



AGENDA

For a meeting of the
ENGAGEMENT DEVELOPMENT AND SCRUTINY PANEL
to be held on
THURSDAY, 22 SEPTEMBER 2005
at
2.30 PM
in
COMMITTEE ROOM 1, COUNCIL OFFICES, ST. PETER'S HILL, GRANTHAM
Duncan Kerr, Chief Executive

Panel Members:	Councillor Robert Conboy, Councillor Nick Craft, Councillor John Hurst, Councillor Albert Victor Kerr, