

## COMMUNITY LEADERSHIP SCRUTINY COMMITTEE

**Tuesday, 5 November 2019**

**6.00 pm**

**Committee Room 1, City Hall**

Membership: Councillors Jane Loffhagen (Chair), Naomi Tweddle (Vice-Chair), Liz Bushell, Bill Bilton, Jackie Kirk, Sue Burke, Helena Mair, Lucinda Preston, Alan Briggs, Christopher Reid, Hilton Spratt, Rosanne Kirk and Donald Nannestad

Substitute member(s): Councillor(s) Kathleen Brothwell and Gary Hewson

Officers attending: Democratic Services, Simon Walters and Angela Andrews

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### A G E N D A

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| 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. |                      |
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- Present:** Councillor Jane Loffhagen (*in the Chair*)
- Councillors:** Bill Bilton, Alan Briggs, Sue Burke, Liz Bushell, Jackie Kirk, Helena Mair, Lucinda Preston, Christopher Reid, Hilton Spratt and Naomi Tweddle
- Also in Attendance:** Rachel Bethell, Subash Chellaiah, Malcolm Ryan, Amanda Sowerby and David Spivey
- Apologies for Absence:** None.

**13. Confirmation of Minutes - 15 July 2019**

RESOLVED that the minutes of the meeting held on 15 July 2019 be confirmed subject to the following amendments:

9C) Butterflies – Pamper sessions for women

9D) Did things like Google Home/Alexa help with Social Isolation?

There wasn't proof that they helped with Social Isolation but things like music and TV did.

4) The benefits of Social Prescribers, as demonstrated in the video, was that they were really good at talking and listening to people's problems and showing true empathy. They were able to offer support and advice which people seemed more responsive to given that they were not clinical and were generally perceived as friendly and supportive people.

**14. Declarations of Interest**

No declarations of interest were received.

**15. Social Isolation Scrutiny Review - Overview**

Graham Watts, Democratic Team Leader and Elections Manager:

- a) Explained that following a meeting with Victoria Sleight, two promotional videos were sent to Officers in relation to Social Prescribing and the Mental Health Hub and Spoke Initiative.
- b) Showed these videos to the Committee and members felt that they gave a useful insight into these matters, in particular Social Prescribing. Further discussions took place after the videos were shown and Members asked further questions regarding the content.

**16. Meeting with Victoria Sleight, Neighbourhood Lead (Lincoln City South) - Lincolnshire Partnership Foundation Trust - 15 July 2019**

Graham Watts provided a brief overview of Social Isolation following a meeting that took place with Victoria Sleight from the Lincolnshire Partnership Foundation Trust.

Victoria highlighted a number of key points relating to this matter and how she was directly involved in it through her role as Neighbourhood Lead.

RESOLVED that the committee noted the review.

**17. Amanda Sowerby - Operations Director, Age UK (Lincoln and South Lincolnshire)**

Amanda Sowerby, Operations Director, Age UK:

- a) briefly outlined her role within the organisation
- b) provided heat maps which were also available on their website which identified pockets of the city where people were socially isolated
- c) explained that Age UK as an organisation:
  - supported people over the age of 50.
  - they covered Lincoln City Centre and Lincoln South.
- d) reported that:
  - the noticeable differences over the last few years in clients' needs had become greater due to social isolation.
  - clients pressed an alarm often not because of an emergency/incident, but because they were lonely and needed interaction and they had valuable links to volunteers who were able to provide face to face visits if this happened. The same thing was occurring with the Help In The Home service that they provided.
- e) highlighted that there was a Hospital Avoidance Response Team (HART) which was a service to support clients remaining at their homes rather than going to hospital.
- f) Invited members comments and questions.

Question: Was there any specific screening to detect Social Isolation?

Response: An assessment would be carried out to investigate whether they could access any other services.

Question: Were a lot of services that weren't accessed due to a lack of money and people not being able to afford it?

Response: This was partly the reason, however, a lot of services that were offered were free.

Question: What services were available to people at the lower end of the age spectrum, i.e. under 60?

Response: The aim was to provide services to all ages but the majority of people who accessed the services were older people.

Question: What did you offer for people with physical and mental disabilities?

Response: There was disabled access and they were Dementia friendly i.e. colours etc.

Question: Could people make an appointment for an assessment?

Response: Yes and they could arrange for it to be in their own home.

Question: Was there a service that provided check-ups on people who were recently bereaved?

Response: There was no universal service other than St Barnabas.

**18. Rachel Bethell - Marketing and Outreach Officer, The Network**

Rachel Bethell, Marketing and Outreach Officer:

- a) provided a brief introduction about her role at the Network which was located in City Hall
- b) explained that she mainly dealt with people between the age of 16-24
- c) stated that:
  - this year the Network were taking a different approach and hosting focus groups and linking up with charities.
  - all the young people that they'd dealt with had suffered with some kind of mental health issue due to having no friends or feeling isolated.
  - a lot of clients lacked qualifications and had fallen through the net at school, so the Network had provided online courses for people to complete to gain qualifications.
  - a dog workshop was taking place in a couple of weeks' time to help people gain further life skills, help them socialise, gain more confidence and make it easier for them to take further steps into gaining employment.
- d) invited members comments and questions.

Question: Could any work be done for people before they finished school to avoid them falling through the net?

Response: The Network supported a number of different age groups, visited schools, attending interview days and offered workshops which prepared students for change. They also provided useful toolkits. They also supported university students and helped them obtain work experience.

Question: Was there the opportunity for somebody who had gained employment from working with the Network be buddied up with someone to share their experience?

Response: The Network had volunteers who were advisors however when people were asked if they could share their experiences there was little interest.

**19. Malcolm Ryan - Service Manager, Carers First in Lincolnshire**

Malcolm Ryan, Service Manager at Carers First:

- a) briefly outlined his position at Carers First in Lincolnshire
- b) stated that Carers First:
  - mainly supported unpaid carers.
  - helped build resilience and combating social isolation where possible.
  - they were first established in Kent until they signed a contract with Lincolnshire County Council and set up an office in Lincoln.
  - provided a Carers Hub which carers could ring, leave messages and access online services any time.
  - 50 staff were employed across Lincolnshire providing support for carers which included signposting, mentoring and support work.
  - they were the only charity that were able to conduct statutory carers assessments.
  - they could signpost families if they felt someone in the household needed support.
  - there were 19 wellbeing groups across the county, 4 were in Lincoln.
  - 2 of the wellbeing groups were specific to carers but other groups supported people with Dementia, Autism and Mental Health.
  - offered a carer learner programme which helped people develop their role in caring.
  - supported carers who were no longer in a caring role to gain employment.
  - engaged with pharmacies over Lincolnshire and made referrals through dealing with them on a regular basis.
- c) Invited members comments and questions.

Question: Did you find many carers were in employment?

Response: The majority of carers were self-employed or worked part time.

Question: Did people get access to benefits as a carer?

Response: Yes, providing they accessed the correct services

Question: Following a bereavement, when were individuals identified in order to be offered support?

Response: Carers First would be called that day or the following day.

**20. Subash Chellaiah - University of Lincoln**

Subash Chellaiah, Multi Faith Chaplaincy Co-ordinator:

- a) briefly outlined his role at the University of Lincoln.

b) explained that:

- there were 18 chaplains altogether.
- 36 students were receiving support every day.
- 8,000 students from the 17,000 currently enrolled at the University were from faith communities.
- chaplains were under resourced as a lot of their work was voluntary.
- they also worked with primary and secondary schools.

c) invited members comments and questions.

Question: Did a lot of students struggle with financial pressures?

Response: Yes and they were very anxious about the future of jobs. There was a 24 hour service that students could access anonymously for extra support.

Question: Were language barriers an issue?

Response: Carers first had provided translator services on occasions.

Subash explained that students were able to take part in garden activities such as growing vegetables etc. This helped them become more sociable and the produce was used in the kitchen at the University.

## **21. Work Programme - 2019/20**

Jess Cullen, Democratic Services Officer:

- a. presented the draft work programme for 2019/20 as detailed at Appendix A of her report
- b. advised that the work programme for the Community Leadership Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Community Leadership Committee and its Chair
- c. reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny
- d. requested any relevant comments or suggestions to the proposed work programme for 2019/20.

RESOLVED that the work programme 2019/20 as detailed at Appendix A to the report be noted.

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## COMMUNITY LEADERSHIP SCRUTINY COMMITTEE

### SCRUTINY REVIEW INTO INCLUSIVE GROWTH

#### UPDATE ON IMPLEMENTATION OF RECOMMENDATIONS – OCTOBER 2019

Below is an overview of actions taken to date following implementation of the recommendations agreed by the Executive with regard to the Community Leadership Scrutiny Committee's Scrutiny Review into inclusive growth:

| <b>Recommendation</b>   | <b>Action undertaken</b>   |
|---|--|
| <p>(1) That the Council works with The Network to:</p> <ul style="list-style-type: none"><li>- review/establish referral mechanisms between Lincolnshire MOVE Partnership (which helps people aged 16+ move into employment) and The Network (which helps people aged 16-24 with advice and guidance including on training and employment);</li><li>- identify referral opportunities between The Network, Lincolnshire Move Partnership and Linkage Community Trust (a Lincolnshire based charity helping people with learning difficulties on a range of topics, including employment);</li><li>- identify how the key sectors important to economic growth in the city are targeted.</li></ul> | <p>The Network initially established robust referral mechanisms with the MOVE partnership operated by Voluntary Centre Services. The MOVE project offers a range of intensive support to people furthest from the labour market who may be experiencing multiple barriers preventing them from accessing learning and work which supplements the opportunities available to young people through The Network. Young people accessing support from the MOVE project are also encouraged and supported to visit The Network to find out about opportunities available to them once they overcome initial issues and barriers and are in a position to consider moving into work or learning. The Network also works closely with Volunteer Centre Services to enable young people to access volunteering opportunities to supplement their learning and job search.</p> <p>The Network has now developed one to one support and advice for young people as part of the Greater Lincolnshire MOVE Project – an initial trial support package commenced in February 2019 with a view to becoming a formal project delivery partner in July 2019. Funding has now been secured for two years (July 2019 – June 2021) for The Network to provide targeted support to young people furthest from the labour market to move closer to work and training.</p> |

|   |  |
|---|--|
|   | <p>The Council has reviewed and is responding to the Greater Lincolnshire Local Enterprise Partnership's Local Industrial Strategy which has identified key sectors important to economic growth across the Greater Lincolnshire area and three key priorities – productivity, wages and inclusive growth and resilience. The Council wants to use this evidence base to develop its own Inclusive Growth Strategy for the city and wider urban area. A brief is being prepared for this.</p>  |
| <p>(2) That the Council continues to support the Living Wage and promote the emerging Corporate Social Responsibility Charter.</p>  | <p>The Council continues to support and adopt the Living Wage.</p> <p>The Corporate Social Responsibility Charter has been officially launched with 60 businesses currently signed up. The Charter had initially been promoted through business groups such as the Business Breakfast Forum, the Bailgate Guild and the Lincoln Chamber of Commerce, as well as via the Council's social media and Your Lincoln magazine. Further engagement and promotional activity will take place next year, targeting all businesses in Lincoln who pay non-domestic rates.</p> |
| <p>(3) That the Council seeks out funding opportunities to expand the offer of employability courses currently provided by the authority with Health and Wellbeing Board funding and delivered through Lincoln College. These offer free courses to low income households to upskill and secure employment.</p> | <p>The highly successful four-year Health and Wellbeing Board 'Assisting Low Income Households' project ended in September 2019. Officers are working on a potential bid for European Social Fund monies to expand and further enhance the principles of the Assisting Low Income Households scheme into a new, wider project.</p>   |
| <p>(4) That the Council continues to support young people to gain practical skills through supporting the National Citizens Service workshops and providing work experience placements.</p>   | <p>The Council continues to offer work experience placements and has a successful apprenticeship scheme in place, providing young people with opportunities to gain practical skills and experience.</p>   |

|  |   |
|--|---|
| <p>(5) That the Council begins a discussion with key strategic partners in the city to identify any similarities in investment priorities in Lincoln, and explore opportunities to pool or co-ordinate resources to deliver on shared agendas that continue to make Lincoln a great place to live, work and enjoy.</p> | <p>This is part of the Council's 'business as usual' approach to engage stakeholders to deliver the best outcomes for the city. It is proposed to set up a city board of stakeholders to oversee the anticipated Town Deal programme. The prospectus is expected shortly.</p>   |
| <p>(6) That the findings of this inclusive growth review be considered in any future economic or industrial strategies produced by the Council. For example, this could include supporting initiatives that may help people work flexibly around childcare responsibilities.</p>                                       | <p>Inclusive growth is a key priority within the Local Industrial Strategy and will be for any city strategy.</p>   |
| <p>(7) That the Department for Work and Pensions have a discussion with the Council's Planning Services to explore any opportunities to encourage local employment when engaging with developers.</p>  | <p>An initial meeting took place in 2018 to make the Council's Planning Services aware of Department for Work and Pensions schemes to assist people into work for new/expanding businesses looking to recruit. A follow-up meeting took place in September 2019 to further develop this principle, and this process will be reviewed in January 2020.</p> |
| <p>(8) That the Council explores options to offer skills and training to small businesses.</p>   | <p>The Council continues to explore options to offer skills and training to small businesses.</p>   |
| <p>(9) That the Council works with organisations such as the Lincolnshire Open Research and Innovation Centre which aims to share learning and good practice across the business community of Lincolnshire.</p>  | <p>The Council continues to explore opportunities to work with organisations such as the Lincolnshire Open Research and Innovation Centre.</p>  |

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## COMMUNITY LEADERSHIP SCRUTINY COMMITTEE

### SCRUTINY REVIEW INTO LOCAL COMMUNITY IMPACT OF WELFARE REFORM

#### UPDATE ON IMPLEMENTATION OF RECOMMENDATIONS – OCTOBER 2019

Below is an overview of actions taken to date following implementation of the recommendations agreed by the Executive with regard to the Community Leadership Scrutiny Committee's Scrutiny Review into the local community impact of welfare reform:

| <b>Recommendation</b>  | <b>Action undertaken</b>   |
|--|--|
| <p>(1) That the Council, as part of the refresh of the City Centre Masterplan and associated work already underway, seeks to increase the vibrancy of the city centre and undertake a review of empty commercial units, particularly units above shops, to ascertain whether there are any opportunities to convert them to residential use.</p>   | <p>The desire to achieve more upper floor residential accommodation dovetails with one of the aims of the Council's recently approved Heritage Action Zone, as this is one of the areas that the authority can offer some potential grant assistance through. The Heritage Action Zone project will officially launch in April 2020 so it will not be possible to deliver on this aspect until that scheme is well underway and it will of course rely on the willingness of private land owners to engage. However, officers will do everything they can to achieve this. In the meantime, and running concurrently, officers will continue to take every opportunity to engage with land owners as part of their regular contact as Planning Authority to encourage and support them to pursue this.</p> |
| <p>(2) In view of the fact that the Welfare Advice Team, Universal Credit Team, Customer Services Team, Tenancy Services Team and Citizens Advice all currently work independently to provide support to Universal Credit claimants and customers and in light of the national decision to withdraw funding from local authorities and reallocate this to Citizens Advice, that the Council undertakes a comprehensive review of the areas within its service delivery that supports welfare advice to the city's residents.</p> | <p>A Universal Credit advice review is underway, with a report outlining conclusions to be presented to Executive on 25 November 2019. The in-house local authority Universal Credit Support Team function has been extended to 30 November 2019, pending the outcome of this review.</p>  |

|   |   |
|---|---|
| <p>(3) That the Council agrees to lobby local and regional Department for Work and Pensions representatives to better understand why there continues to be a delay in the payment of Universal Credit payments, which causes significant issues for the Council's tenants as well as tenants in the private rental sector.</p>  | <p>The Head of Shared Revenues and Benefits has met with a local Department for Work and Pensions representative to discuss this matter. Mitigations and improvements have been made to the Universal Credit claim process and the promotion of advance payments of Universal Credit to mitigate such delays is now more prevalent. Also, an arrangement of an additional two weeks Housing Benefit to certain customers moving on to Universal Credit helps to bridge the gap during a claim for Universal Credit. The Head of Shared Revenues and Benefits meets with the central Department for Work and Pensions in London on a quarterly basis, with a standing agenda item being to feedback any issues and concerns regarding Universal Credit, as well as receiving updates on any improvements to the Universal Credit scheme.</p> |
| <p>(4) That the Council's Housing Directorate undertakes a review of housing allocations and tenant services in order to increase and improve the sustainability of Council tenants.</p>  | <p>A review of housing allocations and tenant services was currently underway.</p>  |
| <p>(5) That the Council reviews the provision and considers a re-launch of a scheme with the Acts Trust, which had previously been set up under a Service Level Agreement regarding the re-use and distribution of abandoned furniture to Council tenants, and identifies any further opportunities to work with other charities or organisations to improve access to free furniture or white goods for those tenants struggling to furnish their homes.</p> | <p>The Acts Trust had previously decided that it no longer wished to deal with white goods for the following reasons:</p> <ul style="list-style-type: none"> <li>- They required storage and had originally decided upon a container, however this required planning consent;</li> <li>- There was a national provider already recycling similar goods in the area;</li> <li>- There were difficulties regarding a change in legislation and liability.</li> </ul> <p>The Council at that time also had concerns regarding the legal impact of doing this from a liability perspective.</p>   |

A new proposal being considered by the Acts Trust to combine their current operations is 'The Store of Stories which, although does not include the provision of white goods, does look at providing food, furniture and other household goods that were not necessarily electrical items that carried less liability risk. The Council's Reducing Inequality Vision 2020 Group is in the process of looking into supporting this project.

A white goods service is already provided in Lincoln by the British Heart Foundation.

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**SUBJECT: SCRUTINY REVIEW OF SOCIAL ISOLATION**

**DIRECTORATE: CHIEF EXECUTIVE**

**REPORT AUTHOR: GRAHAM WATTS, DEMOCRATIC AND ELECTIONS MANAGER**

## **1. Purpose of Report**

- 1.1 To provide the Community Leadership Scrutiny Committee with an opportunity to consider the final report of the Committee's scrutiny review into social isolation, which sets out draft recommendations based on evidence gathered and key outcomes highlighted as part of the review.

## **2. Background**

- 2.1 The Community Leadership Scrutiny Committee at its meeting on 11 June 2019 agreed to undertake a scrutiny review of social isolation in the City of Lincoln. This followed concerns expressed by members of the Committee that social isolation existed throughout the city, particularly in relation to the elderly, single parents and carers.

- 2.2 The scope of the review was to investigate:

- How prevalent social isolation actually was in Lincoln and why it was occurring;
- What support was currently in place for people suffering from isolation;
- Whether the current support was sufficient to address the issue of social isolation.

- 2.3 Representatives from a range of organisations delivering services and support across the city, and wider county, attended meetings of the Committee in order to contribute to the review and provide evidence which was used to formulate draft recommendations. These organisations had been identified as part of the scoping of the review.

## **3. Evidence Gathering**

- 3.1 The Committee received evidence over two meetings from a range of internal and external representatives, as follows:

*15 July 2019*

- Councillor Donald Nannestad, Portfolio Holder for Quality Housing (City of Lincoln Council)
- Councillor Rosie Kirk, Portfolio Holder for Reducing Inequalities (City of Lincoln Council)
- Ben Barley, Chief Executive of Voluntary Centre Services

- Sian Wade, Network Co-ordinator at Active Faith Network

Victoria Sleight, Neighbourhood Lead – Lincoln City South (Lincolnshire Partnership Foundation Trust met with the Chair prior to the meeting on 11 June 2019, the findings from which were fed into that meeting of the Committee.

*27 August 2019*

- Amanda Sowerby, Operations Director, Age UK (Lincoln and South)
- Rachel Bethell, Marketing and Outreach Officer (The Network)
- Malcolm Ryan, Service Manager (Carers First in Lincolnshire)
- Subash Chellaiah, Chaplain (University of Lincoln)

- 3.2 An overview of the key points made by each representative, taking into account the scoping of the review, is set out at **Appendix A**.
- 3.3 The Council conducted a survey in relation to the Lincoln Lottery Community Fund during August 2019 which sought suggestions for the good causes the fund should be allocated towards in Lincoln. 113 people responded to the questionnaire and social isolation was the top response, with 50% of people suggesting that the fund be used towards addressing social isolation in Lincoln. Voluntary Centre Services had been appointed to allocate funding to good causes in relation to social isolation, the deadline for which would close on 18 October 2019 with winning applications to be drawn by 14 November 2019. Funding applications could be submitted for up to £5,000, which chose projects or activities having to:
- directly support Lincoln residents;
  - meet one or both of the areas selected by residents;
  - demonstrate that they will begin to spend the funding within 6 months of allocation;
  - confirm they will spend all funding allocated within 12 months;
  - have a clear and defined outcome;
  - should not be a project already financially supported by the City of Lincoln Council or another council/public body.
- 3.4 Information was provided regarding the ‘Age Friendly East Lindsey’ scheme as part of the national ‘Ageing Better’ Programme which had been delivered by East Lindsey District Council since 2015 and had been successful in achieving its objectives in relation to reducing isolation and loneliness within an ageing population. Funding for this scheme had been obtained via the Big Lottery Fund in partnership with Community Lincs.
- 3.5 The Minister for Civil Society, Baroness Barran, has announced a £2 million fund to help organisations at the frontline of tackling loneliness across the country. The announcement comes one year since publication of the Government’s Loneliness Strategy. The funding aims to support frontline, grassroots organisations that bring people together and help them build social connections. These could include community cafés, street parties, coffee mornings or local walking groups.

## 4. Key Findings and Conclusions

- 4.1 It was made very clear throughout the review that social isolation and loneliness was prevalent in Lincoln, although it was acknowledged that this is also the case in other towns, cities and rural areas across the country. From a local perspective, there was a significant amount of support available to people through a range of organisations and services seeking to address the issue of social isolation and loneliness. However, it was also apparent that each organisation approached this issue independently with very few examples given of working in partnership or sharing information and good practice.

### Conclusion 1

- 4.2 **The Council could play a more active role in bringing these organisations together to encourage and perhaps facilitate greater partnership working and sharing of information and good practice through an annual event or forum held at least once a year. The Council could also assist partner organisations in the promotion of services, events and activities available in communities, as well as raising awareness via social media and other platforms, such as the 'Your Lincoln' residents' magazine, on the issue of social isolation and loneliness.**
- 4.3 A vast array of services, events and activities were available in communities across the city that would help people suffering from social isolation and loneliness. The promotion and publicity of these is vitally important in order that as many people as possible are aware of what is available to them wherever they live in the city. A common frustration in speaking to all contributors as part of the review was that they knew there were people suffering from social isolation and loneliness, but that they did not necessarily access services or support mechanisms available to them and in some cases did not even consider themselves to be suffering from social isolation or loneliness.

### Conclusion 2

- 4.4 **More could be done to promote the symptoms or characteristics associated with social isolation, as well as contact details of key organisations and service providers. The signposting of information and services to support people suffering from social isolation and loneliness was therefore very important, particularly in terms of reaching those people suffering from associated symptoms but not necessarily accessing services. The Council could assist in the signposting of this information via its website, social media and literature at its offices, community buildings and other facilities used by the public such as the Crematorium, for example.**
- 4.5 There was a role for City Council staff, and elected Members, to play in their day-to-day business when engaging with residents in identifying symptoms of social isolation and loneliness and signposting them to relevant organisations or services.

### **Conclusion 3**

- 4.6 **The issue of social isolation and loneliness should be highlighted to the Council's staff and elected members, particularly those who come into contact with residents regularly as part of their day-to-day business in order that they can identify symptoms and understand what services or organisations to signpost people to. Consideration should be given to any necessary training to facilitate this.**
- 4.7 A contributing factor for some people in feeling isolated was the cultural shift towards online services across all sectors. A substantial amount of people in the city did not have access to a computer or the internet and would therefore struggle with the concept of only accessing services online. The Council itself was promoting self-service via its website and more electronic forms of communication as part of embracing the overarching cultural move to digital service provision.

