

Louth Town Council

The Sessions House, Eastgate,
Louth, Lincolnshire, LN11 9AJ

01507 355895

clerk@louthtowncouncil.gov.uk



To the Members of the Town Council of Louth:

You are hereby summoned to attend a meeting of Louth Town Council's Community Resources Committee and Governance and Finance Committee which will be held on Tuesday 2nd February 2021 by Zoom Video Conference at 7pm. The business to be dealt with at the meeting is listed in the agenda below.

Please note that the meeting will begin at 7pm unless there is a need to hold a public forum. Any public, wishing to speak on an agenda item or 'sit in' on the meeting(s) should advise the Town Clerk, using the above email address, in advance and may 'join' the meeting using the following details:

To join by computer: <https://us02web.zoom.us/j/86496709497?pwd=YWtiaU1VcHVZFZlVknUNPaTAwU3ZsUT09>

To join by telephone: +44 203 901 7895, +44 131 460 1196, +44 203 051 2874, +44 203 481 5237, +44 203 481 5240

Meeting ID: 864 9670 9497 Passcode: 646525

Members of the public should note that they will not be allowed to speak during the formal meeting.

Mrs. L.M. Phillips

Town Clerk

Dated this 28th Day of January 2021

AGENDA

COMMUNITY RESOURCES

(Chairman: Cllr. A. Leonard, Membership: All Cllrs.)

1. **Apologies for Absence**
To receive and note apologies where valid reasons for absence have been given to the Town Clerk at least one hour prior to the meeting.
2. **Declaration of Interest / Dispensations**
To receive declarations of interest in accordance with the Localism Act, 2011 – being any pecuniary interest in agenda items not previously recorded on Members' Register of Interests and any written requests for dispensation received by the proper officer under section 22 of the Localism Act.
3. **Committee Minutes**
To approve as a correct record the notes of the Community Resources Meeting held on 1st December 2020.
4. **Forward Planning (Interments)**
To approve a recommendation from the Asset Review Working Group that the Town Clerk be given delegated authority to develop the section shaded purple on the attached map for burial use next (the land would benefit from a degree of levelling and will need marking out).
5. **Garden of Remembrance**
To receive a recommendation from the Asset Review Working Group that provision of unmarked plots for the interment of ashes be discontinued once the area currently in use is full or unless already reserved.
6. **Closed Session Item**
Council to resolve to move into closed session in accordance with the Public Bodies (Admission to Meetings) Act 1960 due to the business to be discussed in the following item, information being of a confidential, commercial and third party nature in relation to:
 - a. Sessions House Fire and Security Repairs
 - b. Amenity Grasscutting
7. **Next Meeting**
Council to note that the date of the next scheduled Community Resources Committee meeting is 30th March 2021.

GOVERNANCE AND FINANCE COMMITTEE
(Chairman: Cllr. Mrs. E. Ballard, Membership: All Cllrs.)

1. **Apologies for Absence**
To receive and note apologies where valid reasons for absence have been given to the Town Clerk at least one hour prior to the meeting.
2. **Declarations of Interest / Dispensations**
To receive declarations of interest in accordance with the Localism Act, 2011 – being any pecuniary interest in agenda items not previously recorded on Members' Register of Interests and any written requests for dispensation received by the proper officer under section 22 of the Localism Act.
3. **Minutes**
To approve as a correct record the notes of the Governance and Finance Committee meeting held on 15th December 2020.
4. **Direct Debits**
As per Financial Regulation 6.7 Council to approve that payment for utility supplies (energy, telephone and water) be made by direct debit.
5. **Internet Banking**
As per Financial Regulation 6.10 Council to give delegated authority to the Clerk to make arrangements for the Council to use Internet Banking.
6. **Standing Orders**
As no updates have been recommended by NALC since last reviewed, Committee to approve amendment of review date only on Standing Orders.
7. **Financial Regulations**
As no updates have been recommended by NALC since last reviewed, Committee to approve amendment of review date only on Financial Regulations.
8. **Citizens Advice Lindsey**
Further to discussion on 3rd November 2020, Council to receive a report from the above and consider whether to provide further financial support.
9. **Closed Session Item**
Council to resolve to move into closed session in accordance with the Public Bodies (Admission to Meetings) Act 1960 due to the business to be discussed in the following item, information being of a confidential, commercial and third party nature in relation to:
 - a. **Louth Playgoers**
10. **Next Meeting**
Committee to note that the date of the next scheduled Governance and Finance Committee meeting is 11th May 2021.

