

## ETHICS AND ENGAGEMENT COMMITTEE

**Monday, 5 March 2018**

**6.00 pm**

**Committee Room 1, City Hall**

Membership: Councillors Geoff Ellis (Chair), Adrianna McNulty (Vice-Chair), Liz Maxwell, Ronald Hills, Ric Metcalfe, Edmund Strengiel, Naomi Tweddle, Lorraine Woolley and Gill Clayton-Hewson

Substitute member(s): Councillors Ralph Toofany

Independent Person(s): Chris Elkington and Roger Vine

Officers attending: Democratic Services and Becky Scott

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### A G E N D A

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<b>SECTION A</b>	<b>Page(s)</b>
1. Confirmation of Minutes - 15 January 2018	<b>3 - 8</b>
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Member Induction	<b>9 - 38</b>
4. National Democracy Week	<b>Verbal Report</b>

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- Present:** Councillor Geoff Ellis (*in the Chair*)
- Councillors:** Gary Hewson, Ronald Hills, Liz Maxwell, Adrianna McNulty, Ric Metcalfe, Edmund Strenziel, Naomi Tweddle and Loraine Woolley
- Independent Person(s):** None.
- Apologies for Absence:** Councillor Gill Clayton-Hewson

**10. Confirmation of Minutes - 24 July 2017**

RESOLVED that the minutes of the meeting held on 24 July 2017 be confirmed.

**11. Declarations of Interest**

No declarations of interest were received.

**12. A review of the consultation strategy and how the Council engages with the public**

The Legal and Democratic Services Manager:

- (a) Presented a report which provided the Ethics and Engagement Committee with an opportunity to consider the methods by which the Council engaged with the public, assist with the review of the Council's Consultation Strategy and provide any comments to help shape engagement with communities in the future.
- (b) Explained that the Public Sector Equality Duty meant that the Council must consider all individuals when carrying out its day-to-day work in shaping policy, in delivering services and in relation to their own employees. It was noted that this required that public bodies gave due regard to the need to:
- eliminate discrimination;
  - advance equality of opportunity;
  - foster good relations between different people when carrying out their activities.
- (c) Referred to the Council's Consultation Strategy which was appended to the report and highlighted that this would undertake a review in June 2018.
- (d) Outlined the Council's general consultation tools, which included:
- the Citizens' Panel;
  - the Housing bi-annual Star Survey;
  - customer mystery shopping and customer services surveys;
  - other Events Team led surveys or questionnaires, such as the Lincoln Christmas market;
  - elected members.

- (e) Set out other examples of engagement with communities such as the Corporate Peer Challenge, the Lincoln Tenants' Panel, the Lincoln Leaseholders' Forum and tenant empty property inspectors.
- (f) Invited members' questions and comments.

Confirmation was sought as to what the five different aspects of contact were, as referenced in paragraph 3.4 of the report in relation to the Citizens' Panel. It was noted that the five aspects of contact would be the usual ways in which the Council made contact with people when seeking their views or feedback which were anticipated as being via hardcopy letter or form, telephone, email, social media or in person.

With regard to a lack of responses when consulting with the Citizens' Panel, a question was raised as to whether any action was taken to remove people off the Panel should they fail to return the Council's questionnaires. It was agreed that this would be taken up with the Council's Policy Team. Members noted that the Policy Team was currently in the process of reviewing the membership of the Citizens' Panel to ensure that it fully reflected Lincoln's society.

In terms of promoting engagement with the community, the new Central Lincoln Bus Station could provide opportunities via its large screen to promote the Council's engagement activities with a view to generating more feedback and responses.

A comment was made that people had different definitions of the term 'consultation', with most residents being more likely to respond to and make comments on matters relating to planning or service delivery. It was recognised that good consultation and engagement aided effective decision making but it was accepted that there had to be a balance, noting that some consultation was statutory. In addition, there were difficulties with perception where it could come across as though the Council was doing its own thing but had to undergo consultation as part of the process, rather than it being a meaningful exercise that would influence the final outcome. Further to this, Birchwood Leisure Centre was put forward as an example of a consultation that focused on the changes proposed from a physical perspective, rather than focusing on what people may want to use the Leisure Centre for. Officers noted this point but highlighted that the Council was continually improving the way it undertook consultation with the public. The recent consultation on the Council's Neighbourhood Working service was put forward as an example where engagement had made a significant difference to the final outcome in that the initial proposal was changed as a result of the responses received to the first phase of that particular consultation.

Reference was made to the recent Select Scrutiny Committee meeting which had considered a Call In of an Executive decision relating to the Western Growth Corridor. The press and public had been excluded from the meeting due to the commercially sensitive content of the report. It was agreed that officers would in future consider whether reports could be amended in such a way that enabled members of the public to be in attendance.

A member reported a recent issue she had dealt with following consideration of a licensing application whereby a relatively large number of residents did not feel as though their points of view had been taken into consideration. One of the potential barriers was that officers and members understood the language and processes associated with applications, such as licensing and planning, whereas members of the public did not necessarily have that same understanding which made people feel powerless and unable to contribute effectively. It was suggested that a threshold

could be put in place so that if a certain number of objections were received against a particular planning application a more targeted consultation exercise could take place to more effectively engage with those people and better understand their views, which it was felt would make a huge impact as to how the Council was perceived.

It was important for the Council to be explicit in its communication with members of the public regarding the possible opportunities and limits associated with proposals included as part of any consultation activity. This would ensure that people's expectations were managed from the outset. It was agreed that there was more work to do in this respect and that it should be taken into consideration as part of the Consultation Strategy's review.

RESOLVED that the report be noted and the comments made by the Ethics and Engagement Committee be fed into the review of the Council's Consultation Strategy.

