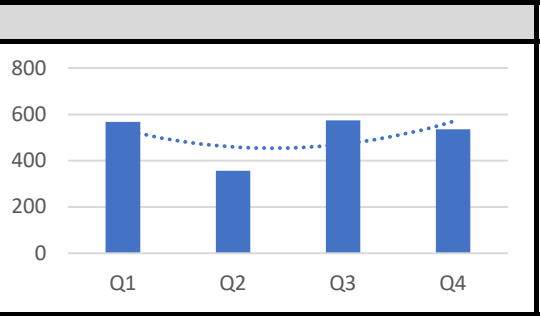
Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	PP	Not Previously Reported	459	422	526	537	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>459</td></tr><tr><td>Q2</td><td>422</td></tr><tr><td>Q3</td><td>526</td></tr><tr><td>Q4</td><td>537</td></tr></table>	Quarter	Value	Q1	459	Q2	422	Q3	526	Q4	537
Quarter	Value																		
Q1	459																		
Q2	422																		
Q3	526																		
Q4	537																		
Number of Callbacks (PSPS)	PP	Not Previously Reported	1,435	1,525	1,266	2,023	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>1,435</td></tr><tr><td>Q2</td><td>1,525</td></tr><tr><td>Q3</td><td>1,266</td></tr><tr><td>Q4</td><td>2,023</td></tr></table>	Quarter	Value	Q1	1,435	Q2	1,525	Q3	1,266	Q4	2,023
Quarter	Value																		
Q1	1,435																		
Q2	1,525																		
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Q4	2,023																		
Digital services take up (services accessed online)	PP	Not Previously Reported	63	103	148	194	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>63</td></tr><tr><td>Q2</td><td>103</td></tr><tr><td>Q3</td><td>148</td></tr><tr><td>Q4</td><td>194</td></tr></table>	Quarter	Value	Q1	63	Q2	103	Q3	148	Q4	194
Quarter	Value																		
Q1	63																		
Q2	103																		
Q3	148																		
Q4	194																		
Website visitors (accessing website information)	PP	Not Previously Reported	133,265	45,494	41,478	72,493	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>133,265</td></tr><tr><td>Q2</td><td>45,494</td></tr><tr><td>Q3</td><td>41,478</td></tr><tr><td>Q4</td><td>72,493</td></tr></table>	Quarter	Value	Q1	133,265	Q2	45,494	Q3	41,478	Q4	72,493
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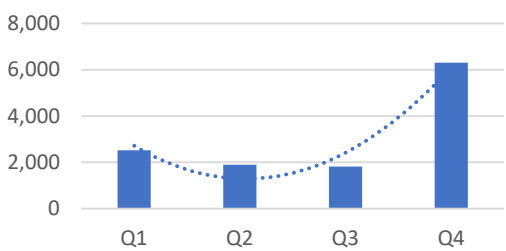
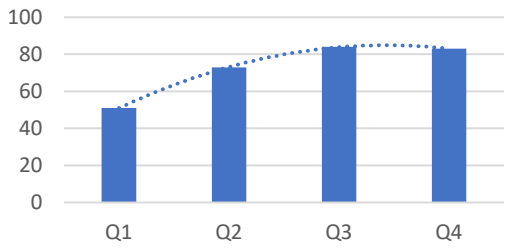
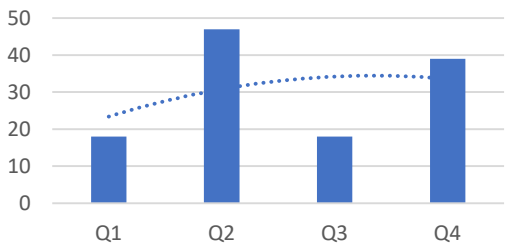
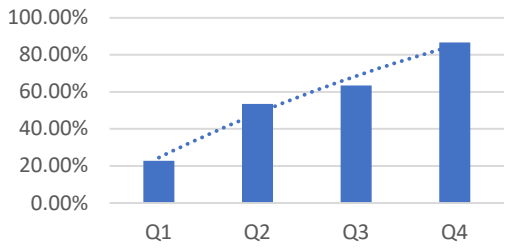
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Number of customers using webchat	PP	Not Previously Reported	144	1,403	1,019	1,544	Trend Only	Trend Only	 <table><thead><tr><th>Quarter</th><th>Number of customers using webchat</th></tr></thead><tbody><tr><td>Q1</td><td>144</td></tr><tr><td>Q2</td><td>1,403</td></tr><tr><td>Q3</td><td>1,019</td></tr><tr><td>Q4</td><td>1,544</td></tr></tbody></table>	Quarter	Number of customers using webchat	Q1	144	Q2	1,403	Q3	1,019	Q4	1,544