### **Conclusion 4**

- 4.8 **Acknowledging those people unable to access online services or electronic communication, the Council should ensure that there is always an option to contact any of its service areas without the need to access the service online. This will help to ensure that those residents in the city who do not have access to a computer or the internet are still able to contact the authority which in turn should help address an aspect of isolation that is getting progressively worse for some people as a result of a cultural shift in all sectors to online service provision.**
- 4.9 Local activities and events were highlighted throughout the review as an important way for residents to be able to interact with other people and their communities. During the review anecdotal examples were given of difficulties experienced by people when seeking to hold events, particularly regarding the various regulations, licenses and other legal considerations that need to be taken into account. It was suggested that the way this information is relayed to people upon making a request can be quite intimidating and off-putting, whereas it would be much more helpful to people if such support was provided in a more approachable and supportive manner.

### **Conclusion 5**

- 4.10 **A review should take place to ensure that the Council's approach to responding to requests for holding community events includes guidance and advice that is supportive and user-friendly, taking into account the fact that many people making requests to hold these events may have never done so before. This will hopefully encourage more people to hold events in their communities, providing more opportunities for people to engage.**

### **Conclusion 6**

- 4.11 **Consideration should be given to ways in which the Government's £2 million funding aimed at addressing loneliness could be promoted to those frontline organisations so that it could be effectively utilised in Lincoln. Further consideration should also be given to the availability of external funding to**

**support the issue of social isolation and loneliness in the City of Lincoln, similar to the successful Big Lottery Fund bid awarded to East Lindsey District Council as part of the national ‘Aging Better’ Programme.**

## **5. Organisational Impacts**

### **5.1 Equality, Diversity and Human Rights**

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

## **6. Recommendation**

- 6.1 That the key findings and conclusions identified as part of the Community Leadership Scrutiny Committee’s review into social isolation, as set out at paragraphs 4.1 to 4.11 above, be approved for submission to the Executive.
- 6.2 That the Executive be requested to ensure that the key findings and conclusions of the scrutiny review be actioned as necessary and fed into the development and formation of the Health and Wellbeing strand of the Council’s Vision 2025.
- 6.3 That an update report on progress made against actions associated with the key findings and conclusions of the scrutiny review be submitted to the Community Leadership Scrutiny Committee in twelve months.

**Is this a key decision?** No

**Do the exempt information categories apply?** No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?** No

**How many appendices does the report contain?** One

**List of Background Papers:** None

**Lead Officer:** Graham Watts, Democratic and Elections Manager  
Telephone (01522) 873439

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## Community Leadership Scrutiny Committee – Social Inclusion Scrutiny Review

### Purpose of the Review

The Community Leadership Scrutiny Committee's review of the Social Inclusion sought to investigate:

- How prevalent social isolation actually was in Lincoln and why it was occurring.
- What support was currently in place for people suffering from isolation.
- Whether the current support was sufficient to address the issue of social isolation.

### Evidence Gathering

The Committee noted the following key points as part of evidence gathering from a range of organisations:

#### **(1) *Victoria Sleight, Neighbourhood Lead – Lincoln City South (Lincolnshire Partnership Foundation Trust)***

How prevalent was social isolation?

Social isolation was very prevalent across the country, with statistics available through NHS RightCare relating to loneliness and social isolation demonstrating the negative impacts this had on people's health.

The issue of social isolation did exist in the city of Lincoln and wider Lincolnshire, with Neighbourhood Leads working with Primary Care Networks which had been introduced to bring General Practices together and provide a wider range of services to patients, as well as ensuring an easier integration with the wider health and care system.

What support was currently in place?

There were ten Neighbourhood Leads across the county in Lincolnshire, with two allocated to Lincoln (one in Lincoln North and one in Lincoln South). These roles sought to understand and appropriately manage referrals, as it may not always be necessary for someone to see a GP and may instead be more beneficial to make contact with a Social Prescriber.

The role of Social Prescribers was relatively new, although they had been in place across Lincolnshire for a year with more being introduced across the country. They had three main roles:

- Signposting;
- Solution planning;
- Integration back into the community.

Anyone could refer someone onto a Social Prescriber, even a friend or a member of a person's family – or even the individual themselves. The referral did not have to come from a GP, medical or clinical professional.

The benefits of Social Prescribers were that they were really effective in respect of talking and listening to people's problems and showing true empathy, providing effective resolutions that were not necessarily medical or clinical. They were able to offer support and advice which people seemed more receptive to given that they were not clinical and were generally perceived as friendly and supportive people.

The NHS Hub and Spoke initiative relating to mental health would be a key addition to the services offered to people in the county, due to be implemented in 2020.

Was the current support sufficient?

It was the view of Victoria Sleight that one Social Practitioner in each practice would be the ideal ratio, equating to six in the area she represented, whereas she currently had two and did not expect this to be increased.

Social Prescribing would be utilised much more if people understood what it was, what Social Prescribers were and the fact that people could be referred by anyone, even themselves. There did not seem to be enough understanding in communities about what Social Prescribing actually was.

Any other key points or outcomes?

It would be helpful for the Neighbourhood Leads to have regular contact and communication with the City Council on anything it was seeking to develop further across the city which may link into Neighbourhood Working.

An example was given of the Lincoln North Board which regularly demonstrated that people in the area were connected and knew what was happening in their local communities, with organisations such as the Tower Action Group, support by the City Council, providing a community hub for people. The Community Hub in the Sincil Bank area of the city was another good example of this.

The City Council could offer support not solely through funding but also through use of its space and facilities, perhaps even enabling communities to take ownership of assets.

The City Council could assist with promoting certain events or services, particularly through its social media, with a vital aspect being about awareness rather than solely seeking to solve problems.



**(2) Councillor Donald Nannestad, Portfolio Holder for Quality Housing (City of Lincoln Council)**

How prevalent was social isolation?

Councillor Nannestad provided the Committee with an overview of social isolation existing nationally as well as in the city of Lincoln and the very damaging impact it had on people's lives.

One of the contributors to social isolation, both in rural areas and in the city of Lincoln, was that of access to transport.

What support was currently in place?

Councillor Nannestad, in addition to the explanation regarding Social Prescribing by the Neighbourhood Lead (Lincoln South) above, provided examples of case studies where referrals had been made and had resulted in excellent results. Referrals in Lincoln were relatively high compared to the rest of the county.

Examples of successful projects in other areas of the country were provided, as follows:

- Compassionate Frome – a project undertaken in Frome, Somerset, which mapped local agencies and community groups and gave patients the support they needed through Health Connectors and Community Connectors;
- Ageing Better East Lindsey – a National Lottery funded programme set up by the Big Lottery Fund which supported people later in life with activities in the local community to help combat social isolation and homelessness;
- Men's Sheds – a local community group where older men could meet up and take part in numerous projects such as wood work or mechanics, for example.

Was the current support sufficient?

This aspect of the review was not discussed with Councillor Nannestad.

Any other key points or outcomes?

None identified.

**(3) Ben Barley, Chief Executive of Voluntary Centre Services**

How prevalent was social isolation?

Social isolation was prevalent in the city of Lincoln and wider Lincolnshire.

What support was currently in place?

Gainsborough was initially designated as a pilot area and Voluntary Centre Services worked in partnership with a range of organisations including the Department for Work and Pensions, West Lindsey District Council, Lincolnshire County Council and the Fire and Rescue Service in addition to traditional health care services. This pilot had since involved into the Neighbourhood Lead model, funded by the Health and Wellbeing Board and Clinical Commissioning Groups to put Social Prescribers in place.

Since the introduction of Neighbourhood Leads and Social Prescribers, engagement with GPs had been very strong and since September 2018 there had been over 100 referrals in each area in Lincoln, which equated to the highest number of referrals in the county.

Social isolation was not just something that impacted older people, with young people, particularly in the student community in Lincoln, also susceptible to social isolation.