### **13. Guidance on casework for Councillors**

The Legal and Democratic Services Manager:

- (a) Presented a report which provided the Ethics and Engagement Committee with an opportunity to review the casework guidelines published by the Local Government Association and the methods used by members to support their residents.
- (b) Referred members to the 'A Councillor's workbook on handling casework' document published by the Local Government Association and the Council's Member-Officer Protocol which were appended to the report.
- (c) Invited members' questions and comments.

Members agreed that the document published by the Local Government Association was very good and should be included as part of the induction pack for newly elected councillors. It was also agreed that the Member-Officer Protocol was an important document.

RESOLVED that the Local Government Association guidelines be circulated to all members and the Council's internal guidelines and Member-Officer Protocol be noted.

### **14. Provision of Mobile Devices to Members (Verbal Report)**

The Principal Democratic Officer:

- (a) Provided a verbal update on the provision of mobile devices to members.
- (b) Acknowledged that the iPads currently used by members were relatively old and may need to be replaced in the near future following a number of complaints that they were running slow, which was due to them no longer being supported by the most recent software updates.

- (c) Explained that consideration would need to be given to the new device that would ultimately replace iPads currently used, balancing cost with functionality, noting that this may be an Android device rather than an Apple device due to the significant cost difference.
- (d) Explained that the iPads currently used would be replaced on an adhoc basis depending on each individual member's circumstances and the performance of their existing device.
- (e) Invited members' questions and comments.

A number of members highlighted particular issues they had recently experienced with regard to their iPads, which the Principal Democratic Officer agreed to investigate outside of the meeting.

Some members did have a preference for Apple devices but understood the cost implications that had to be taken into account. They emphasised, however, that the functionality of new devices should be the same if not better than the current iPads and that members should not feel as though they had been downgraded. An assurance was given that any new device issued to members would be a brand new device that was fit for purpose for the functionality that members would need to fulfil their role. In addition, the Council's IT team would work with each member to ensure they were content with the device they had been issued with and provide them with any necessary training.

RESOLVED that the report be noted.

## **15. Member Development (Verbal Report)**

The Principal Democratic Officer:

- (a) Provided an update on member development activity undertaken since the previous meeting and encouraged members to attend future member development sessions.
- (b) Reported that member development sessions on leadership and a member's community leadership role were in the process of being booked via an external facilitator for May or June 2018.
- (c) Confirmed that an item on the member induction programme following the City Council elections in May 2018 would be submitted to the next meeting for consideration.
- (d) Invited members' questions and comments.

It was noted that officers were looking into e-learning opportunities for members and would also arrange for any presentation slides to be made available to members should they be unable to attend member development sessions.

RESOLVED that the update be noted.

**16. Timescale associated with producing and publishing draft minutes (Verbal Report)**

The Principal Democratic Officer reported that a comment had been received by a member regarding the timescale associated with producing and publishing draft minutes of the Executive. He had agreed to report this matter to the Ethics and Engagement Committee for consideration.

The member making the initial comment outlined that it had been usual practice for Executive minutes to be published on a Friday, whereas recent sets of minutes had been published earlier than that. This impacted him with regard to the Call In deadline and the time he had to prepare for the potential Call In of any item.

The Principal Democratic Officer explained that Executive minutes were turned around and published as efficiently as possible in order that there was no delay in decisions being implemented upon expiration of the Call In deadline. It was noted that all members were informed of the Call In deadline when Executive minutes were published, ensuring that all members could view the minutes and know when a Call In had to be received by.

It was noted that performance was measured with regard to the publication of draft Executive minutes, with the target being to ensure that they were published within four working days.

The Committee agreed that the current process of producing and publishing minutes as efficiently as possible should be retained.

**17. Work Programme Update**

The Democratic Services Officer:

- (a) Presented the current Ethics and Engagement Committee work programme for consideration.
- (b) Invited members' questions and comments.

It was agreed that early engagement should take place with schools in respect of Local Democracy Week.

RESOLVED that the work programme be approved.

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**SUBJECT: MEMBER INDUCTION**

**DIRECTORATE: CHIEF EXECUTIVE & TOWN CLERK**

**LEAD OFFICER: CAROLYN WHEATER – CITY SOLICITOR**

**1. Purpose of Report**

1.1 To provide an update on the proposed induction programme for newly elected members following the City of Lincoln Council elections scheduled to be held on 3 May 2018.

**2. Background**

2.1 The proposed induction programme for newly elected members follows a similar pattern to that of 2016 whereby members attended a number of sessions over two days in order to meet key officers and receive a brief overview of the Council's services and responsibilities.

**3. Member Induction Programme**

3.1 A provisional programme for the 2017/18 induction is set out below and provides the Ethics and Engagement Committee with an opportunity to provide any comments or suggestions:

**Tuesday, 8 May 2018**

10:00 **Welcome and tour**

10:30 **Formalities**

*To include:*

- *Issuing of City Hall access cards*
- *Taking of photographs for the Council's website and publicity materials*
- *Completion of necessary paperwork*

11:15 **IT provision**

*To arrange IT access, set up email accounts and issue new members with tablets*

12:00 **Lunch**

13:00 **Meet the Chief Executive and Directors**

*To provide an opportunity to meet with the Council's Chief Executive and Directors for introductions, who will provide a brief overview of Vision 2020 and the service priorities within their respective directorates*

- 14:00      **Meet the Officers Session**
- *Planning*
  - *Anti-Social Behaviour*
- 14:40      **Break**
- 14:55      **Meet the Officers Session**
- *Licensing*
  - *Revenues and Benefits*
- 16:00      **Induction close**

