

AGENDA



- Committee - **CABINET**
- Date & Time - Tuesday, 13 February 2024 at 6.30 pm
- Venue - Council Chamber, Council Offices, Priory Road, Spalding

Membership of the Cabinet:

Councillors: C N Worth (Leader), G J Taylor (Deputy Leader), T A Carter (Deputy Leader), J R Astill, H J W Bingham, A Casson, P A Redgate, E J Sneath and J Tyrrell

No substitutions permitted. Quorum 3.

Note: Cabinet reports may be referred to Council or Scrutiny Panels. They should therefore be kept for future reference during the current committee cycle.

Persons attending the meeting are requested to turn mobile telephones to silent mode

Democratic Services
Council Offices, Priory Road
Spalding, Lincs PE11 2XE

Date: 5 February 2024

AGENDA

1. Apologies for absence.
 2. Minutes - (Pages 5 - 14)
To sign as a correct record the minutes of the meeting of the Cabinet held on 17 January 2024 (copy enclosed).
 3. Declarations of Interest. -
(Where a Councillor has a Disclosable Pecuniary Interest the Councillor must declare the interest to the meeting and leave the room without participating in any discussion or making a statement on the item, except where a Councillor is permitted to remain as a result of a grant of dispensation.)
 4. Questions raised by the public under the Council's Constitution (Standing Orders).
 5. To consider any matters which have been subject to call-in.
 6. To consider matters arising from the Policy Development and Performance Monitoring Panels in accordance with the Overview and Scrutiny Procedure or the Budget and Policy Framework Procedure Rules.
 7. Annual Budget Report 2024/25 Medium Term Financial Strategy, Capital Programme, Capital Strategy, Treasury Management Strategies and Annual Delivery Plan - (To Follow)
To approve: 1) The General Fund and Housing Revenue Account Budget for 2024/25 including the use of reserves, Medium Term Financial Strategy, Capital Programme and Strategy, MRP Policy and Annual Investment Strategy, Fees and Charges for 2024/25; 2) Approval of Council Tax for recommendation to Full Council; and 3) the Annual Delivery Plan (report of the Deputy Chief Executive – Corporate Development (S151)).
 8. Local Council Tax Support Scheme 2024/25 - (Pages 15 - 30)
To determine the Council Tax Support scheme for 2024/25 (report of the Deputy Chief Executive – Corporate Development (S151) enclosed).
 9. Long Term Plans for Towns - (To Follow)
To consider matters relating to the preparation of a Long-Term Plan for Spalding, in light of an award of £20million in government funding to the town (report of the Chief Executive)
 10. Housing Landlord Strategy - (Pages 31 - 40)
To adopt the Housing Landlord Strategy 2024 – 2026 (report of the Assistant Director – Housing enclosed).
- Appendices A – D will be sent out 'to follow'
11. Review of the Sheltered Housing Offer for the HRA - (Pages

To note and support the recommendations and changes, including increasing the HRA establishment (report of the Assistant Director – Housing enclosed). 41 - 58)

12. Risk Management Framework - (Pages 59 - 82)
To review a revised Risk Management Framework (report of the Assistant Director – Governance enclosed).

13. Regulation of Investigatory Powers Act 2000 - Partnership Policy - (Pages 83 - 88)
To seek approval from Cabinet for the Regulation of Investigatory Powers Act 2000 – Partnership Policy for South and East Lincolnshire Councils Partnership following consideration at Policy Development Panel (report of the Assistant Director Regulatory and Senior Responsible Officer (SRO) for RIPA enclosed).

Appendices A and B will be sent out 'to follow'

14. Health and Safety Policy - General Statement of Intent and Arrangements - (Pages 89 - 94)
To seek approval from Cabinet for the Health and Safety Policy, following a recent review and consideration by Policy Development Panel (report of the Assistant Director, Regulatory enclosed).

Appendix A will be sent out 'to follow'

15. South and East Lincolnshire Council's Community Lottery - 1 year progress - (Pages 95 - 122)
To provide an overview of the first year of the South and East Lincolnshire Community Lottery Scheme (report of the Assistant Director – Wellbeing and Community Leadership enclosed).

16. Any other items which the Leader decides are urgent. -

- Note:
- (i) No other business is permitted unless by reason of special circumstances, which shall be specified in the Minutes, the Leader is of the opinion that the item(s) should be considered as a matter of urgency.
 - (ii) Any urgent item of business that is a key decision must be dealt with in accordance with the Constitution's Access to Information Procedure Rules.

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Minutes of a meeting of the **CABINET** held in the Council Chamber, Council Offices, Priors Road, Spalding, on Wednesday, 17 January 2024 at 6.30 pm.

PRESENT

C N Worth (Leader)

G J Taylor (Deputy
Leader)
T A Carter (Deputy
Leader)
J R Astill

H J W Bingham
A Casson
P A Redgate

E J Sneath
J Tyrrell

Apologies for absence were received from or on behalf of Councillor A Beal (Chairman – Governance and Audit Committee) and the Deputy Chief Executive – Communities.

The Chief Executive, the Deputy Chief Executive (Corporate Development) (S151), the Assistant Director – Wellbeing and Community Leadership, the Strategic Finance Manager (PSPS), the Housing Transformation Manager (HRA), the Housing Services Manager, the Strategic Housing Manager, the Lincolnshire Healthy and Accessible Homes (Housing) Lead, the Healthy Living Strategic Lead, the Business Intelligence and Change Manager, the Democratic Services Manager and the Democratic Services Team Leader.

In Attendance: Councillor B Alcock (Chairman, Performance Monitoring Panel), Councillor R A Gibson (Leader, Independent Group), Councillor A R Woolf (Chairman, Policy Development Panel) and Councillor C J T H Brewis (Chairman of the Partnership Scrutiny Task Group).

39. MINUTES

The minutes of the following meetings were agreed and signed by the Leader:

- Cabinet – 7 November 2023
- Special Cabinet – 12 December 2023

40. DECLARATIONS OF INTEREST.

There were no declarations of interest.

41. QUESTIONS RAISED BY THE PUBLIC UNDER THE COUNCIL'S CONSTITUTION (STANDING ORDERS).

Action By

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There were none.

42. TO CONSIDER ANY MATTERS WHICH HAVE BEEN SUBJECT TO CALL-IN.

There were none.

43. TO CONSIDER MATTERS ARISING FROM THE POLICY DEVELOPMENT AND PERFORMANCE MONITORING PANELS

There were none.

44. JOINT ANNUAL SCRUTINY OF THE SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

Consideration was given to the report of the Joint Annual Scrutiny of the South & East Lincolnshire Councils Partnership Task Group, which asked that Cabinet review the Partnership's progress against the opportunities identified in the business case and key lines of enquiry.

Councillor Brewis, who had been the Chairman of the Task Group, presented the Task Group's report.

Councillor Alcock who had also been a member of the Task Group thanked Councillor Brewis for chairing the Task Group and agreed that the Task Group's work had been a worthwhile exercise. He also commented on problems with access to virtual meetings across the Partnership via Teams as this was proving problematic on some occasions. The Leader agreed that this was an issue that had to be addressed and asked the Portfolio Holder for Corporate, Governance and Communications to take this forward.

The Leader summarised by stating that the Task Group had produced good recommendations, particularly regarding communication, retention and recruitment, capacity and alignment of constitutions across the three authorities.

DECISION:

- 1) To note the attached report (Appendix A) and associated recommendations; and
- 2) To agree the recommendations contained within the report (and detailed below):

ICT:

- a) Estimated timescales to be added to the ICT action plan as soon

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as they are known, with the priority being the ability for staff to collaborate more easily across the Partnership.

Communication

- a) Promote the work being done internally around retention and recruitment so there is better awareness amongst staff of activity and progression opportunities, including further education;
- b) Promote the Partnership to raise awareness of its benefits to staff, Councillors, and residents;
- c) Arrange Partnership-wide briefings to provide key updates on the activity and progress of the Partnership as appropriate/relevant.

Capacity

- a) Take account of workload when bidding for and accepting future funding/grant opportunities – for example, look to work with partners on projects to bolster capacity;
- b) Look to ensure activity in recruitment and retention works towards a further improvement to the work done around new recruits, career development and succession planning;
- c) For the Partnership and PSPS to work closely together to ensure resources are available to support the delivery requirements of both organisations.

Alignment

- a) Constitution – to accelerate the alignment of the 3 constitutions as a priority and develop an associated timeline;
- b) Service reviews – to ensure these are progressed at the earliest opportunity to allow full advantage for team working;
- c) Pay scales and T&Cs –to clearly set out timescales for the review of staff terms and conditions and shared officer pay.

(Other options considered:

- *No other options were considered;*

Reasons for decision:

- *To continue to learn, build on our experiences and continue our success as a Partnership of Councils.)*

45. BUDGET OVERVIEW 2024/25 - 2028/29 (INCLUDING BUDGET CONSULTATION)

Consideration was given to the report of the Deputy Chief Executive – Corporate Development (S151) which requested consideration of the draft budget and approval for consultation.

The Portfolio Holder for Finance, Commercialisation, UKSPF and Levelling Up presented the report. He referenced the challenging backdrop against which budget setting was being undertaken, and thanked portfolio holders, officers and members for the hard work and diligence that had gone into its production.

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The following points were raised:

- The report did not clarify whether budget scrutiny would be undertaken as it normally did. It was confirmed that this would take place.
- The Leader raised the following points:
 - The percentage increase in the Provisional Local Government settlement had flatlined and the authority was therefore no better off.
 - Issues around the Drainage Board levy were still to be resolved - much lobbying was being undertaken with ministers and an event had been held in London with affected MPs, sponsored by the Rt Hon Liz Truss MP and the Rt Hon Sir John Hayes MP. Councillor Paul Redgate was thanked for his work in chairing the Special Interest Group that had been set up to address the issue.
- The IDB levy seemed to be one of the significant issues affecting the budget, and the outcome of the work being undertaken by the Special Interest Group was critical for the future. Was there a timescale for resolution, and would the impending General Election affect progress?
 - The Special Interest Group was pressing hard on this issue. The Government's stance was that a settlement had been received by affected authorities last year, and that authorities now had to look at their own budgets going forward. However, there was and would be continued pressure on the current Government and any potential future Government to resolve the issue further. The size of the Special Interest Group had increased from 15 to 28 affected authorities, and it was apolitical. The work of the IDBs was acknowledged and appreciated, especially in light of recent flooding in the area and around the country. However, a sustainable resolution had to be sought around funding going forward.

DECISION:

- 1) That the Draft Budget and Medium Term Financial Strategy (MTFS) 2024/25 – 2028/29 be approved for consultation;
- 2) That the intention to seek alignment of constitutional financial limits across the partnership as part of the budget setting process be noted;
- 3) That the establishment of a working group to provide oversight and steer to the efficiency, transformation and savings

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- programme supporting the 2024/25 budget and MTFs to 2028/29 be approved. The membership of the working group to be composed of the Leader, the Portfolio Holder for Finance and such other members as the Leader nominates; and
- 4) That the proposal for the final budget, and all future years, to include an annual RPI uplift for all fees and charges, where applicable be noted.

(Other options considered:

- *To not commence budget consultation;*

Reasons for decision:

- *To comply with the budgetary and policy framework and legislative requirement.)*

46. LINCOLNSHIRE DISCRETIONARY HOUSING FINANCIAL ASSISTANCE POLICY

Consideration was given to the report of the Assistant Director – Wellbeing and Community Leadership which recommended adoption of the Policy, to enable eligible clients to be more consistently assisted across the South and East Lincolnshire Councils Partnership.

The Portfolio Holder for Strategic Housing, Leisure Centre Delivery and Spalding Town Improvement presented the report.

The following points were raised:

- Similar schemes had been introduced in the past however, they had been very bureaucratic – would application for this scheme be more straightforward for those eligible to apply?
 - Officers responded that there would always be an element of bureaucracy, but that this would only be applied where appropriate. Every effort was being made to speed up the process as much as possible.

DECISION:

- 1) That the Policy and Explanatory Notes attached at Appendices A and B be adopted with effect from 1 April 2024
- 2) That authority is delegated to:
 - a. the relevant Assistant Director to make minor and inconsequential variations to the Policy in consultation with the Portfolio Holder with responsibility for Housing, if agreed on a countywide basis. This delegation would not be used to make changes to the Policy that substantively changed the purpose of the Policy;

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- b. the relevant Assistant Director to:
 - i. make amendments to the local variations detailed within the Explanatory Notes in consultation with the Portfolio Holder with responsibility for Housing. This delegation would not be used to make amendments to the Explanatory Notes that impacted other districts, unless agreed on a countywide basis and
 - ii. update and remove any superseded policy provisions relating to discretionary housing assistance contained within the relevant existing council policy in consultation with the Portfolio Holder with responsibility for Housing;
 - c. the Chief Executive Officer to suspend the awarding of new discretionary assistance under this policy in consultation with the relevant Assistant Director and Portfolio Holder with responsibility for Housing.
- 3) That, in addition to the minor and inconsequential variations permitted within the Policy, authority is delegated to:
- a. the relevant Assistant Director to make initial amendments to the Policy in consultation with the Portfolio Holder with responsibility for Housing; to enable any appropriate recommendations from other Lincolnshire district councils' scrutiny of the Policy to be considered and incorporated, if agreed on a countywide basis.
- 4) That the delegations to SHDC officers set out within section 3 of the Explanatory notes be approved; and to the Assistant Director – Wellbeing and Community Leadership, Communities & Operations, and the Portfolio Holder with responsibility for housing, as set out within section 6 of in the Explanatory Notes (**Appendix B**).

(Other options considered:

- *To continue to operate three independent discretionary housing assistance policies across the South and East Lincolnshire Councils Partnership and up to seven different policies across the county, with significant variation in the assistance available and processes for awarding discretionary housing financial assistance;*

Reasons for decision:

- *To allow a more consistent approach across Lincolnshire to be taken in relation to discretionary housing financial assistance in order to assist vulnerable households in need to live in a safe home. This will significantly help organisations that work*

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on a countywide basis (e.g. Health and Lincolnshire County Council occupational therapy services) to have a clearer picture of the assistance districts are able to offer.

- *To allow for the relevant provisions relating to discretionary housing assistance contained within the council's existing policy to be updated as superseded on adoption of the Policy, and to avoid duplicate policy provisions being in operation (**Appendix C**).*
- *To allow for appropriate amendment of the Policy, if necessary, as Lincolnshire district councils have differing approaches to policy adoption and differing timelines.*
- *For information, the Policy, Explanatory Notes and associated recommendations have been considered and approved for adoption without amendment by:*
 - *ELDC on 29 November 2023*
 - *WLDC on 5 December 2023*
 - *BBC on 13 December 2023.*

47. REVIEW OF HOUSING ALLOCATIONS POLICY

Consideration was given to the report of the Assistant Director – Housing which requested adoption of the revised Housing Allocations Policy.

The Portfolio Holder for Communities and Operational Housing presented the report.

The following points were raised:

- At Appendix A, Section 3.1, South Holland Homes and Welland Homes Ltd were included within the list of partner landlord – why had they been included and what were the implications of them being added?
 - Officers confirmed that Welland Homes had been added to the list in error. South Holland Homes would remain on the list.

DECISION:

- 1) That the revised Housing Allocations Policy be adopted; and
- 2) That minor operational amendments be delegated to the Assistant Director – Housing in consultation with the Portfolio Holder for Communities and Operational Housing.

(Other options considered:

- *Do nothing – make no changes and continue to use the policy approved in 2021. This option is not recommended – it is good practice to update policies on a regular basis and amendments are required due to changes in case law.;*

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Reasons for decision:

- *To ensure that the Housing Allocations Policy references the most recent legislation, reflects current operational practice and supports the demand on Council services from homeless households.)*

48. SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP CUSTOMER EXPERIENCE STRATEGY

Consideration was given to the report of the Assistant Director for Wellbeing and Community Leadership which requested adoption of the South and East Lincolnshire Councils Partnership Customer Experience Strategy, and commitment to supporting the delivery of the vision, principles and approach to Customer Experience across Council services.

The Portfolio Holder for Corporate, Governance and Communications presented the report, and thanked officers for the work undertaken in delivering the Strategy up to this point.

DECISION:

To adopt the South & East Lincolnshire Councils Partnership Customer Experience Strategy and to commit to supporting the delivery of the vision, principles and approach to Customer Experience across Council services.

(Other options considered:

- *No alternative options were considered;*

Reasons for decision:

- *The Strategy is an overarching document, developed by the Customer Experience Board with engagement with local stakeholders. It gives a framework and objectives to use to further develop consistent approach across Council services.*
- *It demonstrates a clear commitment to shared objectives to improving Council staff and services engagement with our 'customers'.*

49. Q2 PERFORMANCE REPORT 23-24

Consideration was given to the report of the Assistant Director – Corporate which provided an update on how the Council was performing for the period 1 July 2023 to 30 September 2023.

The Portfolio Holder for Corporate, Governance and Communications presented the report.

The following points were raised:

- It was clarified that where it was stated 'Data not previously

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reported', this was because they were new Performance Indicators for the new financial year. Full Council had agreed Performance Indicators to be added or removed.

- It was encouraging to see the improved performance around fly tipping and corporate complaints.
 - With regard to corporate complaints, the Portfolio Holder for Corporate, Governance and Communications commented that there was a temporary sharing arrangement in place between the team at BBC and ELDC. The Quarter 3 figures were an improvement on the Quarter 2 figures showing that the trend was continuing.
- How many Freedom of Information (FOI) requests were received per annum? It appeared that the number had increased – was this having an impact on the Authority's ability to respond to them?
 - Officers advised that they did not have exact figures however, by way of an example, there had been a spike in requests (50 had been received within the last 24 hours). Efforts were being made to find out reasons for the increase. Consideration needed to be given to looking at a solution around how information was published on the Council's website – this would make it easier to refer information requests to the website in the future. Members were advised that a report would be coming forward to the next meeting of the Performance Monitoring Panel which would provide more up to date information.
 - The Portfolio Holder for Corporate, Governance and Communications advised that a report had been considered by the Governance and Audit Committee which gave a breakdown around areas such as FOIs, and this would be circulated

DECISION:

That the contents of the report be noted.

(Other options considered:

- *Not to monitor performance – not recommended;*

Reasons for decision:

- *To ensure Council performance is properly scrutinised.)*

50. ANY OTHER ITEMS WHICH THE LEADER DECIDES ARE URGENT.

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There were none.

(The meeting ended at 7.41 pm)

(End of minutes)

Any RECOMMENDATIONS TO COUNCIL detailed above will be submitted for consideration to the meeting of the full Council on **24 January 2024**.



REPORT TO:	Cabinet
DATE:	Tuesday, 13 February 2024
SUBJECT:	Local Council Tax Support Scheme 2024/25
PURPOSE:	To determine the Council Tax Support scheme for 2024/25
KEY DECISION:	<i>N</i>
PORTFOLIO HOLDER:	Portfolio Holder for Finance, Commercialisation, UKSPF and Levelling Up
REPORT OF:	Christine Marshall, Deputy Chief Executive - Corporate Development (S151)
REPORT AUTHOR:	Sharon Hammond, Head of Revenues and Benefits
WARD(S) AFFECTED:	All
EXEMPT REPORT?	<i>N</i>

SUMMARY

This report seeks Cabinet decision on the final proposals for the 2024/25 Council Tax Support scheme, to be presented to Council for approval on 29 February 2024.

RECOMMENDATIONS

1. That Cabinet recommends Full Council approves: -
 - i) the continuation of the current Council Tax Support scheme, including uprating in line with DWP's annual update of allowances and premiums for 2024/25, and
 - ii) the provision for Care Leaver support under this scheme to be increased to age 25.
2. That Cabinet delegates approval for the 2024/25 final scheme policy to the Section 151 Officer in consultation with the Portfolio Holder for Finance, including administrative and minor changes.

REASONS FOR RECOMMENDATIONS

Full Council must make any revision to its scheme, or any replacement, and agree its final scheme no later than 11 March 2024 in respect of the 2024/25 financial year.

Continuation of the current scheme will align the CTS scheme and uprating for working age customers with DWP provisions for Housing Benefit and the CTS scheme for pensioners. This has been consistent each year since the introduction of the local scheme, and will maintain that position for 2024/25, pending a fundamental review of the scheme for future years.

OTHER OPTIONS CONSIDERED

The 'do nothing' option was considered, which would see the current scheme retained without uprating.

1. BACKGROUND

- 1.1. The Council Tax Support (CTS) scheme, which replaced the previous national Council Tax Benefit scheme from April 2013, provides financial assistance to households on low incomes or benefits through a reduction in Council Tax. Each year the Council is required to consider whether to revise its CTS scheme.
- 1.2 The Local Government Finance Act 2012 sets out the process by which Councils must approve a local Council Tax Support scheme. Regulations continue to prescribe the scheme for pensioners, allowing up to 100% support against Council Tax liability.
- 1.3 In 2023/24, South Holland District Council increased the maximum amount of support available for working age claimants to 75%, requiring all working age households to pay at least 25% of their Council Tax liability. The scheme continues to protect War Disablement Pensioners, War Widow and War Widowers.
- 1.4 A number of changes have been introduced in recent years, summarised below for information: -
 - Second Adult Rebate has been removed (introduced 2017/18)
 - A minimum level of Council Tax Support at £5 per week (introduced 2017/18)
 - Non-dependant deductions increased by 10% (introduced 2017/18)
 - Council Tax Support restricted to Band D Council Tax Liability (introduced 2017/18)
 - Capital Limit reduced to £8,000 (introduced 2017/18)
 - Lower capital threshold reduced to £3,000 (introduced 2017/18)
 - Remove family premium from new claims made (introduced 2017/18)
 - Backdating reduced to 1 month (introduced 2017/18)
 - Care Leavers as a class in the scheme (introduced 2019/20)
 - Universal Credit (UC) claims are automatically classed as claims for CTS, removing requirement for a separate CTS claim (introduced 2020/21)
 - UC earnings tolerance rule of £15 per week (£65 month) (introduced 2020/21)

- Backdating for working age up to 3 months (reintroduced 2021/22)
- Provision to disregard national schemes introduced during a financial year in the calculation of support
- Increase in maximum amount of support for working age claimants from 70% to 75% (introduced 2023/24)

2. CURRENT ECONOMIC POSITION

Cost of Living

- 2.1 As part of this years' review, there is recognition of the cost of living and energy cost crises, and the uncertainty and difficulties that households are experiencing.
- 2.2 We are likely to see fluctuations in numbers of CTS claimants, potentially increasing due to the current economic challenges, leading to a subsequent increased demand for benefits and local support for low-income households.
- 2.3 Any change to a CTS scheme must be considered alongside wider challenges faced by local authorities; the need to strike a balance between a local fair and affordable CTS scheme which provides support to those in most need, and the cost of the scheme to all residents is essential. As such, the importance of maintaining current levels of support, providing consistency and continuity for customers, has been a priority consideration in the proposals for the next financial year.

Further Support

- 2.4 The government provided local authorities with an allocation of a £100million Council Tax Support Fund. This Councils allocation was £130,193. This funding provided up to £25 additional reduction in 2023/24 council tax bills for all CTS recipients at the start of the year, with the balance as a discretionary hardship fund being used to support economically vulnerable households with a reduction in council tax bills.
- 2.5 In cases of exceptional personal circumstances or hardship, the council has discretionary powers to award a one-off Council Tax discount to support. In line with local policy, applications are determined on a case-by-case basis, therefore ensuring due consideration is given to the unique circumstances of the applicant. It is anticipated, due to the current crisis, that the council may see greater demand on the discretionary scheme.
- 2.5 SHDC provides information on a range of wider support schemes which are delivered, or signposted, by the council. Full details are published, and maintained, on the website and include the current Household Support Fund schemes.
- 2.6 People who are struggling to pay their Council Tax are encouraged to make contact with the council. This helps to ensure households are receiving any discounts and reductions that they may be eligible for. Alternative payment arrangements can also be made, for example helping with frequency of payment, or extending over a longer period.

3. 2024/25 SCHEME CONSULTATION

3.1 Cabinet resolved at its meeting on 7 November 2023 for consultation on continuation of the current Council Tax Support scheme, including uprating in line with DWP's annual update of allowances and premiums for 2024/25.

3.2 The consultation took place between 15 November 2023 to 29 December 2023.

3.3 Major precepting authorities have been consulted on the proposals.

Lincolnshire County Council response stated it is supportive of SHDC proposal to retain the current local scheme, uprated in line with DWP, commenting that as a major preceptor, any changes to the scheme can have a significant impact on Council Tax income received.

The Police and Crime Commissioner noted the proposal to retain the current scheme, aligned to the DWP uprating.

3.4 The wider public consultation included publicity through media release, website and social media. A total of 35 responses were received. With such a low response rate it has to be recognised that the results cannot be relied upon as being wholly representative or statistically significant.

3.5 High level findings are summarised: -

- The majority of respondents, (54%) agreed that the council should retain the main characteristics of the current Council Tax Scheme.
- 55% of respondents felt that there were other people who should be protected when considering future changes to the CTS scheme.
- 77% of respondents agreed we should increase the scheme in line with DWP provisions for 2024/25 and future years.

3.6 The full consultation report is shown at Appendix A.

4. CARE LEAVERS

4.1 In 2019/20, South Holland introduced a new class for Care Leavers, aged 18 – 21 years into its Council Tax Support scheme. This recognised that young people leaving care constitute one of the most vulnerable groups in society.

4.2 In consideration of the duty on local authorities to provide personal advisor support to all care leavers up to age 25, it is proposed that South Holland updates its scheme from April 2024 to extend the support it provides to this group from age 21 up to the individuals 25th birthday.

4.3 There are currently 7 Care Leavers being supported under this scheme, at a total annual cost in 2023/24 of £9,065 which is shared between the major preceptors. The indicative cost to this council is £907 (10%).

5. FUNDAMENTAL REVIEW

- 5.1 In line with the decision made by Cabinet in January 2023, a fundamental review of the scheme will be carried out, to feed into the development of the scheme for 2025/26.

6. CONCLUSION

- 6.1 Having regard to the current economic climate, the recommendation to retain the current scheme for 2024/25 along with uprating and harmonisation with DWP annual update of allowances and premiums will continue to align the CTS scheme for working age customers with DWP provisions for Housing Benefit and the CTS scheme for pensioners. This is supported by the consultation feedback, and this approach will provide consistency for claimants. There will be no new additional impacts on current levels of expenditure as a result of the recommendation.
- 6.2 Increasing the 100% CTS for Care Leavers up to age 25 will demonstrate South Holland's commitment to support this vulnerable group.
- 6.3 The commencement of a fundamental review will help to inform future scheme development.

7. EXPECTED BENEFITS TO THE PARTNERSHIP

- 7.1 There are no benefits to the partnership as a direct result of this report.
- 7.2 Whilst recognising that each sovereign council will retain responsibility for deciding its own local CTS scheme, there is an opportunity for S&ELCP to work together on a fundamental scheme review, to modernise and simplify future schemes.

8. IMPLICATIONS

8.1 SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

8.1.1 *None*

8.2 CORPORATE PRIORITIES

8.2.1 *Health and Wellbeing*

8.3 STAFFING

8.3.1 *None*

8.4 CONSTITUTIONAL AND LEGAL IMPLICATIONS

8.4.1 The Local Government Finance Act 2012 introduced the framework for localism of Council Tax Support. The Local CTS scheme for 2024/25 must be approved by Full Council by 11 March 2024. Any change to CTS schemes must be subject to proper process, including consultation to protect the scheme from judicial review.

8.5 DATA PROTECTION

8.5.1 *None*

8.6 FINANCIAL

8.6.1 Although the recommendation is for continuation of the current scheme into 2024/25, the overall expenditure may be affected by several factors, including increase (or reduction) in demand, council tax increase, and the annual DWP uprating. The impacts upon the Council's budgets will be included in the 2024/25 Budget and Medium-Term Financial Strategy.

Current CTS scheme expenditure is £4,638,990. Of this the cost to South Holland District Council is around £464k (10%). The following table provides a breakdown of the split between working age and Pensioner age expenditure and caseload, in December 2023.

	2023/24 Expenditure	Caseload
Working Age	£2,034,161	2,431
Pensioner	£2,604,829	2,441
Total	£4,638,990	4,872

8.7 RISK MANAGEMENT

8.7.1 *None*

8.8 STAKEHOLDER / CONSULTATION / TIMESCALES

8.8.1 The Section 151 Officer and Portfolio Holder for Finance have been consulted.

8.8.2 Legislation requires consultation to be carried out with major precepting authorities, the public and other stakeholders where changes to the scheme are proposed. Consultation has been carried out, as detailed in Section 3 of this report.

8.9 REPUTATION

8.9.1 *None*

5810 CONTRACTS

8.10.1 *None*

8.11 CRIME AND DISORDER

8.11.1 *None*

8.12 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

8.12.1 The existing Council Tax Support scheme continues to be delivered on the basis of the DWP's previous Council Tax Benefit scheme regarding protection for vulnerable groups, including children and the disabled. An equality impact assessment is not considered necessary at this time.

8.13 HEALTH AND WELL BEING

8.13.1 *None*

8.14 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

8.14.1 None

8.15 LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

None

6. ACRONYMS

CTS : Council Tax Support

DWP : Department for Work and Pensions

APPENDICES

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

APPENDIX A	Consultation Report
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BACKGROUND PAPERS

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

CHRONOLOGICAL HISTORY OF THIS REPORT

A report on this item has not been previously considered by a Council body.

REPORT APPROVAL

Report author:	Sharon Hammond Sharon.Hammond@pspsl.co.uk
Signed off by:	Deputy Chief Executive - Corporate Development (S151) Christine.marshall@sholland.gov.uk
Approved for publication:	Portfolio Holder for Finance, Commercialisation, UKSPF and Levelling Up (if required)

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Appendix A

South Holland District Council Council Tax Support Scheme 2024/25 Consultation Report

“You Said, We Listened”

Introduction to this consultation

1. This report contains the responses we received for the Council Tax Support Scheme 2024/25 consultation which took place between 15th November and 29th December 2023.
2. The exercise was performed to gain the views of residents on the proposed Council Tax Support Scheme for the 2024/25 financial year.

Methodology

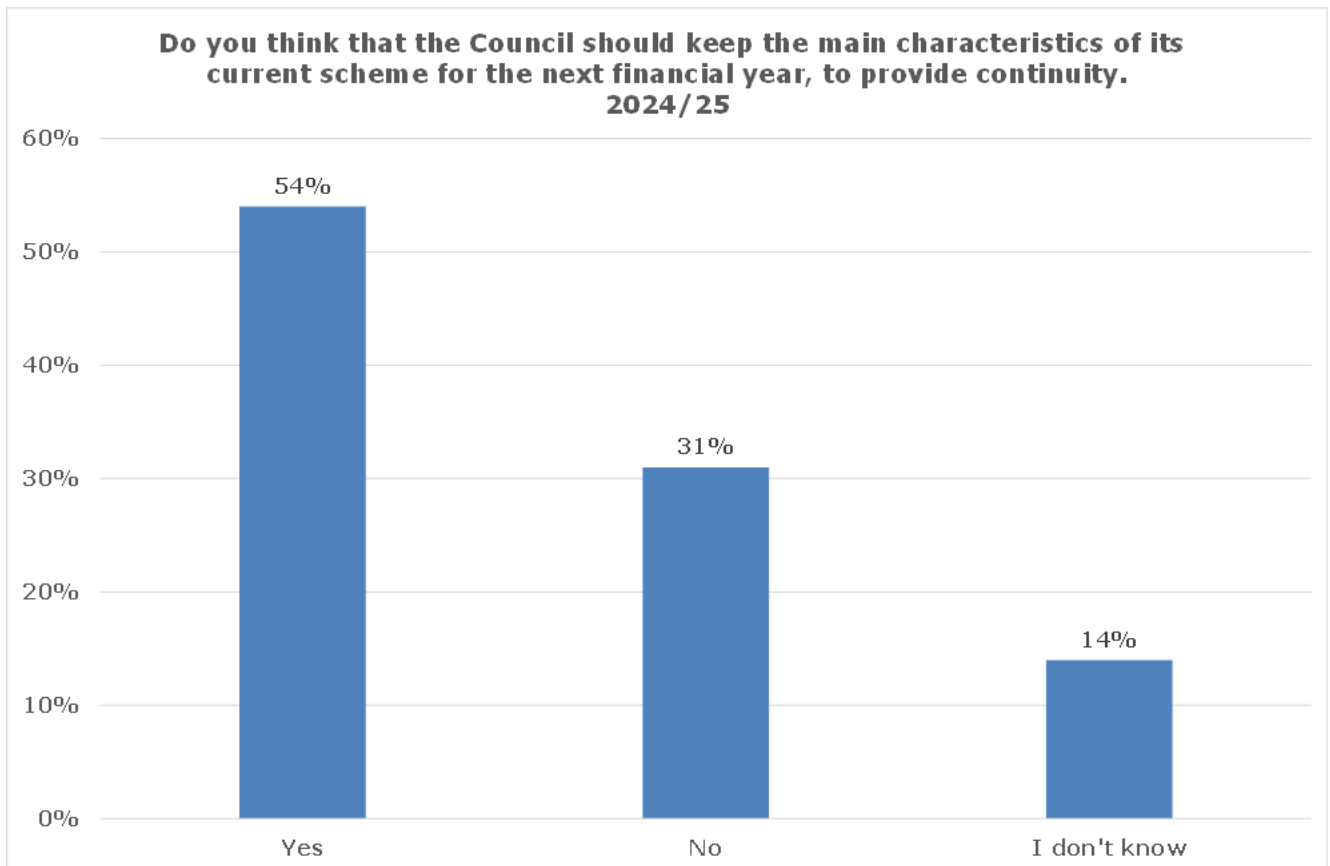
3. The consultation, which was available in both hard copy and online, was promoted in a number of ways.
 - A media release was circulated announcing the proposals for the Council Tax Support Scheme 2024/25. The media release also provided residents with details of the consultation exercise being undertaken and details of how to complete or request a copy of the consultation.
 - A letter was forwarded to precepting Authorities on 15th November 2023, inviting them to give their views on the proposals for 2024/25.
 - Social media; Facebook and Twitter were also used to inform residents that the consultation exercise was being undertaken.
 - A homepage banner was placed on South Holland District Council's website to draw attention to the consultation.
 - Paper questionnaires were made available on request.
 - The questionnaire was also made available for people to complete on the Council's website.
4. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%).

Response Rate

5. 35 electronic responses were received.
6. In addition, written responses were received from Lincolnshire County Council and the Lincolnshire Police and Crime Commissioner. Their responses are detailed at numbers 13 and 14 in this report.

Results and Analysis

7. All respondents were asked if they thought that the Council should keep the main characteristics of its scheme for the next financial year, to retain continuity. The chart below shows that 54% of all respondents thought the Council should retain its current scheme; 31% of all respondents thought the Council 'should not' retain its current scheme for the next financial year, with the remaining 14% stating that they 'did not know' if the Council should retain its current scheme for the next financial year.



8. All respondents were given the opportunity to provide comments about keeping the main characteristics of the current Council Tax Support scheme for the next financial year. A number of respondents said that they would not be able to afford an increase in Council Tax due to the cost of living. Two respondents felt that it was important to support those on low incomes and those most vulnerable. Two questions were asked but no personal details were requested in the survey therefore these are unable to be answered directly. One respondent suggested that a minimum amount should be given by the Council. There were also a few general comments relating to individuals' circumstances. A full list of comments are included below:

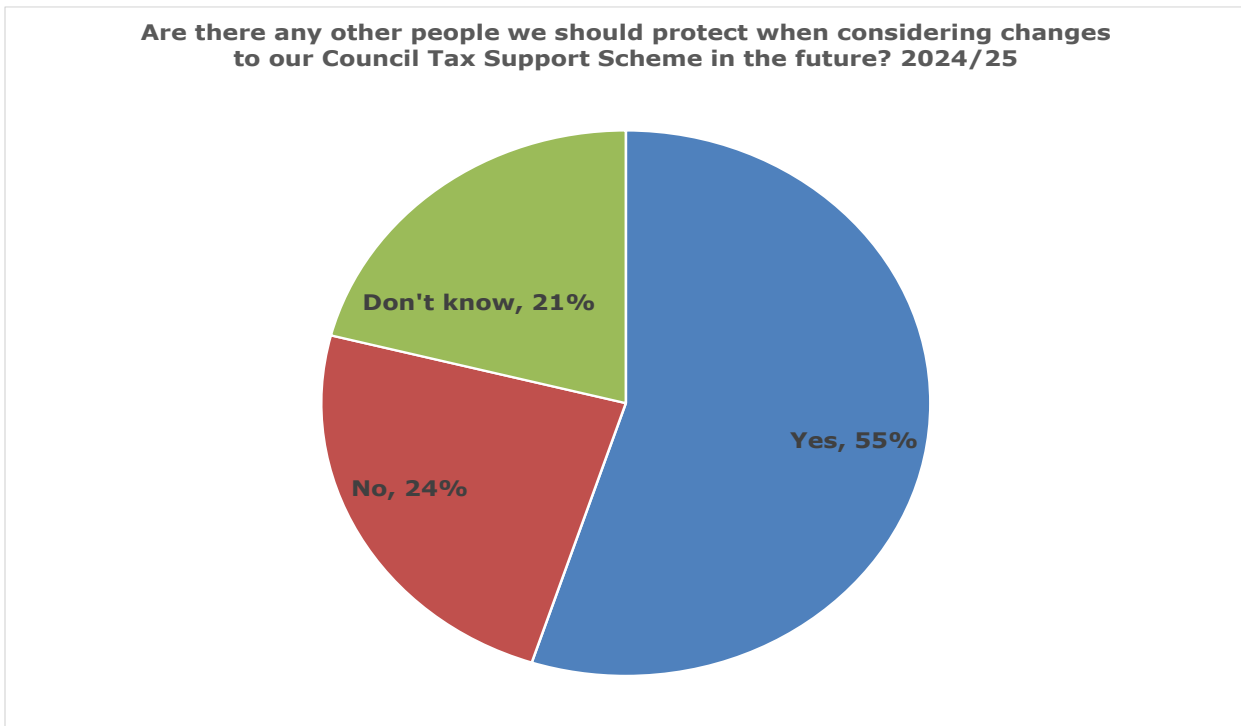
- Retired people really need this help and support as they cannot increase their low income.
- People are struggling and need help
- Consider having a minimum amount rather than a percentage.
- Why can't people on the lowest incomes and therefore most vulnerable have 100% support?
- It is important to support those in need however, the scheme should be considered as a reason not to find employment for those who are able and fit to
- It seems to be a fair method to support those in need.
- I think those working on low income, single parents, households with SEN children, adults should get a reduction
- I work and am on a low income and receive Universal Credits to top up my wages. I have a 14-year-old child and am the only adult in my household. I get the 25% single persons allowance but that's all and I'm struggling with the rise with the cost of living. I'm in a band A home but my Council Tax is

still over £80 a month with the single person discount. I don't know if I'm entitled to a bigger reduction (I doubt it), but some advice and support would be greatly appreciated. I didn't know things may be changed and I wouldn't be able to pay my Council Tax without going without other essentials of this was stopped. So, I don't feel well enough informed to decide as to whether things should be changed as it may mean I'll be worse off. Thank you.

- Currently, working aged people on low income, but not claiming any other benefits, are eligible for Council Tax Support. I would wish this to continue. So much other help is dependent on claiming other benefits. I am 64 and managing on a very small works pension while I am my mother's carer. She is 90, arthritic but keeps her independence in her own home because I am available daily to assist with opening food jars, being present when workmen visit (e.g., for house repairs, boiler servicing) and recently for a mobility shop to deliver and adjust a walker as she can no longer climb into the car to be taken to the shop. We do not claim carer's allowance as she can, cook, wash herself (in a walk-in bath) and dress herself (it takes ages, determination overcoming arthritic fingers). With the fuel increases the Council Tax Support makes a big difference to me, allowing me to (just) manage. I am not eligible for my state pension until February 2025 so please don't change the rules to exclude my modest claim to Council Tax Support (I live in an A Band Victorian terraced house). Thank you for this opportunity to express my opinion on the Scheme.
- This type of support for pensioners, those with disabilities and working families struggling financially, is essential. There should be no need for debate.
- Weed out the work shy.
- The elderly and disabled people on benefits shouldn't have to pay anything towards it, also more should be done about the very outdated bin system and wheelie bins provided to customers or better-quality bin bags as the bin bags split continuously
- I'm on low income with universal credit a child and another on the way yet have been denied any help with our Council Tax and yet we keep falling into missed payments and struggling to pay our bills. I don't think enough support is provided at all
- I think this should be abolished and everyone should be paying the same
- Is there any support for builders who have to pay Council Tax on completed houses waiting to sell
- I think regular checks should be made to ensure those claiming are intact eligible, and I think it should be time restrained, i.e., maximum of three years for those who are able to work but seem unable to find employment even though there is plenty of factories advising job vacancies. Unfortunately, I think it's too easy for some to choose their current lifestyle
- I was on universal credits after the death of my husband 20 months ago. without the reduction made from this support scheme the Council Tax would have been half the universal credits payment. I was made a widow and unemployed at the same time as a full-time carer for my husband, I was 61 years old, and not now of pensionable age, as now have to be 67 to receive state pension, I did not receive any part of my husband's state pension as his

widow. I now am employed 21 hours a week, but without tax support scheme it would be extremely difficult to make full payments.

9. The pie chart below shows that just over half (55%) of all respondents thought there were other people the Council should protect when considering changes to its Council Tax Support Scheme in the future. It also shows that 24% of all respondents thought that there were not any other people the Council should protect when considering changes to its Council Tax Support Scheme in the future. The remaining 21% stated that they 'did not know'.