12-01-20 CR MINS

**MINUTES OF THE LOUTH TOWN COUNCIL COMMUNITY RESOURCES COMMITTEE
HELD ONLINE USING THE ZOOM PLATFORM
ON TUESDAY 1st DECEMBER 2020**

Present Cllr. A Leonard (AL) (in the chair).

Councillors: Mrs. E. Ballard (EB), J. Baskett (JB), M. Bellwood (MB), L. Cooney (LMC), A. Cox (AC), S. Crew (SC), H. Filer (HF), D. Ford (DF), J. Garrett (JG), D.J.E. Hall (DJEH), D. Hobson (DH), G.E. Horton (GEH), Mrs. S.E. Locking (SEL), Mrs. J. Makinson-Sanders (JMS), J. Simmons (JS), F.W.P. Treanor (FWPT), Mrs. P.F. Watson (PFW) and D. Wing (DEW).

Councillors not present: D. Jackman (DJ) and K. Norman (KN).

The Town Clerk, Mrs. L.M. Phillips and the Town Clerk's Assistant, Mrs. M. Vincent were also present.

195. Apologies for Absence

Apologies for absence was received from Councillor: KN.

196. Declarations of Interest / Dispensations

None.

197. Minutes

It was **RESOLVED** that the notes of the Community Resources Committee Meeting held on 6th October 2020 be approved as the Minutes.

198. Photocopier

It was **RESOLVED** to replace the Council's existing photocopier/printer/scanner, through the Council's current supplier.

199. Asset Review Working Group

The Members of the Asset Review Working Group (MB, SEL, AL, HF, SC, JMS, EB, (DH ex. officio) agreed to meet on Zoom on Friday 11th December at 7pm.

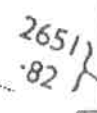
200. Next Meeting

The Committee noted that the date of the next scheduled Community Resources Committee meeting was 2nd February 2021.

The Meeting Closed at 7.51pm.

Signed _____ (Chairman)

Dated _____



12-15-20 GF MINS

**MINUTES OF THE LOUTH TOWN COUNCIL GOVERNANCE AND FINANCE COMMITTEE
HELD ONLINE USING THE ZOOM PLATFORM
ON TUESDAY 15th DECEMBER 2020**

Present Cllr. Mrs. E. Ballard (EB), (in the chair).

Councillors: J. Baskett (JB), M. Bellwood (MB), L. Cooney (LMC), A. Cox (AC), S. Crew (SC), H. Filer (HF), D. Ford (DF), J. Garrett (JG), D.J.E. Hall (DJEH), D Hobson (DH), G.E. Horton (GEH), A. Leonard (AL), Mrs. S.E. Locking (SEL), Mrs. J. Makinson-Sanders (JMS), K. Norman (KN), J. Simmons (JS) F.W.P. Treanor (FWPT), Mrs. P.F. Watson (PFW) and D. Wing (DEW).

Councillors not present: D. Jackman (DJ).

The Town Clerk, Mrs. L.M. Phillips and the Town Clerk's Assistant, Mrs. M Vincent were also present.

215. Apologies for Absence

No apologies for absence were received.

216. Declarations of Interest / Dispensations

Cllrs. Mrs. JMS, AL and DEW – item 4 as members of the Hubbard's Hills Trust.

It was noted that Cllr. Mrs. JMS had a dispensation to speak on any item relating to Hubbard's Hills but that none of the Trustees could vote.

217. Minutes

It was **RESOLVED** that the notes of the Governance and Finance Committee Meeting held on 17th November 2020 be approved as the Minutes.