**Wednesday, 9 May 2018**

- 10:00      **Member Code of Conduct and Meeting Procedure Rules**
- 11:00      **Meet the Officers Session**
- *Environmental Services*
  - *Food Health and Safety*
  - *Customer Services*
- 12:00      **Lunch**
- 13:00      **Meet the Officers Session**
- *Housing Allocations*
  - *Housing Repairs and Maintenance*
  - *Housing Estates*
  - *Private Housing*
- 14.20      **Break**
- 14:35      **Meet the Officers Session**
- *Neighbourhood Working*
  - *Civic Engagements*
  - *Communications*
- 15:35      **Break**
- 15:50      **Meet the Officers Session**
- *Information Governance*
- 16:10      **Induction Close and Feedback Session**  
*To provide members with an opportunity to provide any feedback and raise any issues or concerns*

- 3.3 The induction programme in 2016 was significantly shortened, as requested by members at that time, with additional handouts used in order to limit the risk of members feeling overwhelmed by information. The above induction plan follows a similar approach and sessions will be very informal and 'light-touch', with the aim being to provide members with an overview of the Council's services and responsibilities, as well as ensuring that members are introduced to key officers.
- 3.4 To complement the induction programme, training or member development events will also be held throughout the year. The following sessions have already been confirmed but more will be programmed in due course:
- Planning Committee Training
  - Licensing Committee Training
  - An Introduction to Local Government Structures and Finance
  - Community Advocate and Neighbourhood Working Training (external facilitator)
- 3.5 In addition to the Induction Programme, newly elected members will also receive an induction pack, which will include a range of documents including:
- Member induction pack booklet – a welcome guide to the City of Lincoln Council (attached at Appendix A)
  - Payroll and HMRC forms
  - Members' Allowances Scheme
  - IT forms, including access to the Council's network and paperless working options
  - Information Governance guidance and data controller form
  - Register of Members' Interests form and guidance
  - Member/Officer protocol
  - The Local Government Association's guide entitled 'a Councillor's workload on handling casework'

#### **4. Organisational Impacts**

##### **4.1 Finance**

There are no direct financial implications arising from this report.

##### **4.2 Legal Implications**

There are no direct legal implications arising from this report.

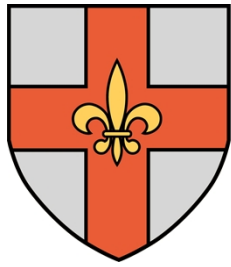
#### **5. Recommendation**

- 5.1 That members note the report and offer any feedback or comments regarding the proposed induction programme.

**Lead Officer:**

Graham Watts – Principal Democratic Officer  
Telephone (01522) 873439

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CITY OF  
*Lincoln*  
COUNCIL



# Member Induction Pack

**2018**

# Welcome to the City of Lincoln Council

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Congratulations on your election to the City of Lincoln Council. As you will be aware, becoming a councillor brings significant responsibilities both as a decision-maker and as a representative for the people of the city. The Member Induction Pack is intended to act as an introductory guide to your new role. Given the number of responsibilities the Council has, it can sometimes be daunting trying to work out how to handle a particular issue and whether the Council is even the organisation which has responsibility for it.

Please don't worry if you have a problem but don't know where to start! The Democratic Services Team are here to offer guidance and help wherever possible, along with other officers and councillors. A number of the questions which are most frequently asked by new councillors are addressed with the induction pack, along with a few handy reference guides.

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This pack is best viewed on a computer or a tablet computer as it contains links to further information. If you need any assistance or have any suggestions for improvements to the pack for future years please contact Democratic Services.

# Structure of the Council

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## Chief Executive & Town Clerk

Chief Executive/PA:	Angela Andrews/Lara Trickett (873292)
Chief Finance Officer	Jaclyn Gibson (873258)
City Solicitor & Monitoring Officer	Carolyn Wheater (873323)
Head of Shared Revenues & Benefits	Martin Walmsley (873597)

## Directorate of Communities and Environment

Director/PA:	Simon Walters/Jude Smith (873830)
AD - Communities and Street Scene	Steve Bird (873421)
AD - Health and Environment Services:	Simon Colburn (873241)

## Directorate of Housing & Regeneration

Director/PA:	Bob Ledger/Jo Sedgwick (873201)
AD – Housing	Yvonne Fox (873734)
Ad – Housing	Andrew McNeil (873214)

## Directorate of Major Developments

Director:	Kate Ellis (873824)
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## Democratic Services

Principal Democratic Officer:	Graham Watts (873439)
Democratic Services Officers:	Alison Hewson (873370) Jess Cullen (873387) Claire Turner (873619) Wendy Greenwell (873619)

# Councillor Roles

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## Ward Councillors

All elected members have a responsibility for the residents and businesses in the ward they represent. This can include speaking as an advocate for residents at Planning Committee meetings and working to improve the lives of local individuals and communities. However, ward councillors also have a responsibility to the city and the Council as a whole, which can sometimes lead to councillors needing to balance competing priorities. The role is ultimately as varied as the personalities of councillors themselves, with each elected member bringing a different approach to the different demands of each area.

## Portfolio Holders

The Leader of the Council is elected by the Council to serve a four-year term. The Leader is then able to appoint up to nine portfolio holders who take responsibility for particular areas of the Council's business. This can include leading on policy matters, offering guidance to officers, and communicating with the media. The portfolio roles for 2017/18 are as follows, although these roles can change:

- Corporate Management and Customer Services
- Environmental Services and Public Protection
- Housing
- Planning Policy and Economic Regeneration
- Social Inclusion and Community Cohesion
- Recreational Services and Health

## Committee Chairs

Every committee has a chair who has responsibility for controlling and progressing the business of a meeting. The chair has considerable control in a meeting and also holds a casting vote in the event of a tied vote. Officers may also consult with committee chairs on business which is relevant to their committee or on the development of a meeting's agenda.

## More Information

For more details of the specific responsibilities and expectations of different councillor roles, you can view the councillor role descriptions previously agreed by the Executive by [clicking here](#).