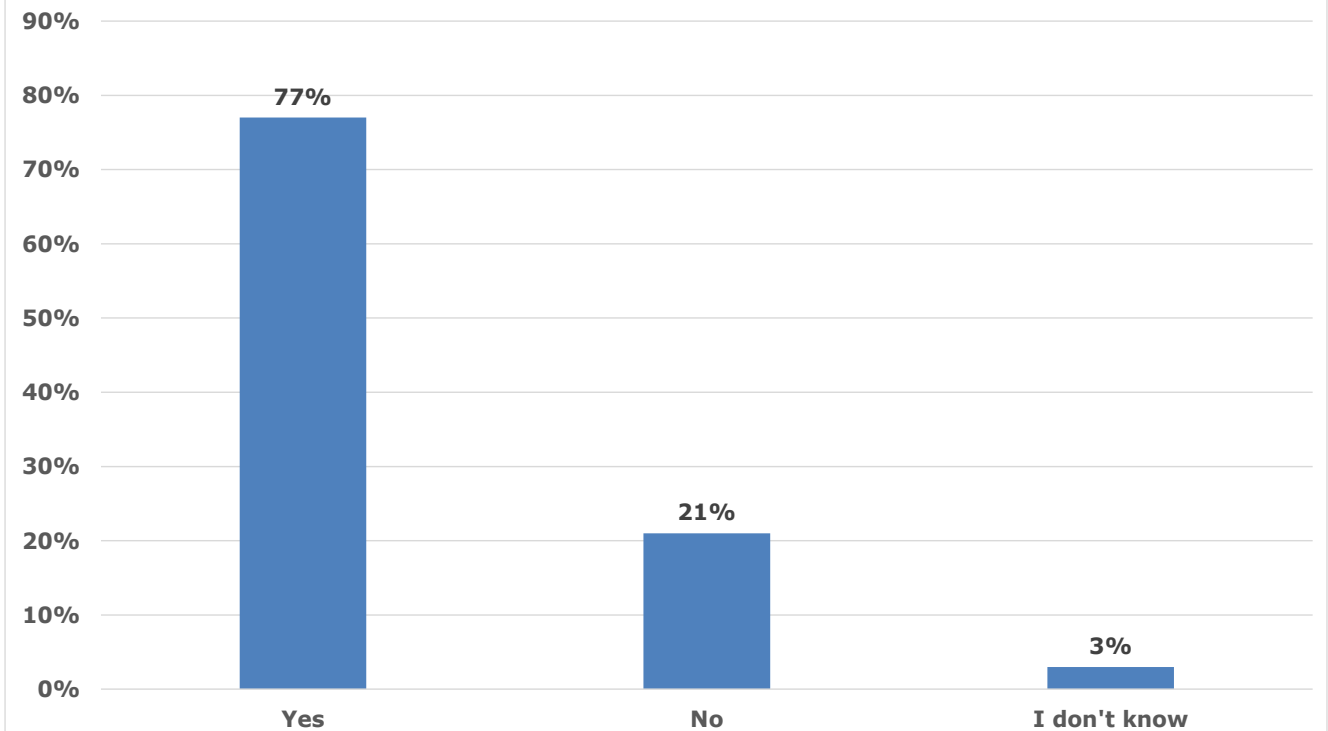
10. Those respondents that thought there were other people the Council should protect were asked who. Seven respondents thought that disabled people or people in receipt of PIP or Disability Living Allowance should be protected. Two respondents thought that terminally ill people should be protected. A few people suggested that people on low incomes and those on benefits should be protected. A full list is detailed below.
- People living with someone else who has no income.
 - Disabled
 - Disabled additional needs including mental ill health. Households with children, especially households with additional needs children. If the child attends a special school, the household should automatically receive a Council Tax reduction.
 - People on disability benefits such as PIP
 - Unpaid carers who care for a member of their household who receives dla/pip
 - Working families not just those that don't have jobs
 - People who live alone but cannot work because they care for someone and are in receipt of Carers Allowance.

- I think people just above the threshold for help. A discount would not need to be so low, but some discount would be a massive help for people like myself on a low wage, and on universal credit.
- Single parents, Low-income, Special needs
- Disabled
- Low income, benefits, and elderly
- Pensioners and low-income benefits
- Dementia, terminally ill
- Builders why does an empty house waiting to sell using no services have to pay Council tax
- Terminally ill
- Those in receipt of PIP and other disability benefits
- Households where both adults are on enhanced daily pip. They have this for a reason. Also enhanced mobility.

11. All respondents were advised that each year the Government reviews and generally increases the amount people need to live on for the calculation of welfare benefit and that by applying the same changes to South Holland District Council's Council Tax Support scheme it would ensure that the scheme remains up to date with the Department for Work and Pensions (DWP) allowances and premiums each year. They were then asked if they thought the Council should increase its scheme in line with the Department for Work and Pensions provisions for 2024/25 and future years.

The chart below shows that 77% of all respondents thought that the Council should increase its scheme in line with the Department for Work and Pensions provisions for 2024/25 and future years; 21% thought the Council 'should not' increase its scheme in line with the Department of Works and Pensions provisions for 2024/25 and future years; with the remaining 3% of all respondents stating that they 'did not know'.

Each year the Government reviews and generally increases the amount people need to live on for the calculation of welfare benefit and that by applying the same changes to South Holland District Council's Council Tax Support scheme it would ensure that th



12. All respondents were asked if they had any other comments to make. One respondent felt that more people needed help, and another commented that all support and rent should be in line with benefits. A further respondent said that retired people in rented accommodation were struggling with their rent increases. There was a comment from one person stating that they thought this area of the Council was justified and worthwhile. A full list of comments are detailed below:

- People who rent in retirement are struggling with rent increases.
- If you the scheme is flexible, you could pay more than DWP propose. Have you considered paying more?
- I understand the requirement for support, but it shouldn't be so easy to get the support. There are plenty of high enough income jobs in the area so if people wanted a level of income, it could be attained.
- As I mentioned before due to not having the relevant information, I can't make an informed decision and as I don't personally know what the DWP provisions are for 2024/25 I may end up being in a worse financial crisis without the support if I even qualify for it?!
- This is one area I feel the Council spend is both justified and worthwhile. Unlike some other projects/wastefulness that almost beggar belief.
- Stop giving money to immigrants.
- Absolutely all support and rent should be in line with benefits and also families who have separated should be entitled to more than one bedroom property because it's very difficult to have children stay when only one room is available

- More people need helping we certainly need help yet have been told we don't qualify for help
- I wrote to SHDC 3 weeks ago expressing outrage at the payment of council tax on empty new properties. No reply yet!!!!
- I'm a pensioner and my pension increase does not reflect the increase in cost of living. I don't appear to receive the same increase in pension as those on welfare benefits but have to manage the increases.
- Council Tax payments and the available help is not easily accessible to those who are in distress without help from family or friend. This, unlike credit card debt, can be brought against an individual and then made bankrupt. How can this be right when we all want to pay but find in certain circumstances unable to cope. Could this be looked at to change this, as was done for credit card debt?

Responses from precepting authorities

13. A response was received from the Office of the Lincolnshire Police and Crime Commissioner confirming that they noted South Holland District Council's proposal to retain the current scheme, aligned to the DWP uprating of allowances and premiums.
14. A response was also received from Lincolnshire County Council stating that as a major preceptor, any changes to the scheme proposed by the district can have a significant impact on the Council Tax income received by Lincolnshire County Council. The County Council is supportive of South Holland District Council's proposal, which is to retain the current local scheme, up rated in line with changes applied by DWP.

Contact:

For more information relating to this report contact:

- Jackie Todd, Consultation Officer at jackie.todd@e-lindsey.gov.uk or 01507 601111



REPORT TO:	Cabinet
DATE:	Tuesday, 13 February 2024
SUBJECT:	Housing Landlord Strategy
PURPOSE:	To adopt the Housing Landlord Strategy 2024-2026
KEY DECISION:	No
PORTFOLIO HOLDER:	Councillor Tracey Carter
REPORT OF:	Jason King, Assistant Director - Housing
REPORT AUTHOR:	Vikki Cherry, Housing Transformation Manager
WARD(S) AFFECTED:	All Wards
EXEMPT REPORT?	No

SUMMARY

The Housing Landlord Strategy sets out the approach the Council intends to take with delivering its Landlord Services over the next two years. Cabinet is requested to adopt the Strategy and supporting appendix, Housing Landlord Transformation Programme Mandate.

(Please note that the Appendices to this report will be published following consideration of feedback from the Policy Development Panel Meeting on Tuesday 6 February 2024).

RECOMMENDATIONS

1. That Cabinet adopts the Housing Landlord Strategy 2024-2026
2. That Cabinet delegates minor operational amendments to the Strategy to the Assistant Director – Housing in consultation with the Portfolio Holder for Communities and Operational Housing.

REASONS FOR RECOMMENDATIONS

To ensure the Council has a clear approach for the delivery of its Landlord Services into the future. To ensure Members, Officers, and Tenants understand the vision for the Service and progress towards its achievement can be demonstrated.

OTHER OPTIONS CONSIDERED

Do nothing – do not adopt the Landlord Strategy. This option is not recommended – it is good practice to have a Landlord Strategy to ensure that Officers, Members and Tenants understand the priorities and objectives.

1. BACKGROUND

- 1.1 Managing over 3,800 properties, South Holland District Council is the largest Registered Provider in the district. Expectations on Registered Providers are changing, with a focus on property condition, tenant experience and accountability. Registered Providers face the challenge of ensuring they get the basics right whilst contributing to the wellbeing of tenants and communities. Balanced with an increase in oversight and scrutiny from the media, the Housing Ombudsman and the Regulator of Social Housing.
- 1.2 In preparation for the changes in the social housing sector, the Council has:
- participated in a Local Government Association Peer Challenge focussed on Social Housing Management in readiness for the Social Housing Charter (White Paper for the Social Housing (Regulation) Act 2023).
 - commissioned an external Health Check to assess and report on the landlord function of the authority.
 - carried out a self-assessment against the Regulator of Social Housing's Consumer Standards.
- 1.3 This Strategy covers areas of service delivery related to landlord functions and how the Council shapes, engages, and improves services for tenants.
- 1.4 In order to deliver the Strategy, a Housing Transformation Team has been established. The Strategy is to be read in conjunction with the Housing Transformation and Improvement Programme Mandate. This mandate sets out how the Programme will review, design and deliver the aspirations of the Landlord Service and the actions arising from the various audit works undertaken by the Service in preparation for regulation changes in the social housing sector. This will be a working document monitored by the Housing Transformation and Improvement Programme Board, sponsored by Deputy Chief Executive (Corporate Development) and S151 Officer and Chaired by Portfolio Holder for Communities and Operational Housing.

2. REPORT

- 2.1 The Landlord Strategy sets out the Council's ambition to be an aspirational landlord, going beyond the minimum statutory and regulatory requirements placed on local authority landlords, where the tenant's voice is heard and acted upon. Changing legislation, tenant satisfaction, best practice and findings from self-assessments have supported the drafting of the document.
- 2.2 The Strategy establishes four strategic themes:

- Culture and Operational Excellence - The role of our colleagues is central to ensuring we deliver a service that meets the needs and aspirations of our tenants, whilst keeping them safe
- Accountability and Transparency - We seek to be well governed and financially resilient, operating efficiently and responsibly, and investing wisely to fulfil our social purpose.
- Quality Homes and Neighbourhoods - We aim to deliver well maintained, safe, affordable homes and neighbourhoods, where people are proud to live that supports their health and wellbeing.
- Tenant Voice and Opportunity - Tenants are at the heart of everything we do and every decision we make.

2.3 A series of key performance indicators will be established to record the progress of the Strategy including tenant satisfaction, repair times and quality, EPC ratings, inspection outcomes and complaints data and insight.

2.4 The Council is committed to being open and transparent about our performance, and accountable to all our stakeholders, ensuring there is clarity about the accountability and structures framework. The work of teams, and the results of performance, will be scrutinised and regulated collaboratively including by Council Boards and Committees, tenants, Regulator of Social Housing, Housing Ombudsman Service, the Building Safety Regulator, and benchmarking against the sector.

2.5 To ensure the Strategy reflects the changing landscape in the social housing sector, the Strategy will be reviewed on a regular basis and minor operational amendments will be made by the Assistant Director – Housing in consultation with the Portfolio Holder for Communities and Operational Housing. Cabinet will receive an updated version of the Strategy on an annual basis and informal briefings will be held for All Members.

3. CONCLUSION

3.1 The Strategy is the first steps of transformation of the Landlord Service. It sets out our ambition and key objectives, giving focus and allowing for oversight. This is the beginning of “going from good to great”.

4. EXPECTED BENEFITS TO THE PARTNERSHIP

4.1 The Strategy sets out our ambitions to deliver a compliant Landlord Service. It is an opportunity for the wider Partnership to pilot ideas and service improvements. It will establish a new culture of working where the Council is data driven, evidence based and proactive, where residents are involved, informed and satisfied.

5. IMPLICATIONS

5.1 SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

5.1.1 As part of delivering the Strategy, we will review arrangements with departments that deliver services on behalf of the Housing Revenue Account. Service Level Agreements will be established for the purposes of transparency, performance monitoring and value for money.

5.2 CORPORATE PRIORITIES

5.2.1 The Policy will support the following South & East Lincolnshire Councils Partnership Sub-Regional Strategy priorities:

- Healthy Lives – we will work with our partners to provide reliable, consistent services, and tailored intensive support to those tenants who need us the most. We will focus on pride in place, such as tenants satisfaction with their communities, including play areas and open spaces.
- Safe and Resilient Communities – we will overhaul our approach to the service we provide to victims of anti-social behaviour and how we manage hate crime. We will review the service offered to Domestic Abuse victims including our voids standard
- Environment – we will explore energy reduction initiatives and ensure tenants are aware of ways to reduce their energy consumption and carbon footprint. We will invest in the delivery of new homes across a variety of tenures to increase choice and support successful mixed communities. We will continue to seek funding and actively invest in our homes to improve energy efficiency, thermal comfort and seek to reduce the running costs of our homes.
- Efficiency and Effectiveness – we will embed compliance and assurance at the heart of our Service through good governance arrangements. We will benchmark ourselves against organisations inside and outside the Housing sector. We will transform how we provide services including service level agreements with our partners.

5.2.2 The Policy will support the following local priorities specific to South Holland District Council:

- Deliver good quality core services. We will:
 - Embed a professional and positive culture where we respect and listen to tenants and do the right thing, including proactively putting things right when they go wrong. The corporate culture will include partnership working, inclusivity and task ownership.
 - Critically examine our decision making, satisfaction and performance with our tenants and our partners through the lens of their expectations
 - Measure, monitor, report and publish our performance, anticipating issues before they occur
- Engage with housing tenants to help shape service delivery in the district. We will:
 - Ensure tenants are well positioned in our governance structure, inviting them to scrutinise services with us and
 - Give tenants a choice in when and how they use our services, ensuring they can access high-quality services quickly, easily and in a way which suits them.
 - Transform our approach to tenant engagement, ensuring that tenants have opportunities to engage with us in ways that suit them, where they can influence and shape our current and future services.

5.3 STAFFING

5.3.1 The Transformation Programme will involve a review of the resourcing and skills of the Landlord Service and arrangements where other Council departments provide services for the Housing landlord Service (funded by the Housing Revenue Account). A paper on resources will be brought to Members in due course.

5.4 WORKFORCE CAPACITY IMPLICATIONS

5.4.1 Greater governance and increased accountability is likely to impact on ways of working with wider Council departments. A paper on resources will be brought to Members in due course.

5.5 CONSTITUTIONAL AND LEGAL IMPLICATIONS

5.5.1 Housing matters, including this Strategy, are Executive functions and are therefore a matter for the Cabinet to determine.

5.5.2 The Strategy sets out how we will deliver a compliant Landlord service. The Monitoring Officer will be part of the Transformation Programme Board to track constitutional and legal implications. All policies produced as part of the Strategy will be cross referenced with the relevant legislation and reviewed by our Housing solicitors.

5.5.3 It is proposed that approval of minor changes to the Strategy are delegated to the Housing Landlord Services Manager in consultation with the Portfolio Holder for Communities and Operational Housing. It is necessary for this arrangement to be in place due to the changing environment – the Regulator of Social Housing is yet to consult on many matters.

5.6 DATA PROTECTION

5.6.1 Privacy notices are published on our website. Consultations will be carried out as part of delivering the Strategy with a variety of stakeholders. We will ensure that the Data Protection Officer is informed throughout the process and, where necessary, Data Protection Impact Assessments/similar are completed.

5.7 FINANCIAL

5.7.1 A budget has been set aside for a Transformation Team to deliver the Programme over a period of 2 years.

5.7.2 A Housing Revenue Account Business Plan narrative will be a key document produced as part of the Strategy.

5.8 RISK MANAGEMENT

5.8.1 An Operational and Programme Risk Register will be established as part of the Transformation Programme to allow greater oversight of the departmental risks. Initial risks have been documented in the Programme Mandate.

5.8.2 The lack of tenant engagement is a risk to the authority. Following the Tenant Census, we have a cohort of tenants that have stated they would like to be more informed/more involved and so we will approach these residents following adoption to meet with them to discuss their aspirations further.

5.8.3 Tenant engagement may open up the service to criticism which may lead to reputational damage.

5.9 STAKEHOLDER / CONSULTATION / TIMESCALES

5.9.1 We have consulted the following:

- Tenants and residents – survey carried out on strategic themes. (Additional in-depth consultation across a variety of channels to follow as the Programme progresses).

- Members including an All-Member briefing plus briefings with Scrutiny Chairs, Executive Members and Leader and Deputy Leader of the Independent Group
- Senior Leadership Teams for SELCP and PSPS
- All Housing Staff including Delivery Team and Housing Options
- Department of Levelling up Homes and Communities
- Local Government Association Peers.

5.9.2 Transformation Programme Board Members:

- Portfolio Holder - Communities and Operational Housing
- Deputy Chief Executive (Corporate Development) and S151 Officer
- Head of Customer Contact (PSPS Ltd)
- Assistant Director – Corporate
- Assistant Director – Wellbeing and Community Leadership
- Head of Delivery
- Assistant Director – Regulatory
- Assistant Director – Governance and Monitoring Officer
- HRA Transformation Team.

5.9.3 Consultation included informal Member briefings, Officer workshops and a tenant survey (in addition to the Tenant Satisfaction Measure surveys). In general, the themes of the Strategy and priorities of the Transformation Programme are supported. Members, Officers and Tenants believe that transformation is necessary and support the methodology chosen to establish the priorities. See appendix C for a summary of the responses.

5.9.4 Policy Development Panel will be consulted on 6 February 2024 and the Panel’s feedback included in Appendix C.

5.10 REPUTATION

5.10.1 As a Registered Provider, the Council will be subject to inspection by the Regulator of Social Housing at least once during 2024-2028 as per the Social Housing (Regulation) Act 2023. The Council will be rated as a landlord and the outcomes of the inspection will be published. The Regulator will ask for a copy of all Strategies and Policies as part of their inspection. The current lack of tenant engagement is a risk to the organisation, however this Strategy sets out how we will begin to address this risk.

5.10.2 The Programme priorities have been established based on risk and tenant satisfaction. Tenant Satisfaction will be published nationally by the Regulator of Social Housing.

5.10.3 All documents will be reviewed by the Monitoring Officer and solicitors to ensure that we reduce the risk of successful legal challenge.

5.11 CONTRACTS

5.11.1 None

5.12 CRIME AND DISORDER

5.12.1 The Council’s approach, as a landlord, to Anti-Social Behaviour will be reviewed as part of delivering the Strategy and Transformation Programme. A policy on ASB and hate crime will be produced with tenants.

5.13 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

5.13.1 Section 149 of the Equality Act 2010 sets out the public sector equality duty (also known as the general equality duty) which, in summary, places a duty on public bodies to have due regard in exercising their functions to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not
- foster good relations between persons who share a relevant protected characteristic and persons who do not.

5.13.2 The Landlord Strategy and the Programme Mandate are high level documents. An equality impact assessment has been completed – see appendix D. We have not identified any equality impacts resulting from this strategy or mandate. We will continue to consider the impacts on equality throughout the Transformation Programme and will take into account any stakeholder feedback to the consultation on this. Should any equality impacts become apparent, we will ensure that these are taken into account.

5.13.3 Policies and plans that have a direct impact on protected groups will be subject to consultation and equality impact assessment to identify and mitigate any identified direct or indirect discrimination.

5.14 HEALTH AND WELL BEING

5.14.1 Our tenant census highlighted the volume of disabled tenants in our properties. Part of the Strategy will involve reviewing our offer for disabled adaptations and ensuring that we are procuring the right properties for our tenants.

5.14.1 We will also review the support offer we currently provide and use our data to support our vulnerable tenants in a proactive manner.

5.15 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

5.15.1 As part of the Strategy, we will continue to invest in our homes to improve energy efficiency, thermal comfort and seek to reduce the running costs of our homes.

5.16 LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

5.16.1 This paper contributes to the following Missions outlined in the Government's Levelling Up White paper:

- Housing - review our voids and repairs standard with tenants
- Digital Connectivity – working to increase digital uptake by providing training for those who want it and offering more services digitally such as Housing Repairs
- Skills – we will equip our colleagues with the information, professionalism, skills and capacity to embed change
- Crime – we will review our approach to managing Anti-Social Behaviour, Domestic Abuse and Hate Crime
- Pride in Place – we will increase estate and property inspections
- Wellbeing – we will continue to offer tenants in-house tenancy support and enhance partnership working.