Was the current support sufficient?

Current caseload meant that each Social Prescriber in Lincoln would deal with approximately 250 people, or referrals, per year. Of these, most cases would be signposted to the necessary support they required. However, of the more complex cases where solution planning or integration back into the community was necessary, this would be much more time consuming. A person could be supported for up to 12 weeks but in some cases, depending upon the complexity of the referral, this could be longer.

Voluntary Centre Services had been well supported by GP surgeries in Lincoln when the initiative was first launched, particularly Birchwood and Nettleham, with others very keen to take it forward in the city. Referrals to Social Prescribers would continue to increase from GP surgeries which would eventually place too much pressure on the workload of those allocated to each area.

The fact that Social Prescribers undertook assessments on a face to face basis was significantly beneficial.

Any other key points or outcomes?

None identified.

**(4) Sian Wade, Network Co-ordinator (Active Faith Network)**

How prevalent was social isolation?

It was evident through the faith community that social isolation was prevalent within the city.

The Network Co-ordinator was in the process of networking in excess of 70 organisations in the city and, following an audit carried out in 2015, faith groups in the city were collectively delivering 353 different projects not including those taking place in surrounding villages. The number of projects had grown since 2015 but a specific number of projects across the city was currently unconfirmed.

A recent poll on Facebook regarding social isolation revealed the following:

- people did not know their neighbours;
- people did not know what was going on in their community;
- lots of people were out during the day at work, which made it difficult to get to know neighbours;
- social isolation occurred without people realising it;
- social isolation was particularly prevalent for young mothers on RAF bases;
- 'outsiders' to communities were not always welcomed;
- activities tended to be planned for day time hours with very little arranged in evenings.

What support was currently in place?

The Active Faith Network put in place six sub-groups to look at various things across the city, with the main aim being to increase participation. There were lots of activities taking place in communities but the challenge was helping people have the confidence to go along for the first time and take part. Transport to and from activities was also a potential challenge for some people.

The Mental Health Crisis Care Concordat was available which provided a whole library of services available for people in Lincoln. The Active Faith Network was in the process of mapping through what was available across the city as well as across the county.

A number of specific projects were highlighted which were currently provided in the city to tackle social isolation:

- Butterflies – paper-based craft sessions for women;
- Assist in Cherry Willingham – a transport and befriending service for older people which could provide free transport around the city;
- Lunching clubs and church café groups;
- Libraries and community hubs;
- Family groups;
- Linking Lives – a befriending service operating across the county;
- Food banks – mainly how to make the most out of that first point of contact.

There had previously been very little support for those people coming into the country. Families now received a welcome box which provided a range of information on local schools, GP surgeries and community projects or activities.

A website was available which people could contact, setting out the range of activities available to people. This was [www.lincolnshire.connecttosupport.org](http://www.lincolnshire.connecttosupport.org) and a key aspect of its success would be how to get the name of the website known in the city's communities.

Was the current support sufficient?

This aspect of the review as not discussed – the Active Faith Network was clearly undertaking important work across the city which contributed to addressing social isolation in Lincoln.

Any other key points or outcomes?

Wide publication of the [www.lincolnshire.connecttosupport.org](http://www.lincolnshire.connecttosupport.org) would be extremely helpful to increase participation in the city.

**(5) Councillor Rosie Kirk, Portfolio Holder for Reducing Inequalities (City of Lincoln Council)**

How prevalent was social isolation?

Councillor Kirk agreed with the accounts of social isolation occurring in Lincoln as above.

Working from home was identified as another potential contributor to those people suffering from social isolation.

Carers were also susceptible to social isolation.

What support was currently in place?

Councillor Kirk said that a lot of the above evidence gathering overlapped with the responsibilities of her Portfolio.

Neighbourhood Boards could be a vehicle to identify people in communities potentially suffering from social isolation.

Events such as World Hello Day had proved to be very successful and there were lots of things relevant to the Reducing Inequalities Portfolio that could help address social isolation in Lincoln, complimentary to the other initiatives, projects and support already in place.

Was the current support sufficient?

It was anticipated that home working would increase over the next few years as more and more technology became available to enable people to do this, freeing up office space and reducing emissions by cutting out a commute to work. Consideration could

be given to hubs where home workers in a community could meet for breaks or even work in order that they had interaction with other people.

With regard to carers, a successful coordinated project known as Share the Care had previously been rolled out however funding had recently been cut by Lincolnshire County Council. It was noted that Carers First was an organisation which offered support to carers.

Television and artificial intelligent devices such as Google Home or Alexa were a huge comfort to people suffering with social isolation.

Any other key points or outcomes?

The rollout of a Good Neighbour Scheme, supported by Neighbourhood Boards and potentially housing or residential associations, could be considered.

The Council should also adapt its approach when requests were received regarding the running of an event. There were lots of regulations, liabilities and 'red tape' that must be considered when holding an event, such as ensuring relevant licenses were obtained, which could be off putting to a lay person who just wanted to hold a community event. The Council should be more approachable and supportive rather than simply confirming the various regulations, licenses and other related issues that needed to be taken into account. This could be done via more accessible guidance and checklists for events, designed to be helpful rather than daunting or off-putting.

**(6) Amanda Sowerby, Operations Director, Age UK (Lincoln and South)**

How prevalent was social isolation?

Heat maps of Lincoln showed that social isolation was very prevalent in certain pockets of the city. These heat maps had been produced by Age UK nationally and were available for viewing via its website.

Anecdotal evidence indicated that some people could go a month without having spoken to someone if services were not in place.

What support was currently in place?

Age UK provided services for people over the age of 50 and catered for quite a difference in client group needs. Traditional services included support in house cleaning, provision of transport or assistance with appointments and paperwork, whereas the level of need from people over recent years had increased significantly due to social isolation. People would often press their buttons on the devices they wore or access services solely through feeling lonely or through a desperate need to want to speak to someone. These response services should really be used in emergencies or accidents but Age UK found that more and more people wanted and needed some social interaction.

Age UK was constantly seeking to balance what was right for the client and referring them onto other services which may potentially cost them money.

In 2017/18 there were 1054 responses to Home Care. In 2018/19 there were 1225 responses to Home Care and this year, 2019/20, the number of responses was already exceeding last years' total.

Age UK had connections with local communities as well as with mental health support. A Hospital Avoidance Response Team was also available as a service to support clients remaining in their homes rather than going into hospital. Other services included cleaning services, assisting with transport, helping attend medical appointments and other things such as help people draw out their pensions. Benefits checks could also be undertaken to ensure that people were receiving their full entitlement in that respect. Access to television licenses was another area where support had been provided.

The Lincolnshire Independent Living Partnership was an important organisation which brought key organisations together, of which Age UK was a partner.

Was the current support sufficient?

In answer to a question as to whether money was an issue to service users, it was confirmed that some services were free so this was not considered to be a contributable factor.

Any other key points or outcomes?

None identified.

**(7) Rachel Bethell, Marketing and Outreach Officer (The Network)**

How prevalent was social isolation?

In dealing with young people, the Network found that transport was a significant contributor to young people suffering with social isolation.

What support was currently in place?

The Network provided careers advice and support for young people, usually dealing with people aged between 16 and 24.

Anecdotal evidence through the Network's interaction with young people identified issues with mental health and self-harm which could be attributed to feeling socially isolated.

The Network helped young people with applying for jobs or provided advice as to how to get back into employment, with the majority of people accessing their services having left school with no or very few qualifications. Online courses were provided by

the Network which young people could access and participate in so that they could gain some qualifications and gain confidence and self-worth.

An interactive workshop involving dogs was scheduled to be held later this year as it was hoped this would break down barriers with young people who may otherwise have been less keen about engaging. Other similar events to remove barriers would be held throughout the year.

The Network undertook school visits, attended interview days and offered workshops to school pupils, preparing them for the world of work or further education. It provided toolkits which students themselves could use and support was also provided to the University, even helping them obtain work experience.

The Network was also looking at buddying opportunities for people who had previously used their services. It was noted, however, that this would be on a voluntary basis and it had proved difficult to encourage people to volunteer in this capacity.