# Wards of the City

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## City of Lincoln Council Boundaries

The City of Lincoln Council has 11 wards. The boundaries for these were changed in 2016 including a change of name from Bracebridge to Witham Ward. You can check which ward an address falls within by [clicking here](#).

## Lincolnshire County Council Boundaries

Lincoln has 8 divisions for the Lincolnshire County Council, which are separate from the City of Lincoln Council's boundaries. One councillor is elected to each of these divisions once every four years. These boundaries have recently been reviewed with the changes implemented at the elections held on 4 May 2017.

## Lincoln Parliamentary Boundaries

Lincoln's parliamentary boundary covers the City of Lincoln Council's boundaries, as well as the areas of Skellingthorpe, Bracebridge Heath, and Waddington (which are otherwise in North Kesteven District Council's area). The boundary for the Lincoln Constituency is currently in the process of being reviewed by the Boundary Commission for England.

# Decision-Making Committees

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## Council

The Council comprises all elected members and is responsible for a significant number of decisions, including setting the budget and the strategic priorities of the Council. Council is also a key meeting for debates about the direction of the city and the local authority, with members able to put forward motions regarding relevant areas of business.

## Executive

The Executive comprises members of Council who have been chosen by the Leader to act as portfolio holders for particular areas of business. The Executive takes many of the day-to-day decisions regarding the operation of the Council. However, all of its decisions must comply with the budget and policy framework set by the Council. In some circumstances it is possible for members to challenge a decision taken by the Executive using the 'call-in' process, details of which are highlighted with the Executive decision notices which are regularly circulated to all members. The Asset Management Group is a part of the Executive and meets to consider the Council's property holdings.

## Shared Revenues & Benefits Joint Committee

The Council operates a shared revenues and benefits service with North Kesteven District Council. Executive members from each council direct the service via this joint committee which operates on a similar basis to the Executive.

## Licensing Committee

The Licensing Committee is responsible for setting the Council's licensing policies for the wide variety of the activities which fall within its remit. A large number of decisions are delegated to officers and to specialist sub-committees. The Hackney Carriage and Private Hire Licensing Sub-Committee is responsible for considering taxi drivers' licences, while there are a number of sub-committees which meet to consider the licensing of establishments such as sexual entertainment venues, gambling premises, pubs, and clubs.

## Planning Committee

The Planning Committee considers applications made for development within the city and is frequently required to make decisions to either approve or reject applications. As a result of this, the Planning Committee often attracts considerable public interest

# Scrutiny

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## Introduction to Scrutiny

Non-Executive members can be appointed by Council to scrutinise the operation of different kinds of Council business through a number of committees. Broadly speaking, the responsibility of all these committees is to hold others to account for their actions and to ensure that the Council and its partners are operating effectively and efficiently.

## Community Leadership Scrutiny Committee

While each of the other scrutiny committees principally focus upon the role of the Council, its officers and members, the Community Leadership Scrutiny Committee was established to provide improved external scrutiny. This involves considering matters which affect the broader community and require the input of external organisations.

## Performance Scrutiny Committee

The Performance Scrutiny Committee acts as a counter-point to the Policy Scrutiny Committee and focuses upon monitoring the operation of the Council's services and finances. This includes taking in-detail looks at areas of particular concern to members, while searching for opportunities for service improvement or cost management. The Committee also receives regular reports from portfolio holders who are then held to account for performance within their area at regular portfolio under scrutiny sessions. There is also a Housing Scrutiny Sub-Committee which reports to the Performance Scrutiny Committee.

## Policy Scrutiny Committee

Working in tandem with the Performance Scrutiny Committee, members of this committee consider the development and review of the Council's policies and strategies. This can include looking at the detailed reviews of Council services and staff structures.

## Select Scrutiny Committee

The Select Scrutiny Committee has two main purposes. Its first is to consider any requests for the 'call-in' of an Executive decision, which happens when councillors have concerns about the process or rationale behind an Executive decision. The second purpose is to sit as the Council's crime and disorder committee which works alongside representatives from Lincolnshire Police to improve public safety within the city.

# The Constitution

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The Council has a written constitution which sets out how the Council operates, how decisions are made, and the procedures that are followed. Full copies of the Constitution are available online or in the Democratic Services office.

The Constitution is several hundred pages in length and updated regularly. It is divided into nine parts which are summarised below:

**Summary and Explanation** – A short introduction to the nature and purpose of the Constitution.

**Articles** – The articles of the Constitution set out a number of rights and powers held by different individuals and bodies, as well as the operation of the Constitution itself.

**Responsibility for Functions** – The scheme of delegations sets out which committees are responsible for each decision, as well as details of any delegations by committees to officers.

**Procedural Rules** – in particular, members should make themselves familiar with the Council Procedure Rules which cover their participation in Council and committee meetings.

**Codes and Protocols** – A number of guidelines covering behaviour in different circumstances exist, including the Member Code of Conduct, and the rules concerning participation in the Planning Committee.

**Members' Allowance Scheme** – The annually-agreed scheme setting out the basic allowance for councillors and any allowances for special responsibilities.

**Member-Officer Protocol** – A protocol setting out how members and officers should behave towards one another.

**Petition Scheme** – The scheme sets out rules for the submission of petitions and guidelines on the action to be taken if a certain number of signatures are reached.

**Management Structure** – A structure showing the departments and responsibilities of senior officers.

You can download the current version of the Council's constitution by [clicking here](#).

# Declaring Interests

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## Register of Interests

All councillors are required by law to make a written declaration of any 'disclosable pecuniary interests' which they or their spouse have regarding the following topics:

- Employment, office, trade, profession
- Sponsorship
- Contracts
- Land
- Licences
- Corporate tenancies
- Securities

When you begin as a councillor, you will be given the relevant form and guidance which will allow you to complete it. It is important that the form is updated with any changes within 28 days of a change being made. The register is then published on our website and also available at City Hall, although it is possible to exclude any 'sensitive' interests with the approval of the Monitoring Officer.