Quarter	Number of customers using webchat																		
Q1	144																		
Q2	1,403																		
Q3	1,019																		
Q4	1,544																		
Customer Contact Centre visits	PP	Not Previously Reported	4,421	4,185	4,038	5,072	Trend Only	Trend Only	 <table><thead><tr><th>Quarter</th><th>Customer Contact Centre visits</th></tr></thead><tbody><tr><td>Q1</td><td>4,421</td></tr><tr><td>Q2</td><td>4,185</td></tr><tr><td>Q3</td><td>4,038</td></tr><tr><td>Q4</td><td>5,072</td></tr></tbody></table>	Quarter	Customer Contact Centre visits	Q1	4,421	Q2	4,185	Q3	4,038	Q4	5,072
Quarter	Customer Contact Centre visits																		
Q1	4,421																		
Q2	4,185																		
Q3	4,038																		
Q4	5,072																		
Enquiries via email and social media	PP	Not Previously Reported	1,442	1,331	1,289	1,166	Trend Only	Trend Only	 <table><thead><tr><th>Quarter</th><th>Enquiries via email and social media</th></tr></thead><tbody><tr><td>Q1</td><td>1,442</td></tr><tr><td>Q2</td><td>1,331</td></tr><tr><td>Q3</td><td>1,289</td></tr><tr><td>Q4</td><td>1,166</td></tr></tbody></table>	Quarter	Enquiries via email and social media	Q1	1,442	Q2	1,331	Q3	1,289	Q4	1,166
Quarter	Enquiries via email and social media																		
Q1	1,442																		
Q2	1,331																		
Q3	1,289																		
Q4	1,166																		
Housing Benefit Caseload	BA	Not Previously Reported	2,150	2,019	1,909	1,812	Trend Only	Trend Only	 <table><thead><tr><th>Quarter</th><th>Housing Benefit Caseload</th></tr></thead><tbody><tr><td>Q1</td><td>2,150</td></tr><tr><td>Q2</td><td>2,019</td></tr><tr><td>Q3</td><td>1,909</td></tr><tr><td>Q4</td><td>1,812</td></tr></tbody></table>	Quarter	Housing Benefit Caseload	Q1	2,150	Q2	2,019	Q3	1,909	Q4	1,812
Quarter	Housing Benefit Caseload																		
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Q2	2,019																		
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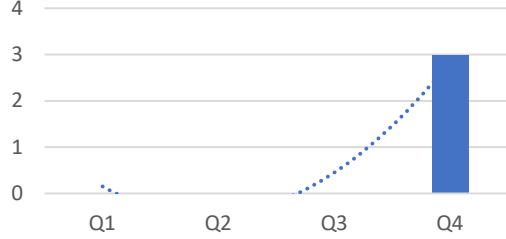