218. Budget 2021/22

The Town Clerk talked the Committee through the draft budget line by line and this was approved for recommendation to Town Council with the following changes:

- a. Item 4090 Grants S137 Open Resource, budget to be increased from £4,000 to £6,000 to assist local groups who will have struggled during the Covid 19 pandemic.
- b. Item 4282 Hubbard's Hills Maintenance, budget to be reduced to £35,000 from £45,000.

A recorded vote was taken to resolve upon whether to reduce the budget set for Hubbard's Hills from £45,000 to £35,000. The results of this were as follows:

For	Against	Abstain	Not Voting	Absent
EB, MB, JB, AC, LMC, SC, HF, DF, JG, DJEH, DH, KN, JS, PFW	FWPT	GEH, SEL	JMS, DEW, AL	DJ

The Council reviewed the proposals for treatment of Earmarked Reserves and approved its recommendation as part of the whole draft budget to Town Council.

Taking into account the above it was **RESOLVED** to recommend to Town Council that for 2021/22 a precept of £275,668 be requested, a 12.69% decrease on 2020/21, cost per band D property of £53.54 pa (based on the 20/21 Tax Base (which would be updated in January 2021)).

NB During discussions it was also agreed to add to a forthcoming agenda the feasibility of LTC taking on the weed spraying service in the town, currently undertaken by LCC.

219. Next Meeting

The Committee noted that the date of the next scheduled Governance and Finance Committee meeting was 2nd February 2021.

The Meeting Closed at 9.30pm.

Signed _____ (Chairman) Dated _____

Citizens Advice Lindsey

Date: 5th Jan 2021

Report: To Louth Town Council

Report drafted by: [REDACTED]

Accompany reports: M3c East Lindsey April 20 – Dec 2020

Delivery of services and Covid 19

We are currently delivering services by telephone and webchat to all residents across East & West Lindsey including those in Louth and surrounds. We have skilled supervisors, advisers and caseworkers on the phones every day. Staff are skilled to provide excellent quality telephone and webchat advice on complex issues such as, but not limited to, generalist advice, debt, benefits including Personal Independence Payment, Employment Support Allowance, Housing, Universal Credit and are able to talk clients through complex matters. Meaning telephone advice provides little or no barriers for many clients.

Nevertheless, National Citizens Advice and local Citizens Advice are working on and sharing the learning from innovation projects with the aim of supporting clients who face significant barriers to digital and telephone advice. For example testing and trialling pilots, e.g. improving access to remote advice for Deaf BSL and hearing impaired clients, improving access to remote advice for people with mental health problems, working with partner organisations and community groups to improve access, working to introduce new improved and easy access digital platforms. Feedback from clients remains very positive.

We have ensured our advisers are upskilled daily on changes to legislation around Covid 19 so they can give up-to-date advice to clients. Our robust IT/telephone/VOIP systems means our staff are able to work from home subject to Covid 19 guidance and our key focus can remain on the client.

Funding

We receive core funding from East Lindsey District Council, although there has been no increase in a decade but we are very appreciative of the support they offer and we maintain a good working relationship. This contributes to delivering a service in Louth. We also receive funding from Lincolnshire County Council which contributes towards our Advice Line services. Our funding from West Lindsey District Council supports West Lindsey residents. Other funders are detailed below and services are available (unless otherwise detailed) to Louth residents. Costs are associated with staffing, approx. 80% of our overall budget expenditure is associated with staff costs and we of course continue to have premises costs including our Louth office.

Demand

The attached report, M3c East Lindsey April 20 – Dec 2020, shows the support received across East Lindsey including Louth wards from across Citizens Advice and evidences the demand. The report excludes simple client queries where we might refer clients based on an assessment of need, anonymous clients and clients with an invalid post code.

We have seen an increase in referrals to Citizens Advice since the second quarter of the financial year, due the impact of Covid 19, and we are expecting our referrals to increase further, e.g. including but not limited to the ceasing of Government interventions and the knock on effect of Covid 19 to employment.