Was the current support sufficient?

This aspect of the review was not discussed.

Any other key points or outcomes?

None identified.

**(8) *Malcolm Ryan, Service Manager (Carers First in Lincolnshire)***

How prevalent was social isolation?

Social isolation was prevalent in the carer community.

What support was currently in place?

Carers First provided support to unpaid carers, who were essentially supporting people with conditions meaning that they were unable to look after themselves on an ongoing basis. The services offered sought to help build resilience and combat social isolation where possible.

Carers First was a charity contracted by Lincolnshire County Council over three years ago. It provided a Carers Hub which carers could use to access support at any time. 50 staff were employed across the county to provide support, which could range from signposting, mentoring and support work.

Carers First was the only charity which was able to conduct statutory carers assessments.

There were 19 wellbeing groups across the county, four of which were located in Lincoln with two of the groups offering specific support in respect of Dementia, Autism and mental health. Carers First was locally embedded within the city of Lincoln and knew the various networks available for accessing further support. There were also a range of peer support groups available.

Carers First engaged closely with pharmacies across the county and made referrals through dealing with them on a regular basis.

Carers First provided employment advisor services for those carers who wanted to get back into employment and make use of their invaluable transferable skills.

A carers passport was a document which identified an agreement between a carer and an employer recognising responsibilities associated with being a carer and flexibilities offered by employers to accommodate this.

Was the current support sufficient?

This aspect of the review was not discussed.

Any other key points or outcomes?

The City Council should review its flexible working policies regarding careers.

Wider publicity by the Council regarding what carers were and the support available to them would be extremely useful.

**(9) Subash Chellaiah, Chaplain (University of Lincoln)**

How prevalent was social isolation?

Social Isolation was prevent in the student community in the city, with 36 students accessing the University's chaplain service every day.

What support was currently in place?

The multi-faith chaplaincy had grown dramatically over the last few years, which provided counselling, support and befriending services to students at the University of Lincoln. It consisted of 18 chaplains who all welcomed contact with the local community.

The University of Lincoln consisted of 17,000 students and 2,800 staff, all of which could access services. 8,000 of these students were from faith communities.

Strategic projects and activities were in place, with a communal herb garden the latest such project which the chaplaincy was leading on. Engagement with primary and



secondary schools also took place, in an attempt to have a link with the local community. Similarly, links with local churches and faith groups were also in place.

Of those students accessing the chaplaincy, one out of six of them were referred onto mental health support services.

The financial pressure on students was a key anxiety for them, together with the added pressure of seeking employment at the end of their education. A 24-hour support line was available to students who could access this anonymously.

Was the current support sufficient?

This aspect of the review was not discussed.

Any other key points or outcomes?

The Council could offer support to the numerous projects the chaplaincy was putting in place.

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# Scrutiny

## Annual Report 2018-19

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## Introduction

During 2018-19 the City of Lincoln Council operated an Executive system, comprising the Leader and five other portfolio holders. Much of the decision-making within the Council takes place within the Executive. To improve the quality of the decisions made by the Council, a scrutiny structure remained in place under the local government modernisation agenda, which provided the opportunity for the remaining 27 non-Executive Councillors to challenge decisions made by the Executive, as well as to help the Executive in reviewing and developing new policies.

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## Background to Scrutiny

The scrutiny structure is:-

- Performance Scrutiny Committee
- Policy Scrutiny Committee
- Community Leadership Scrutiny Committee
- Select Scrutiny Committee
- Housing Scrutiny Sub-Committee

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## What Did We Achieve in 2018/19?

Main Scrutiny Committees were:

| Committee                               | Chair                  |
|---|------------------------|
| Community Leadership Scrutiny Committee | Councillor J Loffhagen |
| Performance Scrutiny Committee          | Councillor Hewson      |
| Policy Scrutiny Committee               | Councillor C Burke     |
| Select Scrutiny Committee               | Councillor Hewson      |

With the exception of the Select Scrutiny Committee, the work programmes for these scrutiny committees were formally approved by the respective Committees in June 2018, and updated regularly throughout the municipal year. The Select Scrutiny Committee meets annually in order to consider crime and disorder, as well as considering any call-in requests made throughout the year.

This report identifies some of the key achievements made by the Committees. Current work programmes for scrutiny committees, can be found on the Council's website.

Sub/ Task Groups were:

| Name of Group                  | Chair             |
|--------------------------------|-------------------|
| Housing Scrutiny Sub Committee | Councillor Hewson |

This sub committee sits under Performance Scrutiny Committee and reports back to this meeting on a quarterly basis.

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## **Community Leadership Scrutiny Committee**

The Community Leadership Scrutiny Committee considered main topics as scrutiny reviews during 2018/19, as follows:

### **Local Community Impact of Welfare Reform**

With the introduction of Universal Credit to Lincoln in March 2018, the wider impact of welfare reform and the high demand for affordable housing in the city, it was accepted that the topic of welfare reform was broad ranging. Two particular strands, however, had emerged which provided opportunities for review:

- Universal Credit
- Housing

On 3 July 2018 the Community Leadership Scrutiny Committee was given some background information regarding key changes to welfare provision including the benefit cap, the spare room subsidy and the roll out of Universal Credit, together with possible areas for the Committee to consider reviewing further as part of its scrutiny review. Martin Walmsley, the Council's Head of Shared Revenues and Benefits was a key witness for the Committee at this meeting and subsequent meetings of the Committee during the review.

On 28 August 2018 the Community Leadership Scrutiny Committee was given key information with regards to the challenges of Universal Credit, findings from the National Audit Centre, Impact of Universal Credit on Council Tenants, and feedback from the DWP on Universal Credit payments and evidence from the Council's Universal Credit Support Team. Helen Oliver, Chief Officer at Citizens Advice Lincoln and District was in attendance at this meeting.

On 6 November 2018 the Community Leadership Scrutiny Committee explored the topic of Universal Credit and the supply of affordable housing. Those in attendance providing the Committee with valuable evidence were:

- John Stewart, Policy Manager at the Residential Landlord Association
- Kieron Manning, Planning Manager, City of Lincoln Council
- Simon Colburn, Assistant Director of Health and Environmental Services, City of Lincoln Council
- Andrew McNeil, Assistant Director of Housing Investment and Strategy, City of Lincoln Council

On 18 December 2018 a special Community Leadership Scrutiny Committee took place following the announcement by the Department of Work and Pensions that it's Universal Credit Support Scheme which was currently provided by Local Authorities would be delivered by Citizens Advice from April 2019. Graham Metcalfe, Partnership Manager at the Department for Work and Pensions, Martin Walmsley, Head of Shared Revenues and Benefits at the City Council and Helen Oliver, Chief Officer at Citizens Advice Lincoln and District were in attendance for this meeting.



On 8 January 2019 the Committee considered Universal Credit and its links with housing, focussing on accessibility and affordability from the perspective of tenants. The review covered both the social and private rented sector and the following witnesses provided valuable evidence at the meeting:

- James Wilkinson, Strategic Development Project Manager, City of Lincoln Council
- Dave Ward, Acting Tenant Services Manager, City of Lincoln Council
- Martin Walmsley, Head of Shared Revenues and Benefits, City of Lincoln Council
- Helena Mair, Senior Case Work for Karen Lee MP

On 5 March 2019 the Community Leadership Scrutiny Committee met to discuss any emerging recommendations in relation to Universal Credit and its link to Housing Supply and Demand. Councillor Bob Bushell, the Chair of Community Leadership Committee, subsequently presented a report to the Council on the findings of the review. Key findings were as follows:

- There was a large need for affordable homes in Lincoln (17,400 across Central Lincolnshire by 2036)
- Development was slow, and material and land costs were high
- Lincoln was constrained by its boundaries
- 70% of landlords felt recent changes reduced profitability of letting homes
- 69% said the changes discouraged investment
- 67% said rents had to increase
- 62% would be unwilling to let to people on Universal Credit
- The Council is taking a tough position on rogue landlords, and driving up standards in the private sector generally

The final recommendations of the Scrutiny Review were agreed by the Committee and submitted to the Executive as follows:

1. That the Council, as part of the City Centre Masterplan and associated work already underway, sought to increase the vibrancy of the city centre and undertake a review of empty commercial units, particularly units above shops to ascertain whether there were any opportunities to convert them to residential use.
2. In view of the fact that the Welfare Advice Team, Universal Credit Team, Customer Service Team and Citizen's Advice all currently worked independently to provide support to Universal Credit claimants and customers and in light of the national decision to withdraw funding from local authorities and relocate this to Citizens Advice, that the Council undertakes a comprehensive review of the areas within its service delivery that supports welfare advice to the city's residents.
3. That the Council agrees to lobby local and regional Department for Work and Pensions representatives to better understand why there continued to be a

delay in Universal Credit payments, which caused significant issues for Council's tenants as well as tenants in the private sector.