## Gifts and Hospitality

If you receive any gifts or hospitality from any person or body (other than the Council) with a value in excess of £50 you must register this with the Monitoring Officer within 28 days. This information is then placed on a public register.



## Disclosable Pecuniary Interests (DPIs)

When at a meeting councillors must make a declaration if any item of business relates to their disclosable pecuniary interests. The councillor cannot then take part in that item of business at the meeting.

## Dispensations

In certain circumstances, the Ethics & Engagement Committee is able to grant councillors dispensations to take part in the consideration of items in which they have a DPI. These can be granted if, for example, the political balance is likely to be distorted by the number of declarations being made or the meeting will become inquorate (meaning that insufficient members are in the meeting for it to take place or continue).

## Personal and Pecuniary Interests

In addition to the nationally-set categories for DPIs, the Council has also agreed a number of additional interests which affect councillors' participation in meetings, including membership of certain types of bodies. These must also be declared in the register and at any relevant meetings. A separate guide to interests has been produced for councillors

and can be requested from Democratic Services if you have not already been provided with a copy.

## Council Tax

Members should note it can be a criminal offence to vote on matters relating to setting the council tax if in arrears with your own payments. Please seek the guidance of the Monitoring Officer if in any doubt whatsoever as to whether you may be affected.

# Motions and Questions

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## Motions

Motions give members the opportunity to put forward matters to be debated at a meeting regarding an area relevant to the Council or, if submitted to a committee, to the business of that committee. Motions of this kind are called 'motions on notice' and, as the name suggests, must be submitted in advance of a meeting in accordance with the rules set down in the Council Procedure Rules.

Motions must be submitted to the Chief Executive and Town Clerk or Democratic Services at least 7 working days before the meeting at which it is proposed to be considered. The motion must be signed by at least two councillors, who will then act as proposer and seconder. If a motion is similar in terms to one rejected in the previous six months, the motion must be signed by five councillors before it can be accepted.

Members are also able to move procedural motions at any meeting which relate to the proceedings of a meeting in progress, as specified in the Council Procedure Rules. During the debate on a motion members are able to put forward amendments to the motion under discussion. The amendment cannot have the effect of simply reversing the original motion.

Procedural motions are, like amendments, made at the meeting without prior notice being required. These include closure motions and it is also possible for members to vote to adjourn a debate or the meeting itself.

Motions can also be used in other circumstances, such as moving to close a meeting or to suspend a particular Council Procedure Rule.

## Member Questions

At meetings of Council, councillors also have the opportunity to put questions to portfolio holders or the chairs of committees. These questions have to be submitted by 10:00 at least two clear working days before the meeting is held. In practice, for a Council meeting on Tuesday this will mean a deadline of 10:00 on Friday. Any questions relating to urgent matters must be delivered to the Chief Executive by 10:00 on the day of the meeting.

# Working with Officers

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## Member-Officer Protocol

All councillors and officers are subject to the Member-Officer Protocol. The protocol sets out detailed guidelines for the behaviour of members and officers towards one another. It must be observed at all times by officers and members and is contained within the Council's Constitution.

## Respect

The working relationship between officers and councillors has to be built upon mutual respect. It is also necessary that both officers and members have a clear idea of the differences between their respective roles. Councillors have a higher-level role than officers and determine the overall direction of the Council, but this does not give individual councillors an automatic right to overrule existing policies or to ignore professional advice and officer decisions.

## Escalating concerns

Sometimes officers may be unable to help you in the way that you have requested. If you are concerned that an officer has misinterpreted a request or not provided the level of service you expect, you should explain this to them clearly and politely. If you are still concerned you should raise your issue through the officer's line management. There are likely to be occasions where officers will be limited in the assistance they can offer either by the law or policy. As ever, it is important to try to understand an issue from another person's angle and to always treat others with respect and courtesy.

It is also possible to refer enquiries via designated officers for each directorate who can arrange responses within agreed timeframes. Please contact Democratic Services for further details regarding this.

## Politics

Councillors are directly elected politicians and are inherently politically active. However, officers are considerably more limited in their political involvement. While most officers are able to engage in some forms of political activity outside their employment, there is a duty for officers to be impartial in their working life. Members should respect the limits placed upon officers and should not seek to pressure officers to act otherwise. Equally, councillors must ensure that they do not use Council equipment for political purposes.



# Member Development

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## 'Mandatory' Training

Councillors have a right to take part in meetings to which they have been appointed by Council or where attending as a substitute for another member. However, Council has determined that members may not take part in meetings of the Planning Committee, Licensing Committee, or Licensing Sub-Committees if they have not undertaken the training provided for these meetings.

This training is provided as members of these committees are likely to be making highly personal and technical decisions in relation to individuals' applications. These decisions are also particularly susceptible to challenge by applicants and so the Council has a duty to ensure members are properly trained in reaching a legally-valid decision.

## Feeding into the Member Development Programme

Democratic Services act as a first point of contact in arranging training and briefing for elected members. Progress in this area is regularly reported to the Ethics & Engagement Committee which oversees member development within the Council. However, contributions from members who do not sit on that committee are welcomed by officers. If you have any suggestions for additional training or improvements which can be made please contact Democratic Services.

# Personal Safety for Councillors

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## Keeping Yourself Safe

Councillors are, first and foremost, representatives of the public they serve. In order to be a successful councillor you will need to understand the interests of your local community, which will usually be most effectively achieved by engaging directly with the public.

While the overwhelming majority of your involvement with the public in your role as a councillor is likely to be positive and safe, there is always a risk that you may be placed at risk of harm by a member of the public. As such, the following advice is provided in order to help you to minimise this risk while also ensuring you are still open and accessible to the public.