6. ACRONYMS

6.1 None.

APPENDICES p

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

APPENDIX A	Housing Landlord Strategy 2024-2026
APPENDIX B	Housing Landlord Transformation and Improvement Programme Mandate
APPENDIX C	Consultation Responses
APPENDIX D	Equality Impact Assessment

BACKGROUND PAPERS

Background papers used in the production of this report are listed below: -

Document title	Where the document can be viewed
LGA Social Housing Management Peer Challenge 2022	https://www.sholland.gov.uk/article/22624/LGA-Peer-Challenge
LGA Corporate Peer Challenge 2023	https://www.sholland.gov.uk/council
Tenant Census Report	https://www.sholland.gov.uk/Housing-consultations-and-policies
Tenant Satisfaction Measures	www.gov.uk/government/publications/tenant-satisfaction-measures-standard/tenant-satisfaction-measures-technical-requirements-accessible-version#introduction
Regulator of Social Housing - Consumer Standards	www.gov.uk/government/consultations/consultation-on-the-consumer-standards
The Charter for Social Housing White Paper	www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper
The Better Social Housing Review	www.bettersocialhousingreview.org.uk/

CHRONOLOGICAL HISTORY OF THIS REPORT

Policy Development Panel	6 February 2024
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REPORT APPROVAL

Report author:	Vikki Cherry, Housing Transformation Manager vcherry@sholland.gov.uk,
Signed off by:	Jason King, Assistant Director - Housing

	jasonking@sholland.gov.uk
Approved for publication:	Councillor Tracey Carter

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REPORT TO:	Cabinet 13/02/24 and Council 29/02/24
DATE:	13 February 2024
SUBJECT:	Review of the Sheltered Housing Offer for the HRA
PURPOSE:	To note and support the recommendations and changes, including increasing the HRA Establishment.
KEY DECISION:	Yes
PORTFOLIO HOLDER:	Councillor Tracey Carter
REPORT OF:	Jason King, Assistant Director- Housing
REPORT AUTHOR:	Bev Chapman, Sheltered Housing Project Manager
WARD(S) AFFECTED:	(All Wards)
EXEMPT REPORT?	No

SUMMARY

This report informs the Cabinet of the conclusions of a Project carrying out an extensive investigation and thorough review of the Sheltered Housing service within the HRA.

The project was initially driven by the analogue to digital change, which meant that the current equipment in situ in sheltered properties (pull cords) would no longer work when analogue lines change to digital ones. Following decisions to upgrade the pull cord equipment, the report details, project outcomes, progress to date and proposals for how the service should be shaped in the future to ensure the tenancies are sustainable and offer modern solutions to all tenants.

Service charges have been reviewed because of the recommended changes to identify the true cost of delivering the services required for tenants ensuring value for money. Which has included aligning the core costs and service charge costs to ensure the service charges paid reflect the services received.

RECOMMENDATIONS

That Cabinet:

1. Note the extensive review undertaken, initial service improvements made and those proposed to be implemented.

2. Support the installation of digital notice boards, as a pilot in two communal areas to improve communication to our tenants and a marketing budget to help promote the new service, £13,000 to support these items is included in the draft 2024/25 budget.
3. Support the implementation of a response service at a cost of £29,000 as included in the draft 2024/25 budget.
4. Support Communal TV Aerial changes through capital investment of £111,000, generating an on-going revenue saving of £15,000 which is included within the draft 2024/25 budget.
5. Support an increase in the Sheltered Housing Budget of £290,000 and note that this will be funded through service charges to residents. As set out in the draft 2024/25 budget.

That Cabinet Recommend to Full Council:

6. To increase the establishment as set out in the body of the report.
7. To approve new service charge categories with an increase in these to sheltered tenants, of no more than £0.88 per week as attached at Appendix A. Tenants will be formally consulted through service of statutory notice.

REASONS FOR RECOMMENDATIONS

To ensure that the South Holland District Councils Sheltered Housing assets are made the best use of and remain safe and secure. In addition, the service offers a preventative model, working in partnership with Health and other key services, helping to keep tenants independent for as long as possible. By working in this way, we will meet their needs and by continued engagement we will take their views into account. These options will also ensure that Sheltered Housing is attractive to any future tenants, ensuring that it is a sustainable, modern, fit for purpose model.

In addition to provide greater clarity and transparency in relation to the Sheltered Housing Service offer and charges, which highlights that we have listened and delivered to the tenants the services they have told us they want and need.

OTHER OPTIONS CONSIDERED

Do nothing: The option to leave SHDC's Sheltered Housing service as it currently is and not upgrade the equipment, i.e., do nothing, has been considered. Informal Cabinet decided in 2020 that a review was required of the wider sheltered housing service offer to ensure that it was fit for purpose and met SHDC's Corporate aims and objectives.

The decision to upgrade the equipment was made following investigation into the usage and need of the tenants. Lack of investment in the service offer to compliment this investment over the longer term poses significant risk to tenants and the sustainability of sheltered housing to attract future tenants.

1. BACKGROUND

- 1.1** Sheltered Schemes are designated for people over the age of 55 to live in, or for those who would benefit from living there. Sheltered Housing is designed to enable older and vulnerable people to live independently, but with the knowledge that help can be summoned via the pull cord system when required, with additional facilities of a communal centre to encourage social interaction.
- 1.2** South Holland District Council owns and manages 33 Sheltered schemes, equating to 1032 properties throughout the district:
- Three of these schemes are Flatlet Schemes, which are two storey buildings with lift access.
 - The remainder are a mixture of one- and two-bedroom bungalows.
 - There are 14 community centres across the district, with tenants paying a weekly service charge to maintain them and the ability to hire the space out.
 - Plus, there are 12 Guest rooms which family can hire.
- 1.3** Significant trends and perceptions around Sheltered Housing had been identified and due to national changes within the telephony system from analogue, to digital, there was a need to upgrade the pull cord equipment. Informal Cabinet agreed to undertake a review of South Holland District Councils Sheltered Housing Offer (including pull cords, service, and charges).
- 1.4** The initial agreed Project Initiation Document (PID), and subsequent Project Mandate set out the remit and objectives of the review, recognising that a one size fits all approach would be counterproductive. The agreed objectives to be considered were:
- Assets - the viability, popularity, design, build and offer of all the current Housing Revenue Account (HRA) Sheltered Housing assets, including the use of the community centres.
 - Digital - the efficiency, popularity, usage, and type of pull cord, Lifeline and other digital equipment that tenants required. Plus, any other digital needs tenants required.
 - Engagement – To consult with current tenants, future tenants, lifeline customers, tenants’ families, partner agencies and community groups both face to face and through surveys to establish their views.
 - Financial – To distinguish how the current services charges were made-up and if they represented the services delivered. Then to revise service charges in line with any new service recommendations.
 - Service - To investigate current services on offer and compare this to the views of our tenants and the local and national policy prevention initiatives.

2. REPORT

2.1 The review used a holistic approach to researching and reviewing the existing service to gather as much information and evidence to shape the recommendations.

2.2 The methodology included:

- Gathering local and national data on demographics to understand the implications on future service requirements and demands.
- Consideration of national strategic policy and good practice.
- Usage of the current pull cord equipment and the reasons for upgrade.
- Engagement with current tenants, future tenants, families, community groups and partner agencies to gather their views on the current services on offer.
- Review of the current sheltered housing service charges and the services provided.
- Examining services on offer compared to the needs, aspirations and demands of current and future tenants.
- Market testing all options before recommendation, including speaking with local providers for interest in delivering services and establishing costs, comparing the proposed offer with local and national good practice, mapping out work loads of any new posts and working with industry leads such as the Telecare Services Association.

2.3 The main findings of the review are:

- The current population of SHDC (Source: ONS Census 2021) is 95,100 people, a rise of 7.7% from 88,300 people in 2011. In SHDC we are projected to see a 41.97% increase in those aged over 65 years by 2043 to 31,944 (Source: ONS), highlighting future demand and increasing need for help to remain independent, and to identify and step in when that independence begins to diminish before a crisis happens.
- From our surveys conducted with future tenants, currently not living in sheltered housing, 35% of them stated they would be looking to move in the next 5 years. Reasons given were to find a more accessible home, to feel safe and secure and to combat social isolation, highlighting the predicted need for a modern service with help and support.
- There are a raft of strategic documents highlighting emerging government priorities to support people to remain at home and promoting a range of housing and support services: Levelling up White paper 03/02/22, Adult Social Care Reform White paper February 2022, Housing our Ageing Population 2022 (LGA). These all indicate the government direction to provide joined up preventative services.
- Recent Ombudsman reports on Service Charges stress the need to ensure charges reflect the services provided and that all work undertaken in communal spaces is regularly checked and recorded.
- The current pull cord system takes approx. 2,000 calls per month, with a third of these being emergency calls, indicating the usage and reliance on this service.
- Approximately 15 calls a month made via the pull cord system result in ambulance call outs, due to the tenant's contacts not being available when called. Each of these calls costs the NHS approximately between £206 and £292. This highlights the need to have a 3rd contact available to respond at all times.
- Many of the calls via the system can indicate that a tenant is deteriorating in health / wellbeing, leading to preventive interventions.
- Over 50% of tenants currently living in sheltered housing require a high level of intervention due to a range of complex health and/or social issues.
- Community centres do not support digital connectivity, limiting activities that can take place.

- Activities in community centres often depend upon how active the surrounding community is. Many tenants stated they wished to attend events but didn't want to have to arrange them.

2.4 The main findings from our engagement with tenants, future tenants, families and partner agencies conducted in the Summer of 2022 are:

- 4 out of the 15 schemes visited and 38% of future tenants mentioned the voids standard and the need for help when setting up a new home, as they had no family to help decorate, and limited ability to arrange the work.
- 63.5% of tenants use their pull cord system, with 60% requesting a new easy to use system, that could be added to if their needs changed.
- 6 out of the 15 schemes mentioned the need to re-work and upgrade the communal spaces, to make them more inviting and help with the activities now wanted.
- Tenants found the Neighbourhood Housing Officers useful and helpful but were not aware or didn't fully understand the role these Officers completed.
- Tenants felt the community centres were important in creating a community and social bonds but would like access to the internet and more activities.
- Tenant satisfaction of their current homes was 74% for being happy at home with 77% stating their homes met their needs. This was also supported by families and friends stating that their property allowed sheltered residents to live independently (90%).
- Over 40% of responses highlighted that they have a current support/care need, with this support coming from Family (53%), Private Providers (18%), Friends (11%), Statutory Care (11%) and charities (7%).
- When we look at services provided and what we could provide it was clear that currently this is not transparent. For instance, 45% believed they paid for a 24/7 response service and only 45% believed they paid for the use of Housing Management.

3 PROGRESS TO DATE

- 3.1** Due diligence has taken place on the pull cord equipment; reviewing all the equipment on offer – what worked, what didn't, what the industry leads were advising. Tender bids have been written and evaluated and contract awarded.
- 3.2** Capital money has been approved to upgrade the community facilities in each area over a 4-year period – 3 centres a year – involving the community.
- 3.3** Focus Groups made up of sheltered tenants were set up in 2021. As of Winter 2023, there are a total of 50 members across the district who meet every quarter with ideas and suggestions. This enables us to act as a point of contact between other services.
- 3.4** Introduction of broadband into community centres to allow tenants access to the internet.
- 3.5** Community activities in the centres have been arranged to aid the tenants, especially in areas where there is limited community activity. Activities put on so far include: Lincs digital sessions, health chats, Socialise and Mobilise, Christmas crafternoons. These have been well attended, and as a result the need to increase the cleaning in the community centres as more activities take place has been identified.

- 3.6** Health Chats are particularly important as they are a partnership between health and housing to engage with tenants on an informal basis and to undertake basic health checks and chat regarding help required. These have identified tenants who need medication for high blood pressure, those who need medication changing and those in need of additional support.
- 3.7** Developing easier and more publicised ways for anyone to book the community centres, and to encourage their use.
- 3.8** An enhanced Void Standard for sheltered tenants has been developed and piloted. The current void Standard was mentioned by 4 out of the 15 Schemes from current tenants, and 38% of future residents said they would need help with moving and settling into properties which also highlighted a support need with setting up a new home. The option is to provide a 3-standard package to those moving in; Bronze – available to all sheltered tenants moving into accommodation as standard – offering walls painted in addition to our normal standard, Silver – a payable standard offering painting and grey carpets/ lino in rooms of choice, Gold – a payable service offering a choice of paint and carpet / lino in rooms of choice.
- 3.9** Partnership working with partner agencies has begun. This has started with improving links to health, by joint working to improve the inequalities in health. Also, the Wellbeing Service has attended consultation events to promote their services.

4 DIGITAL NOTICE BOARDS AND MARKETING

- 4.1** When we engaged with our tenants in the summer of 2023, 5 out of the 14 schemes raised the need to have better communication and the need to know what is going on in community centres without having to go inside. Outside notice boards relied upon staff visiting to update, which was not cost effective.
- 4.2** It is recommended that better communication can be achieved by Digital noticeboards outside and / or inside the community centres to promote events and news that impact the tenants.

This could be centrally controlled; the benefits of this include:

- avoiding the need for Officers to visit locations to put up posters.
- to highlight anything impacting tenants such as important news, health messages.
- to push out urgent notifications such as a Meet & greet session being cancelled, or community centre's being booked out.
- Providing useful information from our website

- 4.3** It is recommended to assess the effectiveness of these notice boards as a communication aid that two community centres in different locations are used a trial to monitor the usage, and tenants' comments.
- 4.4** The lack of branding, marketing and information on the role of Sheltered Housing also became apparent from both consultations undertaken with tenants, and future tenants and also with staff:

- 72% of responses to our survey undertaken with Older Residents within the District, stated that we need to provide more information and advice for older people on housing options and support.
- 66% of families surveyed said the same.
- The stigma of Sheltered Housing rooted in the past – lack of choice, poorly designed, isolation, lack of diversity.

4.5 To overcome this perception and to promote the new service offer it is recommended that new literature is produced.

4.6 The financial implications of these two areas of work would be:

- For 2 notice boards £5,000
- For marketing, printing, and design £8,000

5 RESPONSE SERVICE

5.1 When the data from the pull cord activations was analysed it was discovered that since April 2023 to September 2023, 116 ambulances were called for tenants falling. Of these call outs over half were for non-injury falls and had been called as none of the tenant's emergency contacts were available.

5.2 This analyse highlighted that from interrogating the data from the alarm system was important in helping to prevent a crisis occurring.

5.3 From our engagement with tenants and their families, 42% of them wanted a 24/7 Response service.

5.4 Having access to a response service to help attend in non-emergency cases will reduce the spend in National Health, prevent and avoid hospital admissions, and ultimately the need for tenants to move.

5.5 The introduction of a Response Service that will respond in an emergency for reassurance, non-injury falls when the tenants first and second contacts can't attend is recommended. The number of call outs has been estimated to be approx. 15 per month, which will be closely monitored.

5.6 The financial implication for this will amount to £29,000 a year, recoverable through service charges.

6 CHANGES TO TV AERIALS

6.1 Currently there are communal TV aerials in 619 sheltered bungalows, and 3 flatlet schemes. Upon consultation last year most, tenants stated they didn't like these, they wouldn't connect to digital channels and if the host electric went off all the tenants serviced by that electric lost access to the TV. In addition, the cabling from these causes' issues with the guttering and increased call outs for repairs to tend to these.

It is estimated that the current costs to run, maintain and repair these aerials on an annual basis is £15,000.

6.2 It is recommended to reduce the on-going maintenance and repair of these aerials, by disconnected the communal TV aerials of all the bungalows and providing each property with a TV aerial. This is at a cost of £9,000 taken from EEM schedule of rates.

- 6.3** To ensure the flatlet schemes can have access to digital channels it is recommended that these aerials are upgraded at a cost of £16,000 taken from the EEM schedule of rates. The on-going maintenance and repair of these will be recovered through service charges.

7 CHANGES TO THE ESTABLISHMENT

- 7.1** During Consultations 14 out of the 15 sites visited raised the need to have more face-to-face communication with the Council, to engage and listen to them, continue liaison, to help with contacts to health and to encourage activities in the community centres.
- 7.2** 45% of families surveyed stated that SHDC needed to provide more face-to-face presence on estates for those in sheltered, to understand what was happening and to identify issues early.
- 7.3** Analysis of our current tenants showed that over half of them needed additional help or support due to a range of complex health or other issues, with a further 20% having medium to long term needs. Interrogating the data the alarm system produced highlighted the need to use this to help prevent tenants declining in needs.
- 7.3** In addition, during both rounds of our consultation the need for a handyman service came through very loudly. Some tenants spoke about not wanting to ask family just to come over to change a light bulb – or they forgot, and then would either try and walk in the dark or try to do it themselves – often resulting in falls.
- 7.4** Many spoke about getting frustrated as little tasks they used to be able to do they could no longer complete – and finding someone to help very difficult and open to risk. This then contributes to them being less independent.
- 7.5** There are a range of councils currently that offer this type of service for tenants – all doing it slightly differently.
- 7.6** To enable the new sheltered service to promote independent living and improve well-being the recommendation is to create a new independent Living Team to the HRA Establishment – consisting of four Independent Living Officers, a Senior Co-Ordinator – Independent Living and a Handyman.
- 7.7** The financial implications of this are (all on-costs are included in this) all recoverable through service charges:
- Independent Living Officers - £144,900
- Service Co-ordinator - £48,600
- Handyman (van, tools,) - £50,500
- Telephone / broadband charges (to operate alarm equipment) - £17,000.

8 SERVICE CHARGES

- 8.1** As a committed outcome of the project mandate, the current service charges have been reviewed and refined, taking into account the proposed new services.

8.2 This work has included removing some of the current service charge costs into the core costs, and ensuring that all proposed service charges meet the definition of a service charge:

“A Service Charge is an amount payable by a tenant of a dwelling as part of or in addition to the rent, and when determining the amount of service charge payable it should only be charged where the expense is reasonably incurred, and the service and works are of a reasonable standard.”

8.3 In addition, close attention has been paid to the rules concerning housing benefit and universal credit and service charges to ensure that any increase incurred is affordable to our sheltered housing tenants. Liaison has taken place with Housing Benefit and also legal teams.

8.4 Currently, tenants pay between 2 and 5 service charges, depending on what services they receive. All tenants pay a Sheltered Housing Charge, an Alarm charge. Those who have access to a nearby community centre pay a Community Facilities charge. In addition, those who have a communal TV aerial pay a charge for this service and then 2 of the flatlet schemes pay additional charges for heating to their flats and water.

8.5 It is proposed to re-define these charges to match the new services that will be on offer as follows (A full schedule of the Service Charges can be found at Appendix A):

SERVICE CHARGE HEADING ON RENT ACCOUNT	HB /UC ELIGIBLE	Brief Service charge description
Caretaker / Cleaning Service	YES	Maintenance and cleaning of communal areas and spaces
Compliance / Health and Safety	YES	Undertaking all compliance and FRA for communal areas and spaces, responding in emergencies to communal areas.
Support Services - Managing communal areas	YES	Managing the communal areas and spaces, checking on work, testing equipment
Support Services - Personal	NO	Personal support charge for help with independence, advice and response
Fire Safety - Alarm Monitoring	YES	Monitoring all linked fire/ smoke appliances for communal areas
Personal Alarm Monitoring	NO	Monitoring all pendants
Repairs and Maintenance of Communal spaces	YES	Repairing and maintaining communal areas and spaces, including tree maintenance on estates
Utilities for communal spaces and smoke alarm monitoring	YES	Utilities for communal areas, and electric for powering monitoring linked fire / smoke alarms.
Depreciation	YES	Depreciation charge for equipment
Management Fee	YES	Charge for the management of staff, contracts and monitoring service charges

- 8.6 Any properties still having communal TV aerials, heating and water charges will continue to pay those charges, as well as any other charges they have chosen to pay such as Mobility Scooter storage and any additional peripherals for the pull cord equipment.
- 8.7 Taking all of these elements into account the proposed increase for tenants for their service charges will be no more than £0.88 per week.
- 8.8 As instructed by legal advice we have just undertaken a 4-week formal consultation with our Sheltered Housing tenants on all of the proposed changes and the increase in service charges, which was met with a positive outcome and no challenges.

9 CONCLUSION

9.1 The main results of our research and consultation identified that there was a need to:

- Offer sheltered tenants more face-to-face contact to help with independence and social isolation, and to prevent un-timely admission to hospital and care settings.
- Provide a service that helped tenants when moving in and when simple jobs required to be undertaken.
- Provide more presence on Estates to identify issues and aid with compliance.
- Undertake checks on work, compliance and tests done to ensure they are on target and completed in a satisfactory manner.
- Provide appropriate digital solutions for TV aerials – to reduce the issues tenants currently faced.
- Investigate and trial solutions to aid with communication on Estates and promote activities.
- Revise the service charges to reflect the services provided and present in a transparent fashion and review annually.
- Brand and market the new service to help promote the new service offer.

10.0 EXPECTED BENEFITS TO THE PARTNERSHIP

10.1 The main benefits will include:

- Delivering on improving the Health and Wellbeing of our communities
- Improving the environment
- Improving partnership working
- Enabling effective planning and delivery of housing solutions to meet local needs.
- Ensure our residents in SHDC have access to a range of housing options in the district.