4. That the Council's Housing Directorate undertook a review of housing allocations and tenant services in order to increase and improve the sustainability of Council tenants.
5. That the Council reviews the provision and considers a re-launch of a scheme with the Acts Trust, which had previously been set up under a Service Level Agreement regarding the re-use and distribution of abandoned furniture to Council tenants, and identified any further opportunities to work with other charities or organisations to improve access to free furniture or white goods for those tenants struggling to furnish their homes.
6. That recommendations 1) to 5) be referred to the relevant Vision 2020 Groups for consideration and addition to their respective work programmes.

These recommendations were approved by the Executive on 5 March 2019.

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## **Performance Scrutiny Committee**

As part of the Performance Scrutiny Committee's remit, it held regular 'portfolio under scrutiny' sessions, where portfolio holders were invited to report on service achievements under their portfolio. Members were then able to ask questions about the performance of these service areas. The consideration of portfolio reports included the provision of a template for reports which placed a focus upon providing performance information relating to the member's portfolio. By doing so, the Committee was able to focus on the performance of a portfolio with fewer diversions into detailed analysis of policy issues.

A regular report was provided in the form of a Portfolio Performance overview presented by the Policy Unit to the relevant Performance Scrutiny Committee meeting with the purpose of bringing out key contextual benchmarking indicators about issues in the city overall in relation to the portfolio under scrutiny. This process helped promote effective scrutiny of the portfolio holder's report.

In addition to the regular scrutiny of portfolio holders, the Scrutiny Committee received reports in the following areas:

- Quarterly financial monitoring to provide members with a summary of actual income and expenditure compared to the revised budget and appropriate allocation of any surpluses to reserves.
- Quarterly performance update reports to ensure regular monitoring of the Council's operational performance as a key component of the Local Performance Management Framework.
- Quarterly progress reports on strategic projects against their milestones as well as a summary of the projects delivered during the year in order to monitor that value for money was achieved. The last one of these was received in Q4

as from this point project reporting will be through the four Vision Group and the High Performing Service reports only (see below)

- A quarterly review of the Strategic Risk Register - what improvements or issues have been identified.
- A report on Treasury Management and Actual Prudential Indicators as a requirement of the Council's reporting procedures under regulations issued under the Local Government Act 2003.
- An annual report detailing progress made by the Central Lincolnshire Joint Strategic Planning Committee.
- An update report on Section 106 contributions.
- Income and arrears monitoring reports providing updates to members on the position with regard to amounts of monies owed to the City Council as at 1<sup>st</sup> April.
- Revenues and Benefits performance updates providing members with an update on performance in the Revenues and Benefits Shared Service.
- A report on the financial and performance position of the Housing Repairs Service at the end of the 2017/18 financial year was received by members of Performance Scrutiny Committee on 24 January 2019. It was highlighted that performance continued to increase among the Housing Repairs Service with tenant satisfaction exceeding the performance target.

Members took part in the budget review process for the scrutiny of the proposed budget and Council Tax for the 2019/20 financial year and the Medium Term Financial Strategy 2019-2024, undertaken in two separate stages; firstly all members were invited to a briefing session to afford all members the opportunity to gain a greater understanding and awareness of the Council's financial position, thus aiding further scrutiny of the budget and in the case of the opposition party if desired the preparation of an alternative budget. This was followed by a more traditional scrutiny process undertaken to review in more detail the MTFs and the robustness of the proposed budget options and Council Tax for the 2019/20 financial year. This was undertaken in a committee format as the Budget Review Group with the appropriate governance arrangements in place.

The Committee held scrutiny reviews during the 2017/18 year in respect of:

#### Christmas Market Outturn Report 2017

Performance Scrutiny Committee had played a large part in monitoring the operational/performance costs of the Christmas Market for several years. Members were provided with a detailed report for the 2017 market at its meeting held on 12 July 2018.

Members commented that there was too much criticism for the closure of the Christmas Market the previous year and members were to be involved should the decision arise again to close the market.

#### Electoral Registration

Members received an update on electoral registration within the City of Lincoln at its meeting held on 24 January 2019, outlining the canvass process and stating the total amount of residents registered as at 1 December 2018.



## Christmas Market 2018

Members received a Christmas Market Stalls/Budget Brief Pre Event Report at its meeting held on 4 October 2018.

At this meeting it was stated that the overall budget income from stall fee's for the 2018 market was £417,190. At this stage 146 traders had already fully paid and the remaining 28 stalls were under negotiation.

On 24 January 2019 a verbal update on the Christmas Market 2018 Outturn was also received by members, giving updated details on operational and budget matters.

On 22 August 2019 the Christmas Market 2018 Outturn Report was presented to members, providing the Performance Scrutiny Committee with key financial performance in relation to the 2018 Lincoln Christmas Market.

## Thematic Review - Homelessness

A report was given by Alison Timmins, Housing Solutions and Support Manager, with information relating to the provision of homelessness services following the enactment of the Homelessness Reduction Act 2017 on 3 April 2017

The Homelessness Reduction Act 2017 placed new duties on Councils so that everyone who was homeless or threatened with homelessness would have access to meaningful help, irrespective of their priority need status or local connection to the authority they approached. The new Act was the biggest legislative change in homelessness in the last 15 to 20 years.

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## **Policy Scrutiny Committee**

During 2018/19, the Committee met five times, principally to scrutinise decisions due to be taken by the Executive or Council. The Committee provided its insights and recommendations on a variety of topics, which were suitably reflected in the eventual decision-making process.

The Committee scrutinised the following topics in particular detail:

### Joint Municipal Waste Strategy for Lincolnshire

The Committee was presented with a draft Joint Municipal Waste Management Strategy as part of the consultation process. This set out how members of the Lincolnshire Waste Partnership could work together to protect the environment by delivering sustainable waste management services through the establishment of best value waste management practises across the County. A representative from Lincolnshire Waste Partnership gave a power point presentation and Councillor Poll, Lincolnshire County Councillor was also in attendance to answer any questions.

The committee debated the presentation and raised the following main points:

- Members were broadly supportive of the draft Strategy, and supported the comments in the proposed draft response.
- Members felt that communication was key to promote what could be included in bins for recycling and suggested that information could be sent out with Council Tax bills, social media and Your Lincoln.
- Members felt that it was important to simplify the current recycling system and if possible all of the local authorities have the same or very similar system.
- Members raised issues on fly tipping in the City and commented on the causes of this associated with HWRC restrictions, and added that enforcement needed to be increased.
- Members commented on the waste disposal centres and the difficulty for people in full time work to use them. They suggested that the service could be improved by amending the opening times which would encourage more people to use them.
- Members commented that it was important that the consultation was as wide as possible to ensure it captured everyone's views and suggested that more social media be used to promote the consultation.
- Members suggested that recycling should be promoted at the University on a regular basis as it was a large demographic and there was a lot of movement in the attendees at the University.
- Members supported the food waste proposals in principle and noted the implications on disposal resulting.
- Members supported the South Kesteven District Council pilot scheme for food waste collections, and they recognised that this was not straight forward and that there were wider implications to be considered before a full roll-out. They noted that the waste was producing bio-methane, which was being used to produce electricity
- Members recognised the need for significant changes to the current position and that officers needed to be supported to implement well thought through and financially viable change in due course
- Members supported the plastic straw campaign of some drink retail outlets.