## Guide to Personal Safety

The Council has compiled a guide to personal safety for councillors, which is available on its website by [clicking here](#). We would strongly recommend that you read the guide in full. If you require guidance on any part of it please contact Democratic Services.

## Key Tips for Keeping Yourself and Others Safe

- Whenever possible, avoid meeting in locations where other people are not nearby and able to help in case of any problems.
- If holding ward surgeries or canvassing residents, try to work in pairs or groups with other people you know.
- Try to remain calm whenever dealing with people. You will often be dealing with people in stressful situations and responding aggressively is only likely to make a situation worse.
- If you are in a position where you consider yourself to be at risk, try to remove yourself from it as soon as possible. This can include ending a conversation and seeking to resolve problems in a different manner.
- Report any problems you experience to Democratic Services. This can then be compiled into incident reports which can protect others from dangerous people.
- Read any reports regarding potentially violent persons when they are forwarded to you by Democratic Services.
- If you are likely to be putting yourself in a situation where you are at risk, consider requesting a lone working safety device from Democratic Services.

# Environmental Services

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## Anti-Social Behaviour – How can the Council assist me with an anti-social behaviour problem?

Where possible, it is recommended that neighbours should try first to resolve any problems with one another. If this does not work, the Anti-Social Behaviour Team can be contacted on 01522 873249. An online anti-social behaviour form is also available. The Council can then work with complainants to find a suitable solution to the problem.

## Dogs – Who can I contact regarding an issue with dog fouling?

The Council's Animal Warden can advise on the areas listed below and can be contacted by emailing [ppasb@lincoln.gov.uk](mailto:ppasb@lincoln.gov.uk) or calling 01522 873729.

- Care of stray dogs
- Enforcement of Dog Control Legislation
- Enforcement of Dog Fouling Legislation
- Enforcement of the Environmental Protection Act 1990 (barking dogs, etc)
- Promotion of responsible dog ownership

## Garden Waste – How do I arrange for my garden waste to be collected?

Residents can join the Council's green bin scheme by visiting [www.lincoln.gov.uk/garden](http://www.lincoln.gov.uk/garden) or calling 01522 873255. An annual charge of £30 is payable to take part in the green waste scheme.

## Rubbish – How do I dispose of bulky waste?

A free collection service is available for residents who either:

- Have a disability
- Are eligible for a state pension/pension credits
- Are in receipt of a means tested benefit, such as Housing or Council Tax Support (excluding Child Tax Credits and Working Tax Credits).

Otherwise, large and bulky items can also be taken to the Household Waste Site at Great Northern Terrace, where there is no charge for disposal. Cory Environmental can also be contacted by calling 01522 533488 for a no-obligation quote.

## Rubbish – Who do I contact about a problem with my rubbish or recycling?

If a resident's bin or recycling has not been collected they should contact Customer Services by calling 01522 881188. Any concerns regarding neighbours' use of bins, including bins being left on streets after the collection date, can also be referred through Customer Services. Bin collection dates are provided on the Council's website.

# Housing Services

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## Council Housing – How do I apply for a Council house?

The Council runs a joint choice-based lettings scheme to assist in finding a suitable home in Lincoln. The choice-based lettings scheme gives residents more choice in the area that they move to and the type of property that they would like to live in. Social housing across central Lincolnshire is first offered to families or individuals with the greatest housing need. Councillors and officers cannot directly influence the position of applicants on the waiting list, but can offer advice on ensuring that all of an applicant's personal circumstances, such as any medical conditions, are properly considered.

If residents want to apply for housing in Lincoln, North Kesteven or West Lindsey they need to register with [Lincs Homefinder](#). More information and advice can be given by the Council's Property Shop by emailing [housingoptions@lincoln.gov.uk](mailto:housingoptions@lincoln.gov.uk) or calling 01522 873777.

Applicants must complete an application form, which, depending on their eligibility, will enable them to bid for affordable homes in the location of their choice. Applicants are placed into one of four bands, with Band 1 being for those with highest priority and Band 4 being for those with the lowest. Guidance on the criteria applied to applicants can be found in the Choice-Based Lettings Scheme.

A successful applicant will be selected from those who have placed bids for a particular property and who meet the qualifying criteria. Selection will be based on the relevant needs band, followed by the length of time an applicant has been in a particular band. After a bid has been placed, feedback is provided to help unsuccessful applicants.

## Council Housing Repairs – How do I book a repair for my council house?

The Council's repairs are coordinated by Customer Services and Resource Planners based at Hamilton House on Beavor Street. Any repairs for Council tenants can then be arranged for completion by the in-house City Maintenance Services or one of the Council's contractors, which include Kier and Aaron Services.

Residents can report a repair by:

- Telephoning customer services on 01522 873333
- Visiting City Hall in person during normal office hours
- Emailing [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk) or submitting an online form.

Emergency repairs can be reported by calling 01522 534747. If a resident is struggling to reach a satisfactory resolution to their housing repair request, it can be useful to discuss the problem with a Resource Planner. Alternatively, there is a Housing Appeals Panel which can consider housing complaints which have already exhausted the internal complaints procedures. The Panel comprises elected members who are able to consider and determine tenant complaints and issues.

## Housing Benefit – How can I apply to the council for housing benefit?

Pending the planned changes through the 'Universal Credit' reforms, people can claim Housing and/or Council Tax Support if they:

- Work full or part-time and receive a low wage
- Receive Employment and Support Allowance, Jobseekers' Allowance or any other state benefit
- Have savings less than £16,000 (this does not apply if you receive Pension Guarantee Credit)
- Pay rent to a private landlord, Housing Association or Local Authority
- Pay Council Tax on their home

Initial applications for benefit support can be made via the Council's website.