11.0 IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

None

12.0 CORPORATE PRIORITIES

None

13.0 STAFFING

13.1 Additions to the current Establishment by:

- 4 x Independent Living Officers
- 1 Sheltered Service Co-Ordinator
- 1 Handyperson

14.0 WORKFORCE CAPACITY IMPLICATIONS

None

15.0 CONSTITUTIONAL AND LEGAL IMPLICATIONS

None

16.0 DATA PROTECTION

16.1 DPO has been consulted and flow charts, processes, DPIAs and risks are being established for any elements of the service that are required.

17.0 FINANCIAL

17.1 A fundamental review of the service charges currently charged has taken place, involving an alignment of core costs and service chargeable costs, to meet current regulations and ensure value for money is in place. Section 151 Officer has ratified the reflection of true costs.

18.0 RISK MANAGEMENT

18.1 The risks involved in the recommended changes include:

- Challenges from tenants regarding their new service charges – 4-week formal consultation has taken place to mitigate this risk.
- Capacity of the work involved for the Independent Living Officers and Handyperson – to mitigate this their workloads will be monitored by the Service Co-Ordinator to establish service levels.
- Changes to Housing Benefit (HB) and Universal Credit (UC) rules which mean current eligible service charges become in-eligible for HB/UC. Work is on-going with these teams to ensure smooth transitions from current service charges to proposed new ones.

19.0 STAKEHOLDER / CONSULTATION / TIMESCALES

19.1 The following have been consulted on the proposed changes:

- Sheltered Housing Tenants -Informal consultation Spring 2022,
- Families of sheltered tenants – Informal consultation – Spring 2022
- Community Groups, future tenants – informal consultation – Spring 2022
- Ward Councillors – invited to informal consultation – Spring 2022
- HRA staff – informal – Summer 2022
- Assistant Director Housing and Portfolio Holder – Formal -to refine and scrutinise options – Summer 2023
- Housing staff drop-in session – 02 November 2023
- Sheltered Housing Tenants – Formal Consultation - 06 November 2023 to 04 December 2023.
- All Council Members – All Member briefing - 06/12/23.

- Section 151 Officer – scrutinise and advise – November 2023.

20.0 REPUTATION

20.1 In our latest round of consultation the tenants told us that they were happy with the proposed changes and thanked us for listening to them.

21.0 CONTRACTS

None

22.0 CRIME AND DISORDER

None

23.0 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None

24.0 HEALTH AND WELL BEING

24.1 The proposed changes will ensure that our sheltered housing service moves towards a preventive service that helps to keep our older residents at home and independent for a longer period.

24.2 The partnership working with health will identify health issues more quickly and help aid our tenants.

24.3 The introduction of a handyman service will enable small tasks to be completed around the home which will prevent the tenants from attempting to complete them on their own, limiting the potential to fall or have accidents.

25.0 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None

26.0 LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

MISSIONS	
This paper contributes to the following Missions outlined in the Government's Levelling Up White paper.	
Digital Connectivity	By 2030, the UK will have nationwide gigabit-capable broadband and 4G coverage, with 5G coverage for the majority of the population.
Health	By 2030, the gap in Healthy Life Expectancy (HLE) between local areas where it is highest and lowest will have narrowed, and by 2035 HLE will rise by 5 years.
Wellbeing	By 2030, well-being will have improved in every area of the UK, with the gap between top performing and other areas closing.
Pride in Place	By 2030, pride in place, such as people's satisfaction with their town centre and engagement in local culture and community, will have risen in every area of the UK, with the gap between the top performing and other areas closing.

27.0 ACRONYMS

27.1 The following acronyms have been used:

- HRA - Housing Revenue Account
- FRA - Fire Risk Assessments
- HB - Housing Benefit
- UC - Universal Credit
- EEM- Efficiency East Midlands
- DPO – Data Protection Officer

28.0 APPENDICES

Appendix A – Service Charge Description and Schedule

29.0 BACKGROUND PAPERS

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

30.0 CHRONOLOGICAL HISTORY OF THIS REPORT

'A report on this item has not been previously considered by a Council body'.

REPORT APPROVAL	
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Signed off by:	Jason King
Approved for publication:	Tracey Carter

APPENDIX A – SERVICE CHARGE DESCRIPTION AND SCHEDULE

NEW SERVICE CHARGES	WHATS INCLUDED	DESCRIPTION
Caretaker /cleaning Services	<p>Maintenance of outside communal spaces and communal buildings.</p> <p>Managing access for contractors</p> <p>Checking contractor work</p> <p>Communal cleaning</p> <p>Communal area window cleaning</p>	<p>This includes, minor gutter clearance, minor grounds maintenance (weeding, clearing), path clearance, bin emptying, ensuring security of building maintained, litter picking.</p> <p>Allowing contractors into buildings.</p> <p>Checking all contractor work in communal areas is carried out in safe manner and all tenants kept informed.</p> <p>Costs for cleaning communal areas and windows. This may include cleaning of stairs, floors, sweeping, dusting, mopping and hoovering of indoor areas such as kitchens, bathrooms and lounges. This also includes the cost of cleaning materials and equipment.</p> <p>Costs of cleaning communal windows when not part of the communal cleaning contract.</p>
Compliance – Health and safety	<p>Legionnaires assessment</p> <p>Emergency fire panels and lighting testing, service/ maintenance.</p> <p>Annual Fire Risk Assessments and checks of communal spaces.</p> <p>Electrical equipment testing</p> <p>Responding to issues</p> <p>Communal fire equipment service/ maintenance</p> <p>Security of building in and out of hours</p> <p>Compliance with all health and safety aspects.</p>	<p>Contractor costs to test for, and monitor, legionella bacteria, as well as completing risk assessments and maintaining water systems.</p> <p>Contractor costs for testing, servicing, and maintaining fire panels and lighting systems.</p> <p>Contractor costs for carrying out annual Fire risk assessments. Costs associated with checking health and safety of community buildings and communal outdoor spaces, weekly and monthly and reporting any non-compliance.</p> <p>PAT tests ensuring all communal equipment in good working order.</p> <p>Responding, fixing and making areas safe in communal buildings and Estates.</p> <p>Annual servicing on Fixed fire equipment</p> <p>Contractor costs for responding to any issues in and Out of Hours to alarms.</p> <p>Costs associated with monitoring fire risk assessments compliance in communal spaces and areas on weekly, monthly basis.</p>
Repairs and Maintenance of communal spaces and Estates	<p>Costs to repair and maintain the communal building and outside communal areas.</p>	<p>This includes (the list is not exhaustive):</p> <ul style="list-style-type: none"> • Lighting • Outside lighting • Doors • Windows

	Communal boilers service and maintenance.	<ul style="list-style-type: none"> • Locks • Roofs • Bathrooms • Kitchens • Lifts • Appliances • Furniture • Trees surveys and pruning on Estates. • Parking areas • Work on outside communal spaces • furniture <p>Costs for the servicing and/or maintenance of communal boilers and any work or parts needed to repair these.</p>
Utilities	Communal gas supply	Costs from utility providers for any gas supplied to communal areas. We pay this to them on behalf of residents.
	Communal electricity supply	Costs from utility providers for any electricity supplied to communal areas. We pay this to them on behalf of residents. This also includes electricity supply for communal TV aerials and electricity to power fire and smoke detector systems.
	Communal water supply	Costs from utility providers for any water supplied to communal areas. We pay this to them on behalf of residents.
	Sewerage/water pumps service and maintenance	Cost towards the servicing and maintaining of sewerage plants, sewerage pumping stations, surface water pumps and water and sump pump systems, that supply communal areas.
	Phone costs	Costs for phone lines/broadband connected to the smoke and fire alarm systems.
	Business Rates	Costs for Business Rates for the communal areas and communal equipment.
Water metre Charge	Water Charges	For individual flatlets who don't have their own water metre
Fire Safety – Alarm monitoring	Communal Smoke Detectors, service/ maintenance.	Contractor to service all Communal Smoke Detectors and equipment annually and repair when faults reported.
	Communal and linked areas smoke detectors service/ maintenance.	Annual servicing of all linked smoke detectors and repair when faults detected.
	Door, smoke and fire alarm monitoring	Contacto costs for monitoring of linked communal smoke detectors, fire panels and door entry systems
Personal Alarm monitoring	Pendant for alarms	Contractor costs for monitoring pendants and pull cords issued as part of sheltered housing service.
Support Services – Managing	Independent Living Officer	Costs for Officer (this list is not exhaustive): <ul style="list-style-type: none"> • Test communal and linked smoke detectors on a quarterly basis.

Communal Spaces	<p>Response Service</p> <p>Handyperson Service</p>	<ul style="list-style-type: none"> • Maintain and report on safety in communal buildings and estates. • Manage the communal buildings and estates. • Ensure all remedial works ordered carried out in communal areas. • Carry out health and safety audits. <p>Costs for contracted response service to attend:</p> <ul style="list-style-type: none"> • Reports of fire in communal spaces / areas <p>Costs associated with handyperson:</p> <ul style="list-style-type: none"> • Undertaking minor repairs and maintenance to communal buildings. • Undertake minor repairs and maintenance on communal estates.
Support Services - Personal	<p>Independent Living Officer</p> <p>Response Service</p> <p>Handyperson Service</p>	<p>Costs for Officer:</p> <ul style="list-style-type: none"> • To encourage activities in communal areas • Check on Tenants and help signpost to help. • Update annual wellbeing plans. • Work with agencies to deliver support. <p>Contractor costs for Response Service:</p> <ul style="list-style-type: none"> • To respond for non-injury falls to reduce number of ambulance call outs. • To respond when named contacts can't be reached. • To respond when named contacts too far away and response required. <p>Costs associated with handyperson: Delivering up to 3 small handyperson jobs to each tenant per year</p>
Flatlets – TV aerials	<p>Maintenance</p> <p>Repair</p>	<p>Of communal TV system for flats</p> <p>Required of TV communal system for flats</p>
Depreciation	To replace equipment / furniture at end of life	Fire Alarm monitoring equipment, communal TV aerials, laundry and new communal furniture, curtains, carpets upgrades
Management Charge	Charged at 16%	<p>To cover the costs of all management of:</p> <ul style="list-style-type: none"> • All contracts associated with communal areas. • All staff working within communal areas. • Ensuring tests and compliance for communal areas is up to date and monitored. • Reporting on all performance for contracts and works on communal areas. • Monitoring costs and charges for communal areas.

SERVICE CHARGE HEADING ON RENT ACCOUNT	HB ELIGIBLE	BUNGALOWS WITH CC	BUNGALOWS COMMUNAL ESTATES ONLY	FLATLET – GLEN HAVEN	FLATLET – NENE COURT	FLATLET – TRINITY COURT
Caretaker / Cleaning Service	YES	2.74	0.57	2.98	4.56	4.95
Compliance / Health and Safety	YES	1.21	0.36	1.83	2.40	2.63
Repairs and Maintenance of Communal spaces	YES	1.08	0.66	1.60	3.16	4.71
Utilities - CC	YES	1.07	0.33	3.86	8.29	9.25
Water Metre Charge	NO	0	0	0	1.15 / 1.35	2.41
Fire Safety - Alarm Monitoring	YES	2.88	2.88	2.88	2.88	2.88
Personal Alarm Monitoring	NO	0.17	0.17	0.17	0.17	0.17
Support Services - Managing communal areas	YES	2.23	1.34	2.48	2.65	2.85
Support Services - Personal wellbeing	NO	0.70	0.70	0.70	0.70	0.70
Flatlet TV aerials	YES	0	0	0.52	0.60	0.60
Depreciation	YES	1.19	1.19	1.24	1.26	1.36
Management Fee	YES	2.12	1.31	2.92	4.27	4.82
TOTAL WEEKLY CHARGE		15.40	9.51	21.18	32.09	37.33

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REPORT TO:	Cabinet
DATE:	13 February, 2024
SUBJECT:	Risk Management Framework
PURPOSE:	To review a revised Risk Management Framework
KEY DECISION:	No
PORTFOLIO HOLDER:	Councillor Jim Astill – Corporate, Governance and Communications
REPORT OF:	John Medler, Assistant Director – Governance
REPORT AUTHOR:	Corey Gooch – Business Intelligence and Change Manager
WARD(S) AFFECTED:	All
EXEMPT REPORT:	No

SUMMARY

This report brings forward a Risk Management Framework to ensure a consistent approach across the three Councils. This is based on good practice and feedback from internal audit.

RECOMMENDATIONS

That the Risk Management Framework at Appendix A be supported and recommended to the Cabinet for adoption.

REASONS FOR RECOMMENDATIONS

To provide an aligned and consistent approach to risk management at South Holland District Council focused on best practice across the Partnership.

OTHER OPTIONS CONSIDERED

Do nothing. It has already been agreed by Councillors, via the Annual Delivery Plan, that a Risk Management Framework for the Partnership should be developed for consideration. As such, this option was discounted.

1. INTRODUCTION

- 1.1. When the South & East Lincolnshire Councils Partnership formed in October 2021, the Partnership Business Case identified opportunities for collaboration between the Partnership Councils, including the alignment of policies where appropriate.
- 1.2. In the 2023/24 Annual Delivery Plan, approved by Council in March 2023, an action was identified to draft a Risk Management Framework which can be applied across the partnership for consideration. Aligning the format and reporting process for risks across the three sovereign Councils will ensure that risk management continues to be efficient and effective across the Partnership.
- 1.3. This report brings forward the Risk Management Framework for consideration.

2. REPORT

- 2.1. A Risk Management Framework has been drafted for the council at Appendix A.
- 2.2. The Framework aligns risk management good practice from all three Councils and across the sector.
- 2.3. As part of the recent internal audit of risk, our internal auditors reviewed the draft and suggested improvements to wording and formatting which have been incorporated into the final document.

3. CONCLUSION

Whilst there will always be sovereign risks and registers of these risks to each council, an aligned Risk Management approach is a natural next step for the Partnership to ensure a consistent approach and to incorporate good practice.

The Framework will support the Council to manage its services in an effective and efficient manner and to ensure good governance is in place.

EXPECTED BENEFITS TO THE PARTNERSHIP

A Partnership approach has been agreed for 2023/24.

IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

A Partnership approach has been agreed for 2023/24.

CORPORATE PRIORITIES

Whole report

STAFFING

None specific to this report.

CONSTITUTIONAL AND LEGAL IMPLICATIONS

None specific to this report.

DATA PROTECTION

None specific to this report.

FINANCIAL

None specific to this report.

RISK MANAGEMENT

Whole report

STAKEHOLDER / CONSULTATION / TIMESCALES

Consultation with SLT and Internal Audit.

REPUTATION

None specific to this report.

CONTRACTS

None specific to this report.

CRIME AND DISORDER

None specific to this report.

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None specific to this report.

HEALTH AND WELL BEING

None specific to this report.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None specific to this report.

APPENDICES

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

APPENDIX A	Risk Management Framework
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BACKGROUND PAPERS

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

CHRONOLOGICAL HISTORY OF THIS REPORT

Name of body	Date
Audit & Governance Committee	18 January, 2024
Cabinet	13 February, 2024

REPORT APPROVAL

Report author:	Corey Gooch – Business Intelligence and Change Manager
Signed off by:	John Medler – Assistant Director – Governance
Approved for publication:	Councillor Jim Astill – Corporate, Governance and Communications



DRAFT RISK MANAGEMENT FRAMEWORK

South Holland District Council

[Abstract](#)

This policy sets out the South Holland District Council's commitment to managing risk. It states the principles that will be followed for implementing effective risk management and provides an overview of the anticipated benefits in taking this approach to risk management.

SOUTH HOLLAND DISTRICT COUNCIL
Risk Management Policy

<i>Policy Review Date</i>	
<i>Review Cycle</i>	<i>4 Year</i>
<i>Next Policy Review Date</i>	
<i>Final Panel for Approval</i>	<i>Full Council</i>

Introduction

A risk can be defined as **“An uncertain event or set of events that, should it occur, will have an effect on the achievement of objectives. A risk is measured by a combination of a perceived threat or opportunity and the magnitude of its impact on objectives¹”**.

Every aspect of Council work involves some risk, there is an increasing expectation that risk needs to be managed well, to cut waste and inefficiency, and reduce unanticipated problems. Successful organisations are not afraid to take risks; unsuccessful organisations take risks without understanding them. Making the most of opportunities to improve public services, involves some amount of risk taking.

This policy and the accompanying risk management process guide take account of the Management of Risk (M_o_R)¹ Best Management Practice Guide from the Cabinet Office and the principles of the international standard for risk management. Implementation of these principles and the risk management framework will ensure that the Council achieves excellence in the approach to the management of risk.

Risk is unavoidable. It is an important part of life that allows us all to move forward and develop. The Council’s overriding attitude to risk is to operate in a culture that is open to all potential options in which all risks are identified, understood and proportionately managed, rather than avoided. Risk management therefore needs to be taken into the heart of the Council with councillors and officers at all levels recognising that risk management is part of their role within the council. We need to have the structures and processes in place to ensure the risks and opportunities of daily Council activities are identified, assessed and addressed in a standard way. We do not shy away from risk but instead seek to proactively manage it. This will allow us not only to meet the needs of the community today, but also be prepared to meet future challenges.

¹ M_o_R is a Registered Trade Mark of the Cabinet Office.

The Principles and Objectives of Risk Management

The following general principles of risk management activities will be applied across the authority:

1. ALIGNS WITH OBJECTIVES

Risk management aligns continually with organisational and partnership focused objectives.

2. FITS THE CONTEXT

Risk management is designed to fit the current context.

3. ENGAGES STAKEHOLDERS

Risk management engages stakeholders and deals with differing perceptions of risk.

4. PROVIDES CLEAR GUIDANCE

Risk management provides clear and coherent guidance to stakeholders.

5. INFORMS DECISION MAKING

Risk management is linked to and informs decision-making across the organisation

6. FACILITATES CONTINUAL IMPROVEMENT

Risk management uses historical data and facilitates learning and continual improvement

7. CREATES A SUPPORTIVE CULTURE

Risk management creates a culture that recognises uncertainty and supports considered risk-taking.

8. ACHIEVES MEASURABLE VALUE

Risk management enables achievement of measurable organisational value.

Risk Management

In carrying out its objectives the Council faces internal and external factors that make the successful achievement of our objectives uncertain. Risk arises because our objectives are pursued against this uncertain background.

As risk is very much concerned with the achievement of our objectives, the management of risk is closely linked to the creation of our corporate, business, project and partnership plans and objectives. Risk is implicit in the decisions that the Council makes and how we make those decisions will affect how successful we are in achieving our objectives.

The risk management framework will be fully integrated with the normal business and performance management frameworks across the authority.

Risk Governance Levels

The Council manages risk at three governance levels – strategic, operational and programme/project management, each having their own risk management responsibilities.

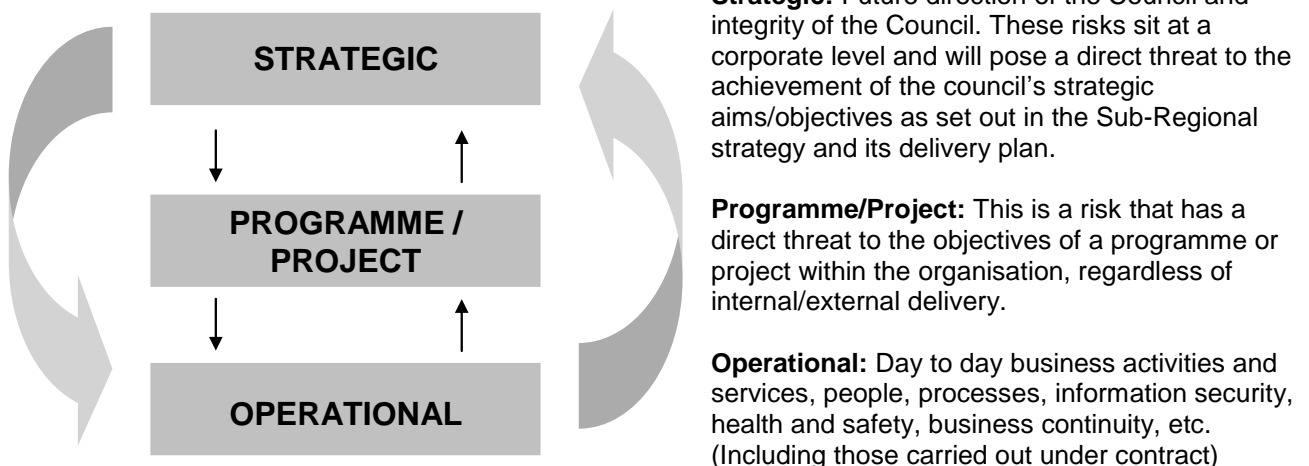


Figure 1 – The different governance levels of risk within the organisation

NB: Partnership governance arrangements will have their individual specific agreements that may involve the Council managing the performance and risk on behalf of the Partnership or may involve the Council participating in an externally managed process.

Benefits of Risk Management

Effective risk management and strategy delivers benefits to individual services and the Council as a whole. The key benefits include:

- A better, more informed, decision-making process.
- The ability to manage the process of achieving objectives.