Council Tax Banded Dwellings	BA	Not Previously Reported	31,775	31,858	31,930	31,989	Trend Only	Trend Only	
Direct Debit Payments	BA	Not Previously Reported	58,658	59,207	59,404	38,928	Trend Only	Trend Only	
Commentary: Council Tax = 38,192. NNDR = 736.Total = 38,928									
NTS New Claims – Number of Decisions Made	BA	Not Previously Reported	568	357	574	535	Trend Only	Trend Only	

CTS Changes – Number of Decisions Made	BA	Not Previously Reported	2,517	1,894	1,821	6,299	Trend Only	Trend Only	
Commentary: High volume processed owing to annual upratings of DWP benefits and rent increases, some of which is automated by our systems.									
Discretionary Housing Payments (DHP) number of applications	BA	Not Previously Reported	51	73	84	83	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) number of awards	BA	Not Previously Reported	18	47	18	39	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) spend against Budget	BA	Not Previously Reported	22.85%	53.46%	63.55%	86.74%	Trend Only	Trend Only	

Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	JG	£0	£13,925	£35,930	£8,300	£11,500	Trend Only	Trend Only	
Commentary: Review of the Health of Retail, Hospitality, and Leisure in Boston Town - £2,500 saving realised from 3 quotes received - lowest cost met requirements, while saving cost vs the supplier who had initially been engaged in informal PME. (cost is also £3K below expected cost threshold for the procurement) Asbestos Surveys - c£3,000 for BBC - Councils will now contract directly with the asbestos survey supplier. Cost of surveys reducing from £200 to £150. CCTV Supply and Maintenance - c £6,000 per annum. Rates based on the current tender are better than the previous contracted rates.									
Building Control market share	CA	Not Previously Reported	77.00%	84.00%	93.00%	77.00%	Trend Only	Trend Only	
Key Control Account Reconciliation (System, bank, payroll and suspense) reconciled monthly and signed off within 10 days of completion (In Quarter)	JG	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	Trend Only	Trend Only	

Local to Boston

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Number of Community Protection Notices for PSPO (alcohol) (Community Safety)	ES	Not Previously Reported	0	0	0	3	Trend Only	Trend Only	

# Overview and Scrutiny Committee Work Programme 2025–26

Meeting Date	Agenda Items	Report Author <i>A.D = Assistant Director D.C.X = Deputy Chief Executive</i>	Portfolio Holder	Cabinet Meeting
29 May 25	<ul style="list-style-type: none"> <li>Equality, Diversity and Inclusion Strategy and Action Plan</li> <li>Joint Scrutiny of the Partnership Enviro Crime Enforcement Contract</li> </ul>	<ul style="list-style-type: none"> <li>Group Manager – Organisational Development</li> <li>Partnership Scrutiny Task Group</li> </ul>	Cllr A Dorrian  Cllr C Butler	17 Sep 25
17 June 25	<ul style="list-style-type: none"> <li>HMO Update</li> <li>Plan for Neighbourhoods</li> </ul>	<ul style="list-style-type: none"> <li>Safer Communities Services Manager</li> <li>Director of Economic Development</li> </ul>	Cllr J Baxter  Cllr A Dorrian	17 Sep 25
17 July 25	<ul style="list-style-type: none"> <li>Equality, Diversity and Inclusion Strategy and Action Plan</li> <li>Review of Crowdfunding Scheme</li> <li>South &amp; East Lincolnshire Council's Partnership Body Worn Video Cameras (BWVC) Policy</li> <li>Quarter 4 24/25 Performance and Risk Report</li> </ul>	<ul style="list-style-type: none"> <li>Group Manager – Organisational Development</li> <li>Community Leadership Manager</li> <li>Community Safety Manager</li> <li>Group Manager Insights and Transformation</li> </ul>	Cllr A Dorrian  Cllr E Cresswell Cllr A Dorrian  Cllr A Dorrian	17 Sep 25  17 Sep 25 17 Sep 25 9 Jul 25
4 Sept 25	<ul style="list-style-type: none"> <li>Destination Lincolnshire Local Visitor Economy Partnership Destination Management Plan and SELCP Destination Management Plan</li> <li>Annual CCTV Report</li> </ul>	<ul style="list-style-type: none"> <li>Interim Consultant for Culture &amp; Regenerations</li> <li>Community Safety Manager</li> </ul>	Cllr S Sharpe	17 Sep 25
2 Oct 25	<ul style="list-style-type: none"> <li>Plan for Neighbourhoods</li> <li>Annual Anti-Social Behaviour Report</li> </ul>	<ul style="list-style-type: none"> <li>Director of Economic Development</li> <li>Community Safety Manager</li> </ul>	Cllr A Dorrian Cllr A Dorrian	17 Sep 25 <b>TBC</b>

# Overview and Scrutiny Committee Work Programme 2025–26

Meeting Date	Agenda Items	Report Author <i>A.D = Assistant Director D.C.X = Deputy Chief Executive</i>	Portfolio Holder	Cabinet Meeting
6 Nov 25	<ul style="list-style-type: none"> <li>Update on Community Lottery</li> </ul>	– Community Leadership Manager	Cllr E Cresswell	10 Dec 25
9 Dec 25				
15 Jan 26				
10 Feb 26				
17 Mar 26				
30 Apr 26				

## Alternative options for Scrutiny working.

Task and Finish Group	Review of the Town Centre Task and Finish Group (Cllr Pryke, Chairman)
Member Working Group	
Inquiry Session	
All Member Briefings <i>pending at issue of agenda</i>	Child Poverty – requested from November 2024 meeting. Update on PE21 – requested from Environment and Performance December 2024 meeting.