Services we provide

Our services are available for the residents and communities at Louth as detailed below, 'Advice opening times and contact details and nature of the advice available' and further information under 'Information about services provided to residents and communities across East & West Lindsey'.

Advice opening times and contact details and nature of the advice available

Adviceline: **0808 278 7904** - Mon-Fri, 9 am-5pm **Free phone**

--- Provides a first point of contact for clients for information and guidance on a wide range of matters. For more in-depth advice (e.g. debt, welfare benefits and housing) advice staff will book an appointment with the relevant caseworker.

Help to Claim (Universal Credit support): **0800 144 8 444** - Mon-Fri, 8am-6pm **Freephone**

--- We can support clients to make a new claim for Universal Credit, from opening their account to receiving your first full payment.

Consumer service: **0808 223 1133** - Mon-Fri, 9am-5pm **Freephone**

--- We can help clients with advice on issues with goods and services they've bought, reporting problems to Trading Standards on their behalf.

We can help clients to get advice with online scams: **0808 250 5050** - Mon-Fri, 9am-5pm **Freephone**

We offer a Polish helpline: **03444 847 6128**

Webchat: <https://www.citizensadvice.org.uk> Mon-Fri, 10am-4pm

Information about services provided to residents and communities across East & West Lindsey including residents and communities in Louth.

Advice Line

We provide a telephone service through Advice Line, administered by Citizens Advice centrally. Advice Line is made up of groups of local Citizens Advice working together to provide a telephone advice service over a defined geographic area. Delivering quality telephone services is a priority given the rural nature of our districts.

Generalist Advice Services

From the initial assessment on Advice Line, clients will be offered where appropriate a generalist appointment or an appointment with a caseworker on one of our projects detailed below.

Money Advice Service Project

Funded by East Midlands Money Advice and delivered across the Lindsey area, the project aims to deliver face to face (and during Covid 19, telephone) debt advice and casework to socially excluded, hard to reach, vulnerable adults. Referrals are taken from the generalist service as well as key partners in the community. The casework can be extremely complex and can include bankruptcy, debt relief orders and dealing with bailiffs. The caseworkers advise and support clients with complex debt issues including priority and non-priority debt. Whilst our debt project is open to all clients we are monitoring target groups:

- People at risk of homelessness
- People experiencing or recently having experienced domestic abuse
- Single people with severe mental health issues
- Parents with 3 or more children in rented accommodation
- People with a newly diagnosed long term health problem
- People with variable incomes from employment

Consumer Service

The Consumer Service funded by national Citizens Advice through the Department for Business, Energy & Industrial Strategy is a national service, delivered locally from our Gainsborough office in partnership with seven other Citizens Advice Services and key partners such as Trading Standards. The Service gives practical and impartial advice on how to resolve a consumer problem around

goods and services advising about which law applies to the situation and passes relevant information onto Trading Standards. In September we doubled the size of our consumer Service due to the excellent delivery over the last three years.

Although a national service, around 1000 local clients across East & West Lindsey were helped to the end December 2020 with the issues including, house fittings and appliances, transport, personal goods and services, other household requirement, professional and financial services, leisure, commercial goods and services and communication and technology.

Universal Credit Help to Claim Service

Our Universal Credit Help to Claim service is delivered at our main offices and in partnership with Job Centre Plus, although is it currently delivered by telephone during Covid 19. The service supports people making a new claim for Universal Credit, from opening their account to receiving their first full payment.

We also help to deliver the national Universal Credit Help to Claim telephone and webchat back up service. The telephone and webchat service operates between the hours 0800 -1800 with the aim of supporting clients to make new claims including referring to local Citizens Advice offices for more complex cases and maintaining acceptable waiting times for all clients.

HMRC

Our HMRC project helps clients who need support with HMRC products and services including but are not limited to registering onto the HMRC website, Tax Credits, National insurance, PAYE, paying back debts to HMRC, self- assessment and business debts. Specific target groups are those clients who will not or cannot directly interact with HMRC services. This could be because they are vulnerable or because they need support.