The committee recommended that the draft consultation response be supported and that the comments made by the Policy Scrutiny Committee be considered by the Portfolio Holder for inclusion in the formal consultation response.

### Business Rates Growth Policy

The committee was presented with the draft City of Lincoln Business Rates Growth Policy for comment prior to consideration by Executive. The committee were advised that the policy aimed to provide a time limited rate relief discount to new and extended premises within the City, in the interest of building the Business Rates base, supporting economic growth and job creation.

Members of the committee discussed the report and generally supported the principle and initiatives of the scheme.

Following the discussion members recommended to Executive that the Policy be approved and that they consider an addition to the eligibility criteria to include a commitment to signing up to the Social Responsibility Charter.

In addition to the key topics, the Committee also scrutinised the following items and forwarded its comments for consideration by the Executive:

- Fair Trade Policy
- People Strategy
- Customer Experience Strategy
- Modern Slavery Statement and Charter
- Review of Mandatory Houses in Multiple Occupation Licensing Scheme
- Proposed Commemorative Plaque Scheme for Lincoln
- Proposals to Introduce a Public Space Protection Order to Allow St Peters Passage Lincoln to be gated.
- Protecting Vulnerable People
- Joint Protocol on Unauthorised Encampments in Lincolnshire
- Localised Council Tax Support Scheme 2018/19
- New Build Strategy

The committee also reviewed the following policies:

- Review of Mutual Exchange Policy
- Review of Fraud and Sanction Policy

The Committee also received regular updates from the Health Scrutiny Committee.

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## **Select Scrutiny Committee**

The principal functions of the Select Scrutiny Committee are to meet as the Crime and Disorder Committee and to consider any requests for the Call-In of Executive decisions.

The Call-In process allows scrutiny members to challenge a decision made by the Executive or any of its individual portfolio holders, prior to the implementation. This gives the Select Scrutiny Committee the opportunity to examine a decision where particular concerns have been raised and respond accordingly. There were no call-in requests in 2018/19.

The Committee met on one occasion sitting as Crime and Disorder Committee on 25 July 2018 considering the following items:-

- Lincolnshire Police – Lincoln Performance Overview
  - City Centre Intervention
  - Lincoln Business Improvement Group
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## **Housing Scrutiny Sub-Committee**

The Housing Scrutiny Sub-Committee is a sub-committee of Performance Scrutiny Committee. It was established in 2008 to increase engagement between backbench Members and Tenant Advisory Panel representatives. The Sub-Committee has continued to meet and tenants on the Committee consider that it has helped them

have their say when scrutinising housing matters. The Committee met six times during 2018/19 and considered many reports which included the following topics:

- Role of the Housing Officer
- Tenant Involvement Strategy
- Annual Report to Tenants and Leaseholders 2017/18
- Portfolio Holder for Quality Housing Annual Report
- Repairs
- LTP Annual Report
- Resident Involvement Update

The Committee also effectively scrutinised Housing performance on a quarterly basis and received regular updates on the progress of the Lincoln Tenants Panel.

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## Contact Us

### Democratic Services

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**COMMUNITY LEADERSHIP SCRUTINY COMMITTEE**

**5 NOVEMBER 2019**

|                      |   |
|----------------------|---|
| <b>SUBJECT:</b>      | <b>DRAFT COMMUNITY LEADERSHIP SCRUTINY COMMITTEE<br/>WORK PROGRAMME FOR 2019/20</b> |
| <b>REPORT BY:</b>    | <b>CHIEF EXECUTIVE AND TOWN CLERK</b>   |
| <b>LEAD OFFICER:</b> | <b>JESSICA CULLEN, DEMOCRATIC SERVICES OFFICER</b>                                  |

**1. Purpose of Report**

1.1 To present the Community Leadership Scrutiny Committee Work Programme for 2019/2020 and Executive Work Programme for 2019/2020.

**2. Background**

2.1 The 2019/20 work programme for the Committee is attached under Appendix A, B for Members' consideration.

**3. Recommendation**

3.1 That Members suggest ideas for the Community Leadership Scrutiny Committee work programme in 2019/20.

**Lead Officer:** Jessica Cullen, Democratic Services Officer  
Telephone 873387

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Community Leadership Scrutiny Committee Work Programme – Timetable for 2019/20**11 June 2019**

| Item(s)                           | Responsible Person(s)       | Strategic Priority/<br>Comments |
|-----------------------------------|-----------------------------|---------------------------------|
|                                   |                             |                                 |
| Work Programme for 2019-20 Update | Democratic Services Officer | Regular Report                  |

**15 July 2019**

| Item(s)   | Responsible Person(s)                           | Strategic Priority/<br>Comments |
|---|---|---------------------------------|
|   |   |                                 |
| Scrutiny Review – Social Inclusion – Evidence Gathering | Democratic Team Leader and<br>Elections Manager | Scrutiny Review                 |
| Scrutiny Review – Integrated Communities – Scoping      | Democratic Team Leader and<br>Elections Manager | Scrutiny Review                 |
| Work Programme for 2019-20 Update                       | Democratic Services Officer                     | Regular Report                  |
| Scrutiny Annual Report                                  | Democratic Services Officer                     | Annual Report                   |

**27 August 2019**

| Item(s)   | Responsible Person(s)                           | Strategic Priority/<br>Comments |
|---|---|---------------------------------|
|   |   |                                 |
| Scrutiny Review – Social Inclusion – Evidence Gathering | Democratic Team Leader and<br>Elections Manager | Scrutiny Review                 |
| Universal Credit Support – Update                       | Head of Revenues and<br>Benefits Shared Service | Update Report                   |
| Work Programme for 2019-20 Update                       | Democratic Services Officer                     | Regular Report                  |

**October 2019 (additional meeting, date to be confirmed)**

| Item(s)   | Responsible Person(s)                        | Strategic Priority/<br>Comments |
|---|--|---------------------------------|
|   |  |                                 |
| Scrutiny Review – Social Inclusion – Evidence Gathering | Democratic Team Leader and Elections Manager | Scrutiny Review                 |
| Work Programme for 2019-20 Update                       | Democratic Services Officer                  | Regular Report                  |

**5 November 2019**

| Item(s)   | Responsible Person(s)                        | Strategic Priority/<br>Comments |
|---|--|---------------------------------|
|   |  |                                 |
| Scrutiny Review – Social Isolation – Final Report             | Democratic Team Leader and Elections Manager | Scrutiny Review                 |
| Scrutiny Review – Inclusive Growth -                          |  |                                 |
| Scrutiny Review – Integrated Communities – Evidence Gathering | Democratic Team Leader and Elections Manager | Scrutiny Review                 |
| Work Programme for 2019-20 Update                             | Democratic Services Officer                  | Regular Report                  |

**7 January 2020**

| Item(s)   | Responsible Person(s)                        | Strategic Priority/<br>Comments |
|---|--|---------------------------------|
|   |  |                                 |
| Scrutiny Review – Integrated Communities – Evidence Gathering | Democratic Team Leader and Elections Manager | Scrutiny Review                 |
| Annual Scrutiny Report 2019/20                                | Democratic Services Officer                  | Annual Report                   |
| Work Programme for 2019-20 Update                             | Democratic Services Officer                  | Regular Report                  |



**February 2020 (additional meeting, date to be confirmed)**

| <b>Item(s)</b>  | <b>Responsible Person(s)</b>                    | <b>Strategic Priority/<br/>Comments</b> |
|---|---|---|
|   |   |   |
| Scrutiny Review – Integrated Communities – Evidence Gathering | Democratic Team Leader and<br>Elections Manager | Scrutiny Review                         |
| Work Programme for 2019-20 Update                             | Democratic Services Officer                     | Regular Report                          |

**10 March 2020**

| <b>Item(s)</b>  | <b>Responsible Person(s)</b>                    | <b>Strategic Priority/<br/>Comments</b> |
|---|---|---|
|   |   |   |
| Scrutiny Review – Integrated Communities – Conclusion | Democratic Team Leader and<br>Elections Manager | Scrutiny Review                         |
| Work Programme for 2019-20 Update                     | Democratic Services Officer                     | Regular Report                          |

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