By delivering enhanced risk management practice and adhering to the above principles, we expect the following benefits to be realised:

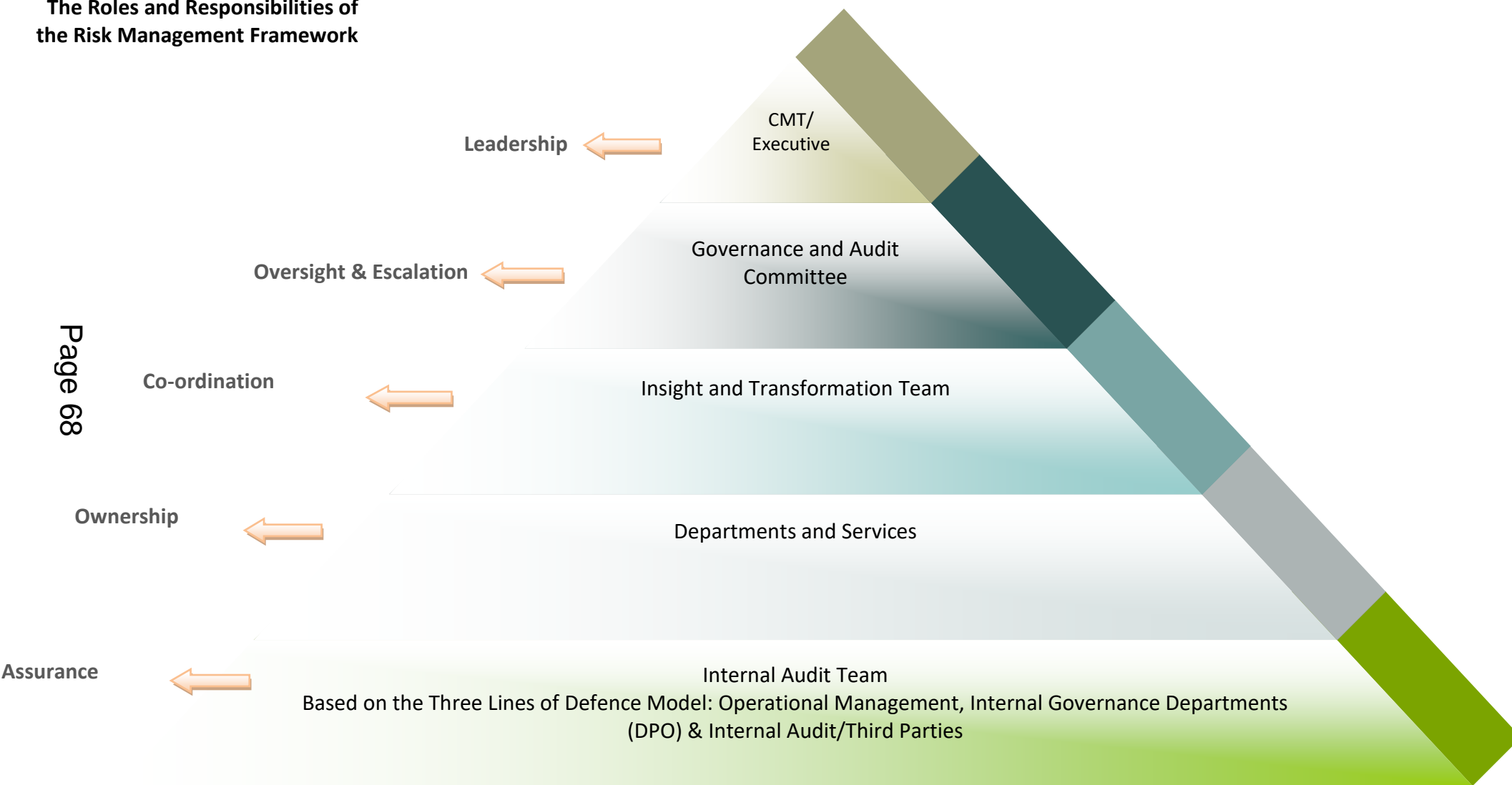
- Clear focus on objectives
- Established and reliable basis for decision making and planning.
- Increased likelihood of achieving our objectives
- More robust assessment of opportunities
- Improved business planning through risk-based decision making.
- Improved governance
- Improved controls
- Enhanced stakeholder confidence and trust
- Enhanced performance through an integrated approach
- Effective allocation and use of resources for risk treatment
- Improved organisational resilience.

Roles and Responsibilities

To implement the framework specific roles and responsibilities have been identified. All members, managers, officers, and partners must understand the nature of risk and accept responsibility for managing those risks associated with their area of activity. The key roles for the councils risk management framework is demonstrated in the table below.

The Roles and Responsibilities of the Risk Management Framework

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CMT/Executive Board

As the political and corporate leaders of the organisation both parties are responsible for driving and embedding risk as part of the organisations culture promoting and practicing risk management throughout the Council as part of usual activities and the sharing of best practice and experience between services. CMT/Executive Board key tasks are:

- to own and assure adherence to the risk management policy
- to validate the review of the risk management policy and associated documentation
- to agree a risk appetite score for the council
- to identify strategic risks which are likely to have a significant negative or positive impact on the achievement of the council's objectives and monitor and update these risks on a regular basis
- individual members of CMT will be responsible for developing action plans for the strategic risks identified and establishing measures of their performance
- to review the risk implications identified for all reports before going to Council, Executive Board or other relevant committees
- work with Executive members to identify the risk appetite for the Council.
- to prioritise the implementation of risk improvement measures for strategic risks in terms of significance to the council, against available resources
- to make recommendations for the treatment of strategic risks above the council's risk appetite
- to review proposed recommendations for the treatment of operational risks above the council's recognised risk appetite
- building a corporate culture of risk awareness within the council
- encouraging staff to be open and honest in identifying risks or opportunities
- to review risk management arrangements across the council ensuring the risk mitigation process is part of all major projects, partnerships, contracts and change management initiatives

Governance and Audit Committee

The Governance and Audit Committee is responsible for reviewing the effectiveness of the systems and processes in place for managing risk. Governance and Audit Committee members have a responsibility to understand the strategic risks that the Council faces and will be made aware of how these risks are being managed through the annual strategic and service planning process.

The Governance and Audit Committee key tasks are:-

- reviewing the risk management policy and associated documentation
- review, support and monitor the implementation and ongoing processes for identifying and managing the Council's risks
- receive reports on a regular basis on the management of the risks identified in the strategic risk register and exceptions reported from the operational risk register
- review and comment on proposed recommendations for risk treatment measures for risks above the Council's recognised risk appetite (red status)
- make recommendations to Executive Board if changes are needed to improve risk management

Insights and Transformation Team

The Insights and Transformation team will work closely with the Designated Risk Officer supporting CMT and the managers in championing risk management and driving its implementation within the Council.

Key tasks are:

- ensuring the risk management policy is implemented.
- support and advise CMT and managers.
- review and update the risk management policy and framework and submit to CMT and Governance and Audit Committee for their review.
- co-ordinate the ongoing identification of strategic and operational risks with CMT and service managers
- report monitoring information including significant control failings or perceived weaknesses and quality of management's ongoing monitoring of risks on a regular basis
- establish any links between operational and strategic risk registers and action plans and ensure consistency of approach.
- co-ordinate the monitoring of progress action plans (both strategic and operational) that have been put in place to manage risks.
- co-ordinate risk management training when required.
- to research, attend risk management conferences/seminars, identify best practice in risk management, to provide guidance and support on introducing risk management measures and techniques, and assist with promoting best practice.
- maintaining internal risk management information and material resources up-to-date with best practice
- working with the SIRO/DPO to review risks to data and information

Managers

(A manager is used here generically as someone who leads a service irrespective of formal title)

Managers will demonstrate their commitment to risk management within their services through: -

- identifying operational risks which are likely to have a significant negative or positive impact on service delivery and/or on the achievement of the Council's aims/priorities
- prioritising the implementation of risk improvement measures for operational risks in terms of significance to the service, against available resources
- individual managers will be responsible for developing action plans for service risks identified and establishing measures of their performance
- monitoring and updating owned risks on a regular basis
- encouraging staff to be open and honest in identifying risks or missed opportunities
- ensuring the risk management process is part of all major projects, partnerships, contracts and change management initiatives within their service areas
- producing reports to CMT with recommendations for the treatment of service risks above the council's approved risk appetite (red status)

- attend risk management training when required
- promoting risk awareness within own service area as key part of the council's culture and providing risk advice and support to staff within their service areas.

All Staff

All staff will need to understand their role in the risk management process and the nature of risk in local government in order to achieve their aims/objectives. They need to know how to evaluate risks and when to accept the right risks in order to pursue an opportunity. To do this staff will need to have an understanding of the risk management techniques available to use and when to use them.

It is important that all staff recognise that they share responsibility for embedding a risk management culture into the heart of the council by ensuring that risk management becomes an integral and natural part of the way they work. This involves staff incorporating risk management into core business processes such as service planning, project management, performance, decision making, policy making and partnership working within their service areas. By embedding an effective risk management culture, the council is able to demonstrate value for money gains, long term sustainability, effective decision making and leadership, and how it supports innovation. Therefore, all staff will need to recognise and understand the contribution they make and be proactive in supporting and driving a culture of well-managed risk taking.

Internal Audit

The role of internal audit is to provide independent assurance that an organisation's risk management, governance and internal control processes are operating effectively.

Key tasks are:

- Evaluate and improve the effectiveness of governance, risk management and control processes.
- Provides members and senior management with assurance that helps them fulfil their duties to the organisation/stakeholders and residents.

Key Components of Risk Management

Risk Management Process

The risk management process is set out in this policy and describes how risks are identified and assessed, resulting in each risk having a final risk rating.

Risk Appetite

This is the level of risk the council is willing to “tolerate” to meet its objectives. The Executive Board will work with the senior leadership team to define a risk appetite level. This will set a tolerance for any strategic or operational risks that are rated above a certain score to be viewed as unacceptable in the first instance and must be “treated” with Corporate Management Team involvement. At this stage some form of *cost / benefit analysis* may be needed to ensure that the cost of further risk mitigation action does not outweigh the cost of tolerating or accepting the risk. CMT will determine in the overall context of pursuing corporate objectives, the evidence as to the merits of any risk treatment, or ultimately to accept a “High” rated risk and keep it under continuous review.

Procedure for Escalation and Delegation

All operational, programme and project risks rated “Medium/Low” remain in the delegated responsibility of the relevant risk owner, e.g., manager, or programme/project sponsor.

All operational, programme and project risks rated “Critical” (red status) and/or where additional control measures need approval, or delegated authority is required in order to effectively manage risk, will be escalated to CMT. If it becomes appropriate, for example due to an increased impact affect on the Council, any risk may be escalated to strategic level to ensure it receives the relevant attention and support and frequent circulation of risk scores and mitigations must take place.

Risk Reporting

Risk reporting takes place at various governance levels across the Council. The Governance and Audit Committee has responsibility for overseeing the work of the internal and external audit functions of the Council and provides independent assurance of the effectiveness of governance arrangements, risk management and financial management processes. All strategic risks will be reported to the Governance and Audit Committee on a quarterly basis, in order that they can review the effectiveness of the management of the authority’s strategic risks. The Insights and Transformation Team will review risks on a regular basis with all risk owners to ensure that the identified control measures and mitigation plans continue to remain effective. Risk updates will be provided to the Governance and Audit Committee and Corporate Management Team as necessary.

The table below sets out the way in which the different governance levels of risk will be monitored and reviewed:

What	Why	Who	When
Partnership Risk Registers	To monitor progress of risk treatments and to add or remove risks from the register.	Partnership boards	As agreed by the Partnership boards.
Strategic Risk Registers	To monitor progress of risk treatments and to add or remove risks from the register	Corporate Management Team/ Executive Board	Quarterly
Programme / Project Risk Registers	To monitor progress of risk treatments and to add or remove risks from the register. To escalate existing risks if necessary.	Programme & Project Sponsors	As agreed by the relevant Programme / Project boards
Operational Risk Registers	To monitor progress of risk treatments and to add or remove risks from the register. To escalate existing risks if necessary.	Service Management	Monthly

Risk Training

It is important to provide Members and staff with the knowledge and skills necessary to enable them to carry out their duties competently.

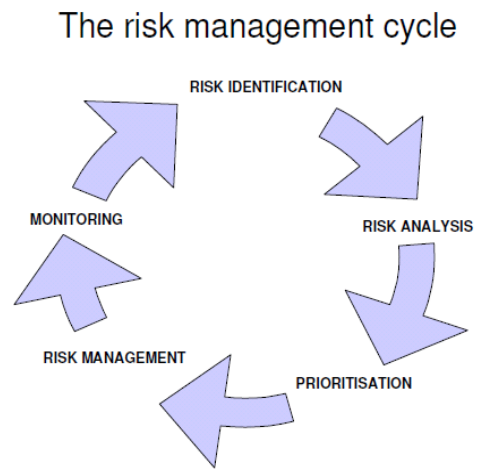
Training requirements fall into 3 broad categories:

1. **General Awareness** – all members and staff need a general awareness of what risk management is and how the Council aims to manage risk effectively.
2. **Corporate Responsibility** – those with corporate responsibility under the framework need to fully understand what those responsibilities are and how they should fulfil them.
3. **Actively Managing Risk** – Those responsible for actively managing risks need the appropriate skills and knowledge to use the tools at their disposal.

Performance Management

Risk management and performance are closely aligned, as risk management encompasses managing uncertainties and the impact this will have on the achievement of objectives. Risk reporting is an integral part of the council’s governance system.

Risk Management Process



Risk identification

This stage involves identifying the risks that could have an impact on the achievement of objectives. Techniques which can be used to identify risks include:

- workshops with team members
- discussion/review sessions
- questionnaires/surveys
- process mapping
- comparisons with other organisations/internal departments
- discussions with peers

There are numerous different types of risks that the Council may face. To ensure that a holistic approach to risk identification is taken and that the risk process does not just concentrate on financial risks the following checklist of risk types/drivers should be considered when identifying risks.

• Political	• Customer / citizen	• Fraud
• Economic	• Managerial / professional	• Competitive
• Social	• Financial	• Reputational
• Technological	• Legal	• External changes
• Legislative / Regulatory	• Partnership / contractual	• Changes to internal arrangements
• Environmental	• Physical	• Global

Describing the risk fully is vital to ensuring that it is properly understood, and relevant actions are taken to manage it. To assist this the following are recorded on the risk register for each risk:

- Risk Description – A short but adequate description of the risk. Typical phrases include *Risk of... Failure to.... Failure of... Lack of... Loss of... Uncertainty of.... Delay in.... Inability to... Inadequate... Partnership with... Development of... Opportunity to...Damage to...*
- Risk Causes - Why might the risk happen? There can be immediate causes of a risk and underlying causes. A typical “cause” sentence is: “Because we do not have ... because financial pressures mean ... because we have no expertise ... etc.” Describing this thoroughly will make it easier to identify current mitigations and future actions
- Risk Impact/Implications - What the consequences might be if the risk were to occur? In other words, answer the “so what?” question. Consider both immediate effects and future effects. This will give a better sense of the impact of the risk and whether or not action is required.

Once identified, the risk is recorded in a ‘Risk Register’. A risk owner must be allocated and recorded against each risk on the risk register. Such accountability helps to ensure ‘ownership’ of the risk is documented and recognised. A risk owner is defined as a person with the accountability and authority to effectively manage the risk. At this stage there may well be a long list of possible risks. The next step will help to assess these in order of importance.

Risk analysis

To ensure resources are focused on the most significant risks, the Council’s approach to risk management is to assess the risks identified in terms of both:

- Current risk likelihood - How likely is the risk to occur? and
- Current risk impact - What are the impacts of the risk?

To ensure that a consistent scoring mechanism is in place across the Council, risks are assessed using the agreed criteria for likelihood and impact detailed in Tables 2 and 3.

A risk may have multiple impacts; in these cases, the highest scoring impact should always be utilised to generate the risk score.

Existing actions, which are helping to minimise the likelihood and/or impact of the risk occurring, are identified for each risk and taken into account when scoring the risk. These actions are specifically those in place or completed.

Unless it is a new area of activity it is likely that some action will already be undertaken to manage identified risks. Details of mitigations that are in place to manage the risk should be recorded in the risk register with an owner.

The following is recommended when reviewing or considering a risk

- Consider whether the risks are still valid.
- Ensure the risks are the “live” issues facing the Organisation;
- Identify any new risks to propose for inclusion, either as a result of escalation from operational level or entirely new;
- Review the trigger indicators and whether any circumstances have materialised which impact on the risk rating;
- Ensure the Risk Owner is correctly identified and the owner of the risk understands their risk;
- Ensure that the cause and effect of the risk are clearly identified;
- Assess the triggers and indicate whether each one is distant, imminent or has been reached;
- Provide likelihood and impact ratings for inherent risk if required;
- Review the mitigating actions to ensure that they are SMART, in particular, clearly identify a target date for each mitigating action;
- If the mitigating action is an ongoing control issue, consider rewording this to reflect any action you will be taking in relation to this;
- Only include key mitigating actions (ideally a maximum of 5);
- Provide probability and impact ratings for residual;
- Set direction of travel for each risk. This can either be increasing, static or reducing.
- Consider whether the risk remaining after mitigating actions is within the stated risk appetite and select any further management action;
- Complete a short narrative on the current status of the risk including off-track mitigating action, direction of travel of the risk over the following 3 months and proposed action if residual risk is beyond risk appetite in that area.

Risk Response

The risk appetite for an organisation will dictate the most appropriate response to control each risk. Risk appetites are defined by the Executive Board and the Corporate Management Team.

Each response to risk is categorised into one the 4Ts of risk control:

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

Those risks within the risk appetite are generally acceptable and require no further intervention. However, they should still be documented and monitored to ensure they do not move beyond the risk appetite in the future. Those risks beyond the risk appetite

require mitigation as well as an understanding of the implications of these risks should they occur.

Any existing mitigating actions should be challenged to see if they are appropriate and then any extra or alternative actions should be considered. Should the risk be avoided, eliminated, reduced, transferred or accepted?

It is important to make sure that any action taken is appropriate to the risk and not to take action for the sake of it. A cost benefit analysis may be needed to help to achieve the right balance.

It also helps to be clear about exactly what is being treated – cause, consequence, likelihood, impact or a combination.

Control actions should always be SMART – Specific, Measurable, Achievable, Realistic and Time-bound.

Review cycles will depend largely on the level of risk with high-risk areas being reviewed more frequently than lower risk areas. Reviews may also be triggered by changes in circumstance, as risks do not remain static.

Opportunity

Risk management is the process for effectively identifying, evaluating, prioritising and mitigating the risks. Effectively managing our risks means that we can maximise opportunities and minimise the costs and disruption to the Council caused by undesired events.

Table 2: Scoring risk likelihood

Likelihood score	1	2	3	4	5
Definition	Rare	Unlikely	Possible	Likely	Almost certain
Description	This risk would occur only in rare / particular circumstances	The risk is technically possible, but an occurrence is not foreseeable in the medium-long term	The risk is a real possibility but the likelihood of an occurrence in the short-medium term is small	The risk is probably going to occur at some point in the medium term, possibly sooner	The risk is expected to occur imminently / regularly
Timeframe	Will occur at some point in the next 10 or more years	Will occur at some point in the next 3-10 years	Will occur at some point in the next 1-3 years	Will occur at some point within the year	Will occur at some point in the next few months

Probability	10% or less	Between 10-30%	Between 30-50%	Between 50-85%	85% or more
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Table 3: Scoring risk impact

Impact score	1	2	3	4	5
Title	Minimal	Low	Medium	High	Critical
Reputation risk	Individual complaint raised	Multiple complaints	Negative local press coverage for one day, increased complaints for more than one week	Negative national press coverage for one day, ongoing negative local coverage	Negative national press coverage over several days. Public criticism from MP, LGA, County Council or national service body
Financial risk	Up to £10,000	£10,000-£50,000	£50,000-£250,000	£250,000-£500,000	Over £500,000
Service Delivery/Operations risk	Individual members of staff having work disrupted	Multiple members of staff unable to work	Total service outage for one day or less	Total service outage for several days	Total service outage for more than a week
Environmental risk	Immediately remedied damage in an isolated area	Easily remedied damage in an isolated area	Short term damage in an isolated area requiring partners assistance	Damage requiring special budget provision to rectify	Major or widespread damage requiring central government assistance
Health and Safety risk	People engaging in hazardous activities without awareness	Individual receives minor injuries	Multiple people receive minor injuries	Individual serious injury	Multiple people seriously injured, individual loss of life

Risk prioritisation

The combination of risk likelihood and risk impact is then plotted onto a Risk Scoring Matrix to provide an overall Risk Score.