## Sheltered Housing – Who do I contact for advice about sheltered and group housing?

The Supported Housing Service is designed to help improve older tenants' quality of life. There are three types of service available:

- Sheltered housing with on-site support provides accommodation under one roof, with communal bathrooms and laundry facilities as well as common rooms, where residents can meet and take part in leisure activities.
- Grouped housing with on-site support comprises small blocks of one-bedroom flats or bungalows grouped around a community centre, where the residents can meet and take part in leisure activities.
- Dispersed alarms with floating support allow alarm equipment to be installed in tenants' homes, enabling them to call for help and assistance.

Applications for sheltered or grouped housing should be made through the Property Shop by emailing [housingoptions@lincoln.gov.uk](mailto:housingoptions@lincoln.gov.uk) or calling 01522 873777. Applications for dispersed alarms can be made by contacting the Supported Housing Service on 01522 528752 or by emailing [MobileWardenTeam@lincoln.gov.uk](mailto:MobileWardenTeam@lincoln.gov.uk)

## Other Council Services

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### Allotments – Who do I need to contact about applying for an allotment?

Lincoln's residents are able to apply for allotment sites within the city. This can be done via the Council's website. Alternatively, enquiries can be made by calling 01522 873666.

### Benefits – How do I apply to the council for benefits?

The Council has Benefits Advisors who are able to guide residents through the benefits to which they may be entitled. Not all benefits will be administered by the Council, including Job Seekers' Allowance which is processed by the Department for Work and Pensions. The Benefits Advice Team can be contacted by calling 01522 873382.

### Council Tax - I need to speak to someone about my council tax, who do I contact?

The Council operates a shared revenues and benefits service with North Kesteven District Council. All enquiries regarding council tax can be sent via the City of Lincoln Council, although residents and councillors may receive a response from a member of the North Kesteven team. Enquiries can be made via Customer Services on 01522 881188.

### Customer Services – What are the opening hours for City Hall?

City Hall is open at the following times:

- Monday: 9am - 5pm
- Tuesday: 9am - 5pm
- Wednesday: 10am - 5pm
- Thursday: 9am - 5pm
- Friday: 9am - 4.30pm

Members of the public attending a public committee meeting in the evening are able to access the committee rooms via the Orchard Street entrance.

### Elections – How can I apply to vote in future elections?

Residents are encouraged to register to vote online at [www.gov.uk/registertovote](http://www.gov.uk/registertovote) If people do not have access to the internet they should contact the Elections Team ([electoral@lincoln.gov.uk](mailto:electoral@lincoln.gov.uk) or 01522 873374). Application forms for including postal and proxy voting can be obtained from the or downloaded from [www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk)

## Highways – How do I resolve issues with the roads or pavements?

The majority of roads and pavements within Lincoln are the responsibility of the Highways Department at Lincolnshire County Council. Problems can be reported directly to the Lincoln department by calling 01522 782070 or emailing [customerservices@lincolnshire.gov.uk](mailto:customerservices@lincolnshire.gov.uk)

## Neighbourhood Working – What is neighbourhood working?

The primary purpose of neighbourhood working is to work in partnership with residents, local businesses and organisations to deliver creative, innovative solutions to identified issues within that community. This is done by forming Neighbourhood Boards or forums where issues and ideas can be openly discussed. There are three Neighbourhood Teams that cover Lincoln:

- North (St Giles, Ermine East/West & Glebe) - 01522 544500
- Central (Bracebridge, Park & Abbey) - 01522 541470
- South (Birchwood & Moorland) - 01522 689986.

## Parking – How can I get a residents parking permit?

The Resident's Parking Scheme is in force from Monday to Saturday from 8am to 6pm. During these times, a valid permit is required to be displayed. For areas of the city covered by a scheme, applications for permits can be made online at [www.lincoln.gov.uk](http://www.lincoln.gov.uk) Alternatively, enquiries can be made via the Parking Services team by emailing [city.services@lincoln.gov.uk](mailto:city.services@lincoln.gov.uk) or calling 01522 873497.

The schemes only apply in certain areas of the city. If a resident is interested in establishing another parking scheme they should first contact Lincolnshire County Council by calling 01522 782070 or emailing [customerservices@lincolnshire.gov.uk](mailto:customerservices@lincolnshire.gov.uk)

## Safeguarding – How should I report a concern about the treatment of a child or vulnerable adult?

Any concerns should be submitted via the Council's intranet site at: <http://citypeople/corporate-essentials/safeguarding/> (you need to be logged into the Council's IT network to access this). If you are not able to complete the online form, please contact Customer Services on 01522 881188.



## Taxi/Alcohol Licensing – How can I find out about the licences issued by the Council to local businesses and taxi drivers?

The Council's Licensing Team can take enquiries on a wide variety of licensing queries including hackney carriages, private hire vehicles, alcohol, temporary events, gambling, and sex establishments. This can include giving assistance to potential applicants or guidance to residents and councillors on their rights to raise concerns about the conduct of a licensee. The Licensing Team can be contacted by emailing [Licensing@lincoln.gov.uk](mailto:Licensing@lincoln.gov.uk) or calling 01522 873373.

# Planning

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## What kind of development would I require planning permission for?

Certain types of minor changes to your home without can be made without needing to apply for planning permission. These are called Permitted Development Rights. The [Planning Portal Interactive House](#) provides an idea as to whether planning permission may be required for a particular proposal.