# Overview and Scrutiny Committee Work Programme 2025–26

Meeting Date	Agenda Items	Report Author <i>A.D = Assistant Director</i> <i>D.C.X = Deputy Chief Executive</i>	Portfolio Holder	Cabinet Meeting
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## Pending Confirmation:

- Overview & Scrutiny Joint Annual Report 2023/24 and Overview & Scrutiny Joint Annual Report 2024/25
- Lincolnshire Police – Peel Report (Chief Constable Gibson)
- Bus Services. Possible work streams from the SICP report on Social Impact Population Change.
- LCC Highways state of road repairs. Especially South End traffic lights flooding.

**Chairman:** Councillor Paul Gleeson

**Vice Chairman:** Councillor Neil Drayton

**Lead Officer(s):** Deputy Chief Executive (Programme Delivery) and Assistant Director - General Fund Assets / Assistant Director – regulatory

**Clerk:** Democratic Services Officer

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# **BOSTON BOROUGH COUNCIL**

## **FORWARD PLAN**

### **1 JULY TO 30 JUNE 2026**

The Forward Plan is a forecast of decisions which are expected to be taken by the Cabinet in the next twelve months.

This Plan constitutes 28 day notice as required by virtue of Regulations 5(2) and 9(2) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information (England) Regulations 2012.

The Boston Borough Council definition of a key decision is:

- A decision which results in the authority incurring expenditure which is, or involves the making of savings which are significant having regard to the authority's budget for the service or function to which the decision relates; or
- Be significant in terms of its effect on communities living or working in an area comprising two or more wards of the Borough.

Decisions set out in this Plan will be taken by the Cabinet unless otherwise specified. All decisions included in this Plan will be taken on the basis of a written report and will be published on the Council's website before the meeting.

Please note that the decision dates are indicative and occasionally subject to change.

The Council invites members of the public to attend any of the meetings at which decisions will be discussed and the papers listed on the Plan can be viewed free of charge at the Customer Services Desk, Municipal Building, West Street, Boston, or on the Council's website, [www.boston.gov.uk](http://www.boston.gov.uk)

If you wish to make comments or representations regarding the decisions outlined in the Plan, please submit them in writing to the contact officer identified against each decision in the Plan, at least 2 working days before the date of the meeting at which the decision is to be taken.

Agendas, decisions and minutes are published on the Council's website [www.boston.gov.uk](http://www.boston.gov.uk)

#### **Cabinet Members:**

Cllr Anne Dorrian (Leader)  
Cllr Dale Broughton (Deputy Leader)

Cllr John Baxter  
Cllr Sandeep Ghosh

Cllr Callum Butler  
Cllr Chris Mountain

Cllr Emma Cresswell  
Cllr Sarah Sharpe

Report Title and Summary of Content	Key / Non-Key	Date Decision to be taken	Rec to Council?	Open or Exempt	Lead Officer	Portfolio Holder
<b>Quarter 4 24/25 Performance and Risk Report</b> To provide an update on performance and risk as at the end of each quarter.	Key	Cabinet 9 Jul 2025		Open	Suzanne Rolfe, Group Manager – Insights & Transformation suzanne.rolfe@boston.gov.uk	Leader (Councillor Anne Dorrian)
<b>Boston Borough Council 24.25 Outturn Report</b> The outturn report for the year ended 31 March 2025.	Key	Cabinet 9 Jul 2025	Council 21 Jul 2025	Open	Lazaros Mafuko, Interim Strategic Finance Manager, PSPSL lazaros.mafuko@pspsl.co.uk	Portfolio Holder - Financial Management & IT (Councillor Sandeep Ghosh)
<b>Plan for Neighbourhoods</b> To provide an update on the development of the Plan for Neighbourhoods process that will release up to £20million of new funding per town over ten years from 1st April 2026 for Skegness, Boston and Spalding – subject to the submission of a ten year regeneration plan and four year rolling investment plan to MHCLG by the target date of December 2025.	Key	Cabinet 9 Jul 2025		Open	Jon Burgess, Programme Manager jon.burgess@e-lindsey.gov.uk, Debbie McLatch, Interim Consultant for Culture & Regeneration debbie.mclatch@e-lindsey.gov.uk	Leader (Councillor Anne Dorrian)
<b>Warm Homes - Local Grant</b> To gain member approval for the operational arrangements for the S&ELCP delivery of warm homes – local grant across the sub-region.	Key	Cabinet 9 Jul 2025		Fully exempt	Sarah Baker, Group Manager - Climate Change and Environment sarah.baker@e-lindsey.gov.uk	Portfolio Holder - Environmental Services (Councillor Callum Butler)