Risk Scoring Matrix

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

The risk score indicates the action required to be taken by risk owners to manage the risk as indicated below:

Final Risk scoring	Colour
Minimal Risk	Green
Low Risk	Light Green
Medium Risk	Yellow
High Risk	Orange
Critical Risk	Red

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REPORT TO:	Cabinet
DATE:	13 th February 2024
SUBJECT:	Regulation of Investigatory Powers Act 2000 – Partnership Policy
PURPOSE:	To seek approval from Cabinet for the Regulation of Investigatory Powers Act 2000 – Partnership Policy for South and East Lincolnshire Councils Partnership following consideration at Policy Development Panel
KEY DECISION:	<i>N/A</i>
PORTFOLIO HOLDER:	Cllr Astill, Portfolio Holder for Corporate Governance and Communication
REPORT OF:	Christian Allen; Assistant Director Regulatory and Senior Responsible Officer (SRO) for RIPA
REPORT AUTHOR:	Christian Allen; Assistant Director Regulatory
WARD(S) AFFECTED:	All
EXEMPT REPORT?	<i>No</i>

SUMMARY

The purpose of this report is to seek Cabinet approval for the Regulation of Investigatory Powers Act (RIPA) 2000 - Partnership Policy. The Policy brings together the previous South Holland District Council RIPA Policy with the Joint RIPA Policy at East Lindsey District Council and Boston Borough Council; to create a single RIPA Policy for the Partnership.

The new Partnership Policy seeks to align and harmonise current practice and procedures across the three Councils and to bring RIPA related arrangements up to date with current guidance issued by the Home Office and the Investigatory Powers Commissioners Office (IPCO), the regulatory body that oversees compliance with RIPA by public bodies.

This report seeks Cabinet approval for the Regulation of Investigatory Powers Act (RIPA) 2000 Partnership Policy having considered feedback from Policy Development Panel.

RECOMMENDATIONS

1. That Cabinet consider the report, policy and any feedback from the Policy Development Panel and approve the Regulation of Investigatory Powers Act (RIPA) 2000 - Partnership Policy.
2. That the Assistant Director Regulatory / Senior Responsible Officer, in consultation with the Portfolio Holder, be given delegated authority to make such amendments to this policy as may from time to time be required in order to (i) reference any links or amended links to other documents as may be required; and (ii) reflect any issues over which the Council has no discretion including, but not limited to, references to any legislative changes and amended guidance. Any material amendments to the policy will be subject to the usual approval process in line with the Constitution.

REASONS FOR RECOMMENDATIONS

To ensure that Members are aware of the duties imposed on the Council by the Regulation of Investigatory Powers Act 2000 and the requirement to adopt a Policy that is up to date, relevant and fit for purpose.

Ensuring Members are informed about RIPA activity, policy and procedures demonstrates good governance and an organisational commitment to the obligations imposed by RIPA on public bodies.

OTHER OPTIONS CONSIDERED

Retain independent, sovereign policy to meet the obligations imposed by RIPA on South Holland District Council.

This option has not been explored as economies of scale, efficiencies and shared learning can be optimised by harmonising our approach to RIPA across the Partnership. This sub regional approach also accords with the objectives set out in the Memorandum of Agreement and the Business Case for the South and East Lincolnshire Councils Partnership.

1. BACKGROUND

- 1.1 Correspondence received from IPCO during 2023 indicated that South Holland District Council was due an inspection of their RIPA compliance during 2023. In subsequent discussions with IPCO and having explained the operational impact of the South and East Lincolnshire Councils Partnership on the conduct of our enforcement arrangements, it was agreed that the inspection of South Holland could be deferred to bring planned inspection dates for Boston and East Lindsey into line. Hence the IPCO inspection could be undertaken as one inspection of RIPA arrangements at all three Council's in the Partnership.
- 1.2 The inspection deferral has also enabled the Partnership to commence the journey to harmonisation of current practice, arrangements and procedures as regards RIPA across the three Councils, an approach which was endorsed by Governance and Audit Committee on 9th November 2023.

2. REPORT

- 2.1 Development of the Partnership RIPA Policy commenced late last year with expertise provided by BLS Stay Compliant Ltd. Engaging a national company to undertake the work in collaboration with the SRO has ensured that the policy meets the national guidelines and codes of practice, provided by IPCO and the Home Office, as well best practice nationally.
- 2.2 The output of this work is attached at Appendix A and Cabinet are invited to consider the policy along with the report and any feedback from Policy Development Panel before approving the policy for adoption at South Holland District Council.
- 2.3 Ahead of the planned inspection for the Partnership, IPCO require a self-assessment to be completed. This was completed and returned to IPCO on 21st December 2023. The self-assessment provided a summary of our current status in terms of; remedial actions completed following the previous inspection (2020), RIPA policy status and last review, training of staff, security or records, designation of officers, assurance around access to social media and communications data, managing CCTV systems and adherence to codes of practice. We also reported no RIPA powers used since the previous inspection in 2020.
- 2.4 IPCO replied to our self-assessment report on 9th January 2024 stating; “I note that you are in the final stages of amalgamating into one policy and procedure, and that have recognised training and knowledge requirements within South Holland District Council in particular, which you have planned to address”.
- 2.5 The IPCO reply goes on to state that “I am satisfied that your reply to the other matters identified provides your assurance that ongoing compliance with RIPA 2000 and the Investigatory Powers Act 2016 will be maintained. As such, your Council will not require further inspection this year”.
- 2.6 A copy of the letter from IPCO is attached at appendix B for Members information. It is evident from the reply that IPCO are satisfied with our approach as a Partnership subject to; amalgamation of policy, training of officers, and ongoing monitoring and oversight which the Commissioner has helpfully set out.

3. CONCLUSION

- 3.1 The correspondence from IPCO indicates that the Regulator is satisfied with the pace and direction of travel in terms of aligning RIPA policy, procedures and practice across the Partnership.
- 3.2 Development of a RIPA Partnership Policy is part of the commitment to IPCO to achieve ongoing compliance and this report presents the policy to Cabinet for consideration and approval.

4. EXPECTED BENEFITS TO THE PARTNERSHIP

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

5. IMPLICATIONS

5.1 SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

- 5.1.1 Whilst the obligations of RIPA remain the responsibility of each sovereign council, Officers and Members will benefit from a consistent and recognised approach being adopted to meet these obligations across the Partnership.

5.2 CORPORATE PRIORITIES

- 5.2.1 None

5.3 STAFFING

- 5.3.1 Staff with designated roles under RIPA have agreed to support the extension of their responsibilities to South Holland District Council. Designated staff have been consulted and have indicated their agreement to this role and to undertake training.

5.4 CONSTITUTIONAL AND LEGAL IMPLICATIONS

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

5.5 DATA PROTECTION

- 5.5.1 The protection of data is implicit in our obligations and compliance with RIPA 2000 and the Investigatory Powers Act 2016.

5.6 FINANCIAL

- 5.6.1 None

5.7 RISK MANAGEMENT

- 5.7.1 The Council may be exposed to legal, financial and reputational risk were it to undertake enforcement activity inconsistent with the obligations of RIPA. Hence it is important that our policy, practices and procedures are regularly reviewed to ensure that they are up to date with IPCO and Home Office guidance.

5.8 STAKEHOLDER / CONSULTATION / TIMESCALES

- 5.8.1 Consultation has been undertaken with the relevant Portfolio Holder, Assistant Director Governance and Monitoring Officer, Group Manager for Information Governance and Data Protection Officer, Data Protection Officer for South Holland District Council and Section 151.

5.9 REPUTATION

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

5.10 CONTRACTS

5.10 None

5.11 CRIME AND DISORDER

5.11.1 Compliance with the obligations of RIPA must be intrinsic to all enforcement activities undertaken by the Council.

5.12 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

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

5.13 HEALTH AND WELL BEING

5.13.1 None.

5.14 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

5.14.1 None.

5.15 LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

5.15.1 None

6. ACRONYMS

6.1 RIPA – Regulation of Investigatory Powers Act 2000

IPA – Investigatory Powers Act 2016

IPCO – Investigatory Powers Commissioners Office

SRO – Senior Responsible Officer (designated under RIPA)

The Partnership – South and East Lincolnshire Councils Partnership

APPENDICES

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

Appendix A	Regulation of Investigatory Powers Act (RIPA) - Partnership Policy
Appendix B	IPCO letter of reply to the self-assessment report submitted by the SRO on behalf of the Partnership (9 th January 20224)

BACKGROUND PAPERS

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

CHRONOLOGICAL HISTORY OF THIS REPORT

A report on this item has not been previously considered by a Council body.

Name of Body	Date
Policy Development Panel	6 th February 2024

REPORT APPROVAL

Report author:	Christian Allen - Assistant Director Regulatory and Senior Responsible Officer (SRO) for RIPA
Signed off by:	John Leach Deputy Chief Executive - Communities
Approved for publication:	Councillor Jim Astill - Portfolio Holder for Corporate Governance and Communication



REPORT TO:	Cabinet
DATE:	13 February 2024
SUBJECT:	Health and Safety Policy – General Statement of Intent and Arrangements
PURPOSE:	To seek approval from Cabinet for the Health and Safety Policy, following a recent review and consideration by Policy Development Panel.
KEY DECISION:	<i>N/A</i>
PORTFOLIO HOLDER:	Councillor Jim Astill – Portfolio Holder for Corporate, Governance and Communications
REPORT OF:	Christian Allen; Assistant Director Regulatory
REPORT AUTHOR:	Christian Allen; Assistant Director Regulatory
WARD(S) AFFECTED:	All
EXEMPT REPORT?	<i>No</i>

SUMMARY

South Holland District Council (SHDC) is committed to the health, safety and welfare of employees and others who may be affected by Council activities. The Council are obliged to make provisions for health, safety and welfare according to the Health & Safety at Work etc. Act 1974 and subsequent regulations made under the Act.

The Council recognises that employees are a vital asset and is committed to the prevention of injury and ill health to all employees, and also to the health, safety and welfare of non-employees, who may be affected by the Council's work activities.

Amongst the explicit duties imposed on the Council as an employer, is the requirement to provide a written health and safety policy and to review the Policy from time to time to ensure that it remains compliant and fit for purpose.

Cabinet are asked to approve the Health and Safety Policy following a recent review and consideration by Policy Development Panel.

RECOMMENDATIONS

That Cabinet approve the Health and Safety Policy.

REASONS FOR RECOMMENDATIONS

To ensure that Members are aware of the duties imposed on the Council by the Health & Safety at Work etc. Act 1974 and the requirement to maintain a Health and Safety Policy that is up to date, relevant and fit for purpose.

That Members are informed of their responsibilities, and those of Officers, as set out within the Health and Safety Policy.

OTHER OPTIONS CONSIDERED

None. The Council has a legal obligation to provide a Health and Safety Policy.

1. REPORT

- 1.1 The Health and Safety Policy for South Holland District Council sets out the policy framework and means by which the Council seeks to meet the health, safety and welfare obligations that it has to its workforce, contractors and those affected by the undertakings of the Council.
- 1.2 Good practice dictates that Health and Safety Policy is reviewed every three years and hence the recent review was identified in the SHDC Policy Register tabled at Policy Development Panel on 12th December 2023.
- 1.3 The policy review has been completed by the Health and Safety Manager at PSPS Ltd in collaboration with the Assistant Director Regulatory and thereafter followed consultation with the South Holland Health and Safety Working Group. The output from these deliberations is the Health and Safety Policy attached at appendix A to this report.
- 1.4 Whilst recognising the leadership of the Council has changed, there have been no other adjustments made to the Policy.
- 1.5 Members may wish to be aware that the Health and Safety Policy for South Holland District Council has now been aligned with the Health and Safety Policies for Boston Borough Council and East Lindsey District Council. Whilst each Council is required to have their own Health and Safety Policy, the content and appearance of the documents are the same and review dates are now aligned across the Partnership.

2. CONCLUSION

- 2.1 Cabinet approve the Health and Safety Policy, following the most recent review, and consideration at Policy Development Panel.

EXPECTED BENEFITS TO THE PARTNERSHIP

IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

Whilst each sovereign Council is obliged to have their own Health and Safety Policy to comply with legal requirements, Health and Safety Policies for all three Councils have been aligned, in terms of their content and format, at this review

CORPORATE PRIORITIES

None

STAFFING

None

WORKFORCE CAPACITY IMPLICATIONS

None

CONSTITUTIONAL AND LEGAL IMPLICATIONS

Approval of the Policy is an Executive function of the Council. The Head of Paid Service and Leader of the Council are signatories to the Health and Safety Policy. PSPS Ltd Health and Safety Manager has provided the technical advice and input to the policy in collaboration with the Assistant Director Regulatory.

DATA PROTECTION

None

FINANCIAL

None

RISK MANAGEMENT

Failure to have a fit for purpose health and safety policy in place represents a legal, financial and reputational risk for the Council. As a public body the Council should be leading the way in terms of health and safety conformance.

STAKEHOLDER / CONSULTATION / TIMESCALES

Consultation has taken place with the Portfolio Holder for Corporate, Governance and Communications, the Leader of the Council, Head of Paid Service, Assistant Director – Governance and Monitoring Officer and Deputy Chief Executive (Corporate Development) & Section 151.

REPUTATION

The Council could face reputational harm were it not to have in place a fit for purpose Health and Safety Policy that meets the legal minimum standards and may face sanctions imposed by the Health and Safety Executive.

CONTRACTS

None

CRIME AND DISORDER

None

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None

HEALTH AND WELL BEING

The Council recognises that employees are a vital asset and is committed to the prevention of injury and ill health to all employees, and also to the health, safety and welfare of non-employees, who may be affected by the Council's work activities.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None

LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

None

ACRONYMS

None

APPENDICES

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

APPENDIX A

Health and Safety Policy – General Statement of Intent and Arrangements; December 2023 (Issue V3.0 – 11/12/2023)

BACKGROUND PAPERS

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

CHRONOLOGICAL HISTORY OF THIS REPORT

A report on this item has not been previously considered by a Council body.

Name of Body

Date

Policy Development Panel

6th February 2024

REPORT APPROVAL	
Report author:	Christian Allen, Assistant Director Regulatory
Signed off by:	John Leach, Deputy Chief Executive - Communities
Approved for publication:	Councillor Jim Astill – Portfolio Holder for Corporate, Governance and Communications

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REPORT TO:	CABINET
DATE:	TUESDAY, 13 FEBRUARY 2024
SUBJECT:	SOUTH AND EAST LINCOLNSHIRE COUNCIL'S COMMUNITY LOTTERY – 1 YEAR PROGRESS
PURPOSE:	TO PROVIDE AN OVERVIEW OF THE FIRST YEAR OF THE SOUTH AND EAST LINCOLNSHIRE COMMUNITY LOTTERY SCHEME
KEY DECISION:	NO
PORTFOLIO HOLDER:	CLlr Tracey Carter, Portfolio Holder for Communities and Operational Housing
REPORT OF:	Emily Spicer, Assistant Director – Wellbeing and Community Leadership
REPORT AUTHOR:	Nichola Holderness, Community Leadership Manager
WARD(S) AFFECTED:	All
EXEMPT REPORT?	No

SUMMARY

The South and East Lincolnshire Community Lottery launched in November 2022, with the first draw taking place on Saturday 26th November. In its first year the lottery has raised £34,756.80 and supported 83 local community groups across the sub-region.

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

RECOMMENDATIONS

1. That the progress of the South and East Lincolnshire Councils Community Lottery scheme is noted and that Members support its continuation.
2. That the changes to the 'minimum age limits' to participate in the community lottery scheme are noted.
3. That the central fund income is used to support civic community pride events designed to celebrate and promote voluntary and community sector activity, including the act of volunteering within the borough of Boston and the East Lindsey and South Holland Districts.
4. Members note details of a data security incident on 8th November 2023.

REASONS FOR RECOMMENDATIONS

To continue to raise funds for local voluntary and community groups across South and East Lincolnshire via the South and East Lincolnshire Community Lottery Scheme.

To promote and encourage voluntary and community sector activity within the borough of Boston and East Lindsey and South Holland Districts.

OTHER OPTIONS CONSIDERED

Draw the current scheme to a close (not recommended) and seek alternative fund raising activities.

1.0 BACKGROUND

- 1.1 The councils of South and East Lincolnshire have a long track record of supporting and working in partnership with the voluntary and community sector. In 2022, the three sovereign councils, Boston Borough Council, East Lindsey District Council and South Holland District Council took the decision to launch the South and East Lincolnshire Community Lottery (SELCL), with the first draw taking place on Saturday 26th November 2022.
- 1.2 The following report provides an overview of activity relating to the community lottery in its first year since its launch/the initial draw and how it has met expectations to enable additional funding to be raised for community-based initiatives and partnership opportunities with the voluntary and community sector across South and East Lincolnshire.
- 1.3 The lottery supports local good causes, community groups and clubs to raise funds through the sale of lottery tickets. Of each £1 ticket purchase:-
 - 60% goes to local good causes.
 - 20% for the prize money and
 - 20% to the External Management Lottery (ELM) Company for running costs; including relevant insurance to cover the prize fund and VAT.

There are two different ways that the 60% per ticket for local good causes is distributed:

- i) Where the player nominates a local good cause on the website, 50% of the price of the ticket goes to this good cause and 10% to the central good causes fund.
- ii) Where the player does not nominate a good cause the whole 60% goes to the council fund to be allocated to local community groups, clubs or support community events.

1.4 The SELCL is run in conjunction with Gatherwell Ltd, an External Lottery Management company (ELM) who provide expertise in operating the lottery and oversee the day to day running of the scheme.

1.5 It is important to note that any monies received from the lottery are used to cover running costs of the scheme. For example, marketing and promotion, to ensure the scheme is self-funding. However, this is calculated to be a small percentage of overall fund raising.

1.6 The first stage of the South and East Lincolnshire Community Lottery was a Good Cause Launch which was held via Microsoft Teams on 27th September 2022.

1.7 Potential good causes were invited to register their interest through a newly launched website www.selcplottery.co.uk. Once approved, each good cause received their own micro web page and a welcome pack that includes hints and tips on promoting their causes and encouraging supporters to purchase tickets. Tickets went on sale on 18th October 2022. Working with the communications team there has been a dedicated communication plan, in terms of promoting the South and East Lincolnshire Community Lottery.

1.8 The first draw of the South and East Lincolnshire Community lottery took place on Saturday 26th November 2022. 818 tickets were sold and there were 69 good causes registered. There were 21 small winners each winning three extra tickets.

1.9 A summary of the draw results to date can be found at appendix A.

1.10 To date, there are 83 good causes registered with the South and East Lincolnshire community Lottery Scheme.

1.11 A breakdown of good causes by district is below:

Area	Total
All areas or national	12
Boston	17
East Lindsey	21
South Holland	33
Total	83

See appendix B for full breakdown of good causes by area.

2.0 SOUTH AND EAST LINCOLNSHIRE COMMUNITY LOTTERY FUNDING

- 2.1** For every £1 community lottery ticket sold, 60p goes to local charities, voluntary organisation and good causes that have been approved. Lottery players can choose which good cause they wish to support when they buy a ticket and 50p from every ticket bought goes directly to their chosen cause.
- 2.2** For 2023, the annual funding for good causes is £34,756.80.
- 2.3** Case Studies have been sought from good causes to highlight the benefits they have received since signing up. These case studies are used periodically in promotion of the scheme. See appendix C, D, E.
- 3.0 ON-GOING PROMOTION**
- 3.1** The Community Leadership Team working in collaboration with the Communications Teams continue to promote the Community Lottery in a number of formats, whilst also supporting good causes to promote and sell tickets to their supporters. This is both for causes that are already registered to the scheme, but also new causes that may be interested in joining.
- 3.2** Although the figures for the first year of the Community Lottery have been positive and funds raised for good causes are excellent, there is scope to improve this in the coming year. There are no upfront costs for the good causes to join the scheme and further support can be given to promote themselves, in order to help them maximise opportunities to raise their income.
- 4.0 CENTRAL FUNDS INCOME**
- 4.1** 10% of the sale of each ticket goes in to the Central Fund pot.
- 4.2** Income at the one year point for each sovereign authority stands at £2,450.
- 4.3** It is proposed that going forward this income is used to support civic pride events during the year across the Partnership. Such events would be designed to celebrate and promote voluntary and community sector activity within the borough of Boston and the East Lindsey and South Holland Districts.
- 4.4** This would allow the SELCL to support civic recognition schemes/events, whilst also having an opportunity to promote voluntary and community sector activity including volunteering and the Partnership's community lottery as well. An example event going forward could be *Community Event* sponsored by South and East Lincolnshire Community Lottery (alongside any other partners/interested bodies who may want to add their support to such events/activities in the future).
- 5.0 RECENT REVIEW OF THE GAMBLING ACT 2005**
- 5.1** Following the Government's review of the UK Gambling Act 2005, a white paper, with a number of recommendations was published in April 2023, '*High Stakes: Gambling Reform for the Digital Age*'.
- 5.2** Various recommendations were put forward for change, most notably the recommendation impacting charitable lotteries to move to a legal age limit of 18 for purchasing lottery tickets.

5.3 Although it remains legal (for now) for 16 and 17 year-old supporters to continue to purchase tickets for charitable lotteries, all lotteries managed by our External Lottery Manager (ELM) - Gatherwell Ltd, have now transitioned to a minimum age of 18 ahead of any legislative changes.

5.4 As of the 1st of October 2023, this move is now fully complete, and all relevant policies have been updated.

6.0 DATA SECURITY INCIDENT 8TH NOVEMBER 2023

6.1 On Friday 1st December, Gatherwell Ltd were informed by London & Zurich (L&Z), a third party organisation appointed to handle direct debit collections that a data breach had taken place.