However, not all properties have the benefit of Permitted Development Rights, including flats, houses with specific allocations (Conservation Areas, Listed Buildings or Article 4 Directions) or properties which have had their Permitted Development Rights removed. The Council's Development Team can confirm whether your property has had its permitted development rights removed by calling 01522 873474 or emailing [developmentteam@lincoln.gov.uk](mailto:developmentteam@lincoln.gov.uk)

## How do I apply for planning permission?

The Council welcomes and strongly encourages discussions with homeowners or developers before submitting a planning application. This service is called the 'Pre-application Planning Advice'. And provides an opportunity to explore a proposal with planners. This can be arranged by calling 01522 873474 or emailing [developmentteam@lincoln.gov.uk](mailto:developmentteam@lincoln.gov.uk)

Planning application can be submitted online through the [Planning Portal website](#). Alternatively application forms can be downloaded from the Council's website or collected from the fifth floor of City Hall in the Planning Reception Area.

## Can a councillor speak to the Planning Committee regarding a planning application in their ward?

Councillors are able to speak to the Planning Committee as 'ward advocates' in relation to a planning application. This gives councillors the opportunity to speak for up to five minutes and can be in addition to the contributions of other councillors and public speakers. Any councillor wishing to speak must register to do so by 16:00 on the Tuesday immediately preceding the meeting. If a councillor is speaking as an advocate they should not take part in voting on that item if they are also acting as a member of the Planning Committee.

## Who can offer advice on protecting, maintaining or removing trees?

Many trees can be maintained by their owner without requiring the involvement of the Council. If the tree is subject to a Tree Preservation Order special permission must be sought from the Council before carrying out any work. For any enquiries regarding either applying for or working with an existing Tree Preservation Order you should contact the Council's Arboricultural Officer by calling 01522 873411.

The Arboricultural Officer can also offer advice regarding any work required to trees owned by the Council. Lincolnshire County Council's Highways Department can contact property owners whose trees or plants are overhanging a pavement or highway.

# Lincolnshire County Council

Lincolnshire operates a two-tier system of local government, meaning that responsibilities are split between district councils (lower tier) and the county council (upper tier). In other parts of the country, an individual local authority can take responsibility for all local government services. Unlike much of the rest of Lincolnshire, the City of Lincoln Council does not host any parish councils.

It can often be confusing trying to work out which services fall within the remit of each local authority, especially for residents who are unaware of the distinction. The table below provides a short guide to the different services provided at each level of local government. However, it should be stressed that councils have some freedom to develop services to benefit the community which could be undertaken at either level of local government; this can include services such as business development.

<b>City of Lincoln Council</b>	<b>Lincolnshire County Council</b>
Building control	Care of young, elderly, and disabled people
Car parks	County strategic planning
Council tax and housing benefits	Highways maintenance
Development control (planning)	Libraries and archives
Electoral registration and elections	Public transport
Environmental health	Registration of births, marriages, and deaths
Housing	Schools and other education
Leisure	Street lighting and furniture
Licensing	Traffic management and planning
Property and land searches	Water courses
Rubbish collections	

Within Lincoln there are 10 electoral divisions which each return one county councillor at its four-yearly elections. These divisions are often broadly similar to the city's wards, although the names and boundaries do vary. The next elections are scheduled to take place in May 2017.

# Useful Contact Details

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## Council

<b>Service</b>	<b>Telephone</b>	<b>Email</b>
Anti-Social Behaviour	01522 87(3431)	<a href="mailto:anti-socialbehaviour@lincoln.gov.uk">anti-socialbehaviour@lincoln.gov.uk</a>
Benefits Advice	01522 87(3382)	<a href="mailto:benefitsadvice@lincoln.gov.uk">benefitsadvice@lincoln.gov.uk</a>
Civic Office	01522 87(3303)	<a href="mailto:civic.twinning@lincoln.gov.uk">civic.twinning@lincoln.gov.uk</a>
Communications	01522 87(3894)	<a href="mailto:communications@lincoln.gov.uk">communications@lincoln.gov.uk</a>
Council Tax	01522 87(3355)	<a href="mailto:revenues@lincoln.gov.uk">revenues@lincoln.gov.uk</a>
Customer Services	01522 881188	<a href="mailto:customerservices@lincoln.gov.uk">customerservices@lincoln.gov.uk</a>
Democratic Services	01522 87(3387)	<a href="mailto:democraticservices@lincoln.gov.uk">democraticservices@lincoln.gov.uk</a>
Elections	01522 87(3374)	<a href="mailto:elections@lincoln.gov.uk">elections@lincoln.gov.uk</a>
Environmental Services	01522 87(3249)	<a href="mailto:environment@lincoln.gov.uk">environment@lincoln.gov.uk</a>
Guildhall	01522 541727	<a href="mailto:civic.twinning@lincoln.gov.uk">civic.twinning@lincoln.gov.uk</a>
Housing	01522 87(3333)	<a href="mailto:customer.services@lincoln.gov.uk">customer.services@lincoln.gov.uk</a>
IT Helpdesk	01522 87(3327)	<a href="mailto:ithelpdesk@lincoln.gov.uk">ithelpdesk@lincoln.gov.uk</a>
Licensing	01522 87(3564)	<a href="mailto:licensing@lincoln.gov.uk">licensing@lincoln.gov.uk</a>
Out of Hours Housing Repairs	01522 534747	N/A
Planning	01522 87(3484)	<a href="mailto:developmentcontrol@lincoln.gov.uk">developmentcontrol@lincoln.gov.uk</a>
Property Shop	01522 87(3777)	<a href="mailto:customer.services@lincoln.gov.uk">customer.services@lincoln.gov.uk</a>
Recycling and waste	01522 87(3423)	<a href="mailto:customer.services@lincoln.gov.uk">customer.services@lincoln.gov.uk</a>

East Lindsey Council – 01507 601111

Lincolnshire Police – 532222

Lincoln BIG – 545233

Karl McCartney MP – 020 720 07221

Lincoln University – 882000

North Kesteven Council – 01529 414155

Lincolnshire County Council – 552222

South Kesteven Council – 01476 406080

Lincolnshire Highways – 782070

West Lindsey Council - 01427 676676

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