Talk Eat & Drink Project

Our T.E.D project, funded by Big Lottery via Community Lincs has the aim of reducing social isolation in older people and through our T.E.D project, we deliver a range of advice services to over 50s. This has helped over 50's feel better connected, less isolated and more positive about their opportunities. The project is delivered through the week and in usual times at main offices and outreach locations in East Lindsey. During Covid 19, the service is delivered by telephone. We are awaiting details of the continuation of the T.E.D project post December 2020. The service is significantly over target numbers and valued in the community.

Homelessness Prevention Project

Our homeless prevention project funded by East Lindsey District Council offers valuable support to vulnerable clients and those threatened with homelessness in East Lindsey. It supports clients with their housing issues, including preventing homelessness and assisting those that are homeless to access accommodation. The project is delivered through the week and in usual times at main offices in East Lindsey. During Covid 19, the service is delivered by telephone.

Coastal Advice

Our Coastal Advice project supports local residents in Skegness and Mablethorpe as the project requirement is to deliver along defined coastal areas. Our caseworker will offer detailed welfare benefits advice and/or casework support with a focus on vulnerable and disabled clients.

Support for Mablethorpe residents.

Funded by the National Emergencies Trust, via Lincolnshire Community Foundation, we have secured funding to support residents in Mablethorpe for the second half of the year. The Covid-19 pandemic has impacted in unprecedented ways and whilst Lincolnshire infection rates have been relatively low, deprived coastal towns such as Mablethorpe won't have escaped the effects of lockdown and its economic fallout.

Trussell Trust Food Bank project

Our Trussell Trust Food Bank project provides help for people who cannot afford food and helps them get an e-voucher for a local food parcel. It also provides information and advice on the issues that are causing financial hardship in order to help move the client forward. This is a phone line dedicated to supporting clients that want help getting food from their local food bank. The need for this telephone service is particularly critical at this time because of the effects of changes in community based referrals and social distancing/self-isolation. These have meant that usual food bank processes have had to change as well.

Ward Dashboard

More than one ward

In this Ward we helped

Clients	2,381
Issues all	9,636

Top Issues

Benefits & tax credits	1,882
Benefits Universal Credit	1,813
Debt	1,614
Financial services & capability	1,032
Employment	877

Top 5 benefit issues

01 Initial claim	1,014
21 Personal Independence payment	656
99 Other benefits issues	241
03 Housing element	237
23 Council tax reduction	193

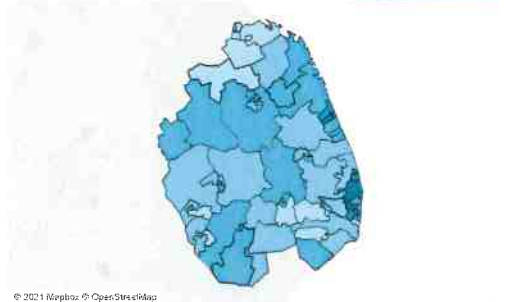
Top 5 debt issues

49 Debt Relief Order	294
99 Other	229
05 Council tax arrears	167
04 Fuel debts	129
13 Credit, store & charge card debts	115

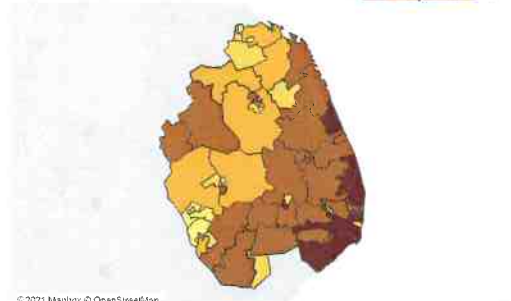
Homelessness

03 Threatened homelessness	56
02 Actual homelessness	35

Clients seen



Index of multiple deprivation



The darker colours on the IMD map show higher levels of deprivation.

Gender



Ethnicity



Disabled or Long term health



Age group