6.2 This data breach impacted their (and therefore also SELCL) customers who had signed up for direct debits services on or before 8th November 2023.

6.3 The types of data impacted were full name, email address, billing address, phone number and bank account details (account number and sort code). No government-issued ID data (e.g. passport number, national insurance number) or payment card data was compromised as a result of the incident.

6.4 The incident was reported to the Information Commissioner's Office (ICO) via South Holland District Council's Data Protection officer (as Operating Licence holder) on 4th December 2023. The ICO may carry out their own investigation.

6.5 The incident was also reported as a precautionary measure to the Gambling Commission on 6th December 2023.

6.6 All supporters of the South and East Lincolnshire Community Lottery were notified via email on 11th December 2023. A copy of the email received by supporters can be found at appendix F.

7.0 CONCLUSION

7.1 In overview, and whilst noting the security incident reported at section 6, the first year of the South and East Lincolnshire Community Lottery has been positive, raising £34,756.80 for 83 groups, with initial set up costs of £2,800 per council and an annual running cost of £393.67 per council in the Partnership. However, by further targeted promotion there is an opportunity to increase players and increase good causes on the platform, maximising the opportunity for fund raising for local community and voluntary groups and promoting the value of volunteering within local communities. This forms the focus of year two of the South and East Lincolnshire Community Lottery Scheme.

8.0 EXPECTED BENEFITS TO THE PARTNERSHIP

8.1 Whilst the amount raised through the Community Lottery Fund cannot be guaranteed, providing this platform allows Good Causes from the Voluntary and Community Sector to benefit from this funding stream. It also enables residents to choose the cause they want to support within their communities and provides a funding source for those organisations.

9.0 IMPLICATIONS

9.1 SOUTH AND EAST LINCOLNSHIRE COUNCILS' PARTNERSHIP

9.1.1 Managing the Community Lottery Scheme as a Partnership ensures resources are aligned for efficiencies, that local knowledge identifies local beneficiaries within the Voluntary and Community Sector and promotion of the scheme is maximised.

9.2 CORPORATE PRIORITIES

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

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

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

9.3 STAFFING

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

9.4 WORKFORCE CAPACITY IMPLICATIONS

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

9.5 CONSTITUTIONAL AND LEGAL IMPLICATIONS

9.5.1 The Council is required to be registered with the Gambling Commission and run under an operating licence in accordance with the Gambling Act 2005.

9.6 DATA PROTECTION

9.6.1 All data is managed by the ELM in line with their Privacy Policy, in light of the recent data security incident this will now be reviewed by the Procurement team, Data Protection Manager and Community Leadership Manager.

9.7 FINANCIAL

9.7.1 Annual costs of the scheme are £1,181. These costs consist of £796 for the Gambling Commission License and £385 for membership to the Lotteries Council. The cost is split equally between each authority and is paid for out of the income from the central good cause's pot.

9.8 RISK MANAGEMENT

9.8.1 Gatherwell Limited have ethical lottery management model measures in place to mitigate the risk of problem gambling. These measures include: -

- A maximum 20 tickets can be purchased in any one transaction per supporter.
- There is no instant reward or gratification because:
 - Tickets cannot be purchased for the day of the draw.
 - Payment must be cleared before entry.
 - A one-off single ticket cannot be purchased.
 - Play can only be through Direct Debit or card payment online (1/3/6/12 months upfront payment).
- Players can set up a self-exclusion agreement – and reasonable steps will be taken to prevent further participation, including removing name and details from marketing databases.
- Gatherwell have internal processes to identify anyone at risk and their team are trained to help identify signs of vulnerable players. This includes contacting any supporter with a high-ticket yield to ensure they are fully aware of their purchase and lottery entries.
- Links to the Gamble Aware organisation for help and support are available on community lottery websites.

9.9 STAKEHOLDER / CONSULTATION / TIMESCALES

9.9.1 The South and East Lincolnshire Council Partnership (SELCP) determine the eligibility criteria of applications from the Voluntary and Community Sector and each application is signed off by the relevant delegated officer.

9.10 REPUTATION

9.10.1 The Community Lottery Scheme has a positive impact on the reputation of the SELCP as it offers a financial support opportunity to voluntary and community sector organisations to continue their services.

9.11 CONTRACTS

9.11.1 Contract monitoring takes place once per quarter with relevant delegated staff.

9.11.2 The contract with Gatherwell Limited is an annual rolling contract with the Council able to give three months' notice to end the agreement at any time.

9.12 CRIME AND DISORDER

9.12.1 None

9.13 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

9.13.1 The Community Lottery does not have any identified disproportionate impacts on groups with protected characteristics. The following has been considered: -

i) Age of players:

9.13.2 Taking in to account the recent White Paper recommendations, as of the 1st October 2023 all lotteries managed by our ELM - Gatherwell Ltd, have transitioned to a minimum age of 18 ahead of any legislative changes. **Page 101**

ii) Good causes and groups:

The community lottery provides a platform for local groups, charities, and good causes to raise funds, many of which will support residents across several protected characteristics.

iii) Religious Beliefs:

Some groups within this protected characteristic do not support gambling. Further opportunities such as the South and East Lincolnshire Crowd are promoted to these groups.

9.14 HEALTH AND WELL BEING

9.14.1 The additional funding for the Voluntary and Community sector via the Community Lottery scheme allows the groups to continue to benefit our local communities.

9.15 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

9.15.1 None

10.0 LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

MISSIONS	
This paper contributes to the follow Missions outlined in the Government's Levelling Up White paper.	
Wellbeing	By 2030, well-being will have improved in every area of the UK, with the gap between top performing and other areas closing.

11.0 ACRONYMS

SELCL – South and East Lincolnshire Community Lottery

SELCP – South and East Lincolnshire Councils Partnership

ELM – External Lottery Manager

ICO – Information Commissioner's Office

12.0 APPENDICES

Appendices are listed below and attached to the back of the report: -	
<i>APPENDIX A</i>	<i>Community Lottery winner breakdown</i>
<i>APPENDIX B</i>	<i>Breakdown of Good Causes by area</i>
<i>APPENDIX C</i>	<i>Case Study – The Meadows Day Centre</i>
<i>APPENDIX D</i>	<i>Case Study – Boston Community Tennis Partnership</i>
<i>APPENDIX E</i>	<i>Case Study – Woodhall Spa Cricket Club</i>
<i>APPENDIX F</i>	<i>Email data security incident Gatherwell</i>

13.0 BACKGROUND PAPERS

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

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14.0 CHRONOLOGICAL HISTORY OF THIS REPORT

Name of body	Date
Decision - Proposal to set up a South and East Lincolnshire Councils Partnership Community Lottery scheme	22nd February 2022

REPORT APPROVAL

Report author:	Nichola Holderness, Community Leadership Manager nichola.holderness@boston.gov.uk
Signed off by:	Emily Spicer, Assistant Director - Wellbeing and Community Leadership
Approved for publication:	

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Summary of South and East Lincolnshire Community Lottery draws**Week 1 to week 42**

Draw No.	Draw Date	Tickets Sold	No of winners	Details of Win
1	26/11/2022	818	21	21 x 3 free tickets
2	03/12/2022	853	30	3 x £250 4 x £25 23 x 3 free tickets
3	10/12/2022	1067	21	2 x £250 3 x £25 17 x 3 free tickets
4	17/12/2022	1084	16	16 x 3 free tickets
5	24/12/2022	1133	22	4 x £25 18 x 3 free tickets
6	31/12/2022	996	25	1 x £25 24 x 3 free tickets
7	07/01/2023	979	27	2 x £25 25 x 3 free tickets
8	14/01/2023	978	24	1 x £25 23 x 3 free tickets
9	21/01/2023	976	18	1 x £250 1 x £25 16 x free tickets
10	28/01/2023	911	27	3 x £25 24 x 3 free tickets
11	04/02/2023	924	20	20 x 3 free tickets
12	11/02/2023	916	17	17 x 3 free tickets
13	18/02/2023	942	18	2 x £25 16 x 3 free tickets
14	25/02/2023	952	24	3 x £25 21 x 3 free tickets
15	04/03/2023	990	13	13 x 3 free tickets
16	11/03/2023	984	23	3 x £25 20 x 3 free tickets
17	18/03/2023	1008	18	1 x £25 17 x 3 free tickets
18	25/03/2023	1004	18	1 x £250 17 x 3 free tickets
19	01/04/2023	992	33	5 x £25 28 x 3 free tickets
20	08/04/2023	1035	28	1 x £250 27 x 3 free tickets
21	15/04/2023	1032	28	28 x 3 free tickets
22	22/04/2023	1047	26	26 x 3 free tickets
23	29/04/2023	1074	20	1 x £25 19 x 3 free tickets

Draw No.	Draw Date	Tickets Sold	No of winners	Details of Win
24	06/05/2023	1065	18	1 x £25 17 x 3 free tickets
25	13/05/2023	1064	41	5 x £25 36 x 3 free tickets
26	20/05/2023	1070	24	1 x £25 23 x 3 free tickets
27	27/05/2023	1073	26	2 x £25 24 x 3 free tickets
28	03/06/2023	1023	12	1 x £25 11 x 3 free tickets
29	10/06/2023	1016	17	2 x £25 15 x 3 free tickets
30	17/06/2023	1022	17	1 x £25 16 x 3 free tickets
31	24/06/2023	1046	22	22 x 3 free tickets
32	01/07/2023	1058	23	2 x £25 21 x 3 free tickets
33	08/07/2023	1075	24	1 x £250 2 x £25 21 x 3 free tickets
34	15/07/2023	1091	23	1 x £250 1 x £25 21 x 3 free tickets
35	22/07/2023	1103	31	3 x £25 28 x 3 free tickets
36	29/07/2023	1103	25	1 x £250 24 x 3 free tickets
37	05/08/2023	1135	21	2 x £25 19 x 3 free tickets
38	12/08/2023	1134	29	2 x £25 27 x 3 free tickets
39	19/08/2023	1138	18	1 x £25 17 x 3 free tickets
40	26/08/23	1114	21	1 x £250 1 x £25 19 x 3 free tickets
41	02/09/2023	1109	39	3 x £25 36 x 3 free tickets
42	09/09/2023	1100	25	1 x £250 1 x £25 23 x 3 free tickets
43	16/09/2023	1096	18	1 x £250 2 x £25 15 x 3 free tickets
44	23/09/2023	1106	27	2 x £25 25 x 3 free tickets
45	30/09/2023	1125	25	1 x £250 3 x £25 21 x 3 free tickets

Draw No.	Draw Date	Tickets Sold	No of winners	Details of Win
46	07/10/2023	1091	18	2 x £25 16 x 3 free tickets
47	14/10/2023	1100	19	3 x £25 16 x 3 free tickets
48	21/10/2023	1117	21	1 x £25 20 x 3 free tickets
49	28/10/2023	1147	19	1 x £250 3 x £25 16 x 3 free tickets
50	04/11/2023	1096	14	1 x £250 1 x £25 14 x 3 free tickets
51	11/11/2023	1081	33	1 x £250 5 x £25 17 x 3 free tickets
52	18/11/2023	984	24	3 x £25 21 x 3 free tickets

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Breakdown of Good Causes by Area – Appendix B

Name of Good Cause	District
107 Endeavour FM	Boston
3r Boston Scout Group	Boston
5 th Boston Scout Group	Boston
Blackfriars Theatre and Arts Centre	Boston
Boston Book Festival	Boston
Boston Community Tennis Partnership	Boston
Boston Lithuanian Community	Boston
Boston Samaritans	Boston
Boston Womens Aid	Boston
Butterwick Baby and Toddler Group	Boston
Fosdyke Playing Field Social Club	Boston
Frieston Cricket Club	Boston
Swineshead Enhancement Society	Boston
The Beonna at All Saints	Boston
The Boston Woods Trust	Boston
The Knights of Skirbeck	Boston
The Local Community Centre	Boston
TOTAL	17

Name of Good Cause	District
Alford Hub	East Lindsey
East Lindsey LGBTQ social support group	East Lindsey
Embrace Breast Cancer Support	East Lindsey
Horncastle Cricket Club	East Lindsey
Horncastle Town Football Club	East Lindsey
Louth Playgoers Society Ltd	East Lindsey
Sibsey Lancaster Memorial Trust	East Lindsey
Soloby Old School Hub	East Lindsey
Spilsby Town Junior Football Club	East Lindsey
Stickford Community Centre	East Lindsey
Sutton on Sea Community Larder	East Lindsey
Tetford and Salmonby Recreations Ground	East Lindsey
The Askefield Project Ltd	East Lindsey
The Parrot Zoo Trust – Lincolnshire Wildlife Park	East Lindsey
Trusthorpe Village Hall	East Lindsey
Woodhall Spa Cricket Club	East Lindsey
Wragby Youth Council	East Lindsey
Curo Social Enterprise CIC	East Lindsey
Hensell Goat Rescue Care Farm	East Lindsey
Tetney Village Hall	East Lindsey
West Torrington Community and Heritage Action	East Lindsey
TOTAL	21

Name of Good Cause	District
Boxes of Hope	South Holland
Citizens Advice Mid Lincs	South Holland
Crowland Cares	South Holland
Diamondz School of Dance	South Holland
Empire Elite Allstars	South Holland
Friends of St. John Baptist CE Primary School	South Holland
Gosberton Youth Centre	South Holland
Holbeach and District Community Association	South Holland
Holbeach and Fenland Gymnastics Club	South Holland
Holbeach United Community Sports Academy	South Holland
Holbeach Moving Forwards	South Holland
Holbeach St. Marks Village	South Holland
Long Sutton and District Civic Society	South Holland
Long Sutton Men's Shed	South Holland
Moulton Windmill	South Holland
Project Dignity CIC	South Holland
South Holland Life	South Holland
South Lincs Competitive Swimming Club	South Holland
Spalding and District Gymnastics Academy	South Holland
Spalding and District Roundtable	South Holland
Spalding Arts and Crafts Society	South Holland
Spalding Indoor Bowls Club	South Holland
Sutton Bridge United Football Club	South Holland
Sutton St. James Preschool Playgroup	South Holland
The Meadows Day Centre	South Holland
Tonic Health	South Holland
Tydd St. Mary Playing Field Committee	South Holland
Welland Seniors Forum	South Holland
Adults Move Lincolnshire	South Holland
Scarlett Community Music Club	South Holland
Friends of the Chain Bridge Forge	South Holland
Tribe Together CIC	South Holland
Veterans Support Service	South Holland
TOTAL	33

Name of Good Cause	Multiple
Age UK Lindsey	All
Carers First	All
Childrens Links	All
Citizens Advice Mid Lincs	ELDC and BBC
Citizens Advice South Lincs	Including SHDC
Edan Lincs	All
Lincoln and Lindsey Blind Society	All
Lincs Digital	All
YMCA Lincolnshire	All
Building Resilience in Communities (BRIC)	All
Framework Housing	All
HWLincs	All
TOTAL	12

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COMMUNITY LOTTERY CASE STUDY

Name of Group: The Meadows Day Centre

How did you hear about the Community Lottery?

Direct contact which I then attended the online zoom meeting for more information.

How is the South & East Lincolnshire Community Lottery benefiting your good cause?

We are receiving around £80 a month in extra fundraising that we would not have had before. £80 makes such a huge difference when you are a struggling local charity who doesn't receive any funding. It is also giving our supporters a chance at winning some good cash and alternative prizes.

Would you recommend other good causes joining?

Absolutely. The more good causes who scream and shout about the lottery, the more known it becomes.

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COMMUNITY LOTTERY CASE STUDY

Name of Group:

Boston Community Tennis Partnership

How did you hear about the Community Lottery?

It was from a forwarded email.

How is the South & East Lincolnshire Community Lottery benefiting your good cause?

It is providing a valuable steady monthly income with the potential to be increased.

All of the funds for Boston Community Tennis Partnership come from grants and fund raising and from the goodwill of volunteers giving their time free of charge.

There are commitments to continue to provide Learning Disability Tennis and Visually Impaired Tennis and to continue to keep running the Year One and Reception Free Tennis sessions that have been in existence for over 20 years, allowing all children in this age group a chance to have a go at tennis.

This fund raiser is great.

Would you recommend other good causes joining?

Yes it is undoubtedly a good initiative.



COMMUNITY LOTTERY CASE STUDY

Name of Group:

Woodhall Spa Cricket Club

How did you hear about the Community Lottery?

Friend of a friend

How is the South & East Lincolnshire Community Lottery benefiting your good cause?

Allows to plan ahead with small projects within the club

Would you recommend other good causes joining?

Absolutely would - easy to set up, contacts have a chance of winning themselves and with little effort from our Committee, provides a regular income and helps our community = all with little effort.

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London & Zurich Data Breach - Communication to Affected Customers

South and East Lincolnshire Community Lottery - Email to Supporters



Dear Community Lottery Supporter

Precautionary Note for Your Information

As you may be aware, the South and East Lincolnshire Community Lottery is run on our behalf by Gatherwell Limited (Gatherwell), who are a large, experienced and regulated lottery manager. We are writing to tell you about a recent security incident brought to our attention by them involving subscriber's personal information.

On Friday 1 December, Gatherwell were informed that a data breach had taken place. This impacted customers who had signed up for direct debit services on or before 8 November 2023.

We now know that this breach was caused by a cyber-attack against a third party organisation, London & Zurich (L&Z), which was appointed by Gatherwell to handle direct debit collections. Gatherwell's lottery system was not impacted by the cyber-attack. The types of data impacted are full name, email address, billing address, phone number and bank account details (account number and sort code). No government-issued ID data (e.g. passport number, national insurance number) or payment card data was compromised as a result of the incident.

We are very sorry that this has happened, particularly as you were supporting local causes doing important work in the local community. Gatherwell has received assurances from L&Z that the affected data has been recovered, and steps have been taken to protect your data and prevent similar situations in the future. We have been informed by Gatherwell that there is no evidence that your data has been published, passed on to any third parties or misused in any way, however we recommend that you be extra vigilant with regard to financial transactions including sharing your information with anyone, whether that be over the phone, by email or otherwise.

We will only email you about South and East Lincolnshire Community Lottery via our dedicated support email address support@selcplottery.co.uk. More information can be found on the News page on South and East Lincolnshire Community Lottery. Both we and Gatherwell have reported the incident to the Information Commissioner's Office (ICO), who may carry out their own investigation. We have also reported the incident to the Gambling Commission as a precautionary measure and we felt it important to let you know as well. We understand this incident is limited to L&Z's direct debit processing system. Gatherwell's lottery system was not impacted. As such, Gatherwell has informed us that you do not need to change your password on the South and East Lincolnshire Community Lottery website.

We take the security of information very seriously and we are further following this matter up with Gatherwell. We of course sincerely apologise for any concern or inconvenience this incident may cause you.

If you have any questions or concerns, please contact us by email at support@selcplottery.co.uk. We will liaise with Gatherwell as appropriate.

Yours faithfully



South and East Lincolnshire Community Lottery - Statement on Website

Re: Third Party Direct Debit System - Data Security Breach

What happened?

South and East Lincolnshire Community Lottery is run on behalf of South Holland District Council (who are working in partnership with East Lindsey District Council and Boston Borough Council) by Gatherwell Limited (Gatherwell), who are a large, experienced and regulated lottery manager.

On Friday 1 December, Gatherwell were informed that a data breach had taken place. This impacted customers who had signed up for direct debit services on or before 8 November 2023. We now know that this breach was caused by a cyber-attack against a third party organisation, London & Zurich (L&Z), which was appointed by Gatherwell to handle direct debit collections. Gatherwell's lottery system was not impacted by the cyber-attack.

What kind of data is affected?

The types of data impacted are full name, email address, billing address, phone number and bank account details (account number and sort code). No government-issued ID data (e.g. passport number, national insurance number) or payment card data was compromised as a result of the incident.

Is my data at risk?

Gatherwell has received assurances from L&Z that the affected data has been recovered, and steps have been taken to protect your data and prevent similar situations in the future. There is no evidence that your data has been published, passed on to any third parties or misused in any way, however we recommend that you be extra vigilant with regard to financial transactions including sharing your information with anyone, whether that be over the phone, by email or otherwise.

We will only email you about South and East Lincolnshire Community Lottery via our dedicated support email address support@selcplottery.co.uk. Both South Holland District Council and Gatherwell have reported the incident to the Information Commissioner's Office (ICO), who may carry out their own investigation. We have also reported the incident to the Gambling Commission as a precautionary measure.

Do I need to change my password?

This incident is limited to L&Z's direct debit processing system. Gatherwell's lottery system was not impacted. As such, you do not need to change your password on the South and East Lincolnshire Community Lottery website.

How will you keep my data safe in the future?

We have been informed that L&Z's servers which host their direct debit system have been rebuilt in a new environment, which has been thoroughly tested for vulnerabilities by an external cyber security expert. Whilst it is never possible to completely eliminate the risk of a cyber-attack, L&Z has robust technical and security measures in place to guard against similar attacks in the future.

We take the safety of your information very seriously, and we sincerely apologise for any concern or inconvenience this incident may cause you.

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