Report Title	Key / Non-Key	Date Decision to be taken	Rec to Council?	Open or Exempt	Lead Officer	Portfolio Holder
<b>To implement a pay structure and associated Job Evaluation Scheme for Officers in shared Partnership roles within the South &amp; East Lincolnshire Councils Partnership</b> To seek approval for a Partnership shared officer pay structure, Job Evaluation Scheme and associated policy.	Non Key	Full Council 21 Jul 2025		Fully exempt	James Gilbert, Assistant Director – Corporate james.gilbert@e-lindsey.gov.uk	Leader (Councillor Anne Dorrian)
<b>Annual Treasury Report 2024/25</b>	Non Key	Full Council 21 Jul 2025		Open	Sean Howsam, Treasury and Investment Manager (PSPSL) Sean.Howsam@pspsl.co.uk	Portfolio Holder - Financial Management & IT (Councillor Sandeep Ghosh)
<b>Local Council Tax Support Scheme 2026/27 - Consultation</b> Councillor Rylott is also a member of East Midlands Councils.	Non Key	Cabinet 17 Sep 2025		Open	Sharon Hammond, Head of Revenues and Benefits Sharon.hammond@pspsl.co.uk	Portfolio Holder - Financial Management & IT (Councillor Sandeep Ghosh)
<b>Equality, Diversity and Inclusion Strategy and Action Plan</b> To review and adopt a Equality, Diversity & Inclusion Strategy and high-level Action Plan for the Partnership.	Non Key	Cabinet 17 Sep 2025		Open	Rachel Robinson, Group Manager - Organisational Development Tel: 07717 099955 rachel.robinson@e-lindsey.gov.uk	Leader (Councillor Anne Dorrian)

Report Title	Key / Non-Key	Date Decision to be taken	Rec to Council?	Open or Exempt	Lead Officer	Portfolio Holder
<b>South &amp; East Lincolnshire Council's Partnership Body Worn Video Cameras (BWVC) Policy</b> South & East Lincolnshire Council's Partnership (The Partnership) is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of its staff, service users and anyone else who may be affected by its activities.	Non Key	Cabinet 17 Sep 2025		Open	Peter Hunn, Community Safety Manager peter.hunn@boston.gov.uk	Leader (Councillor Anne Dorrian)
<b>Review of Crowdfunding Scheme</b> To provide an overview of the first two years of the South and East Lincolnshire Crowdfunding Scheme	Non Key	Cabinet 17 Sep 2025		Open	Nichola Holderness, Community Leadership Manager Nichola.Holderness@boston.gov.uk	Portfolio Holder - Communities (Councillor Emma Cresswell)
<b>Destination Lincolnshire Local Visitor Economy Partnership Destination Management Plan and SELCP Destination Management Plan</b> Destination Lincolnshire are the defined Local Visitor Economy Partnership (LVEP) for the Lincolnshire and Rutland areas. As part of this they have created a Plan to 2033 to promote and co-ordinate the Visitor Economy.	Key	Cabinet 17 Sep 2025		Open	Pranali Parikh, Director of Economic Development pranali.parikh@boston.gov.uk	Portfolio Holder - Heritage, Arts & Culture (Councillor Sarah Sharpe)
<b>Licensing Policy Review</b> Statutory 5 year review of the council policy in relation to the Licensing Act 2003	Non Key	Full Council 10 Nov 2025		Open	Anna McDowell, Senior Licensing Officer anna.mcdowell@boston.gov.uk	Deputy Leader (Councillor Dale Broughton)

Report Title	Key / Non-Key	Date Decision to be taken	Rec to Council?	Open or Exempt	Lead Officer	Portfolio Holder
<b>Update on Community Lottery</b> To update Members on the progress of the Community Lottery	Non Key	Cabinet 10 Dec 2025		Open	Nichola Holderness, Community Leadership Manager Nichola.Holderness@boston.gov.uk	Portfolio Holder - Communities (Councillor Emma Cresswell)
<b>Local Council Tax Support Scheme 2026/27</b> For Cabinet to agree its recommendation to Full Council for the 2026/27 Council Tax Support Scheme.	Non Key	Full Council 12 Jan 2026	Full Council 12 Jan 2026	Open	Sharon Hammond, Head of Revenues and Benefits Sharon.hammond@pspl.co.uk	Portfolio Holder - Financial Management & IT (Councillor Sandeep Ghosh)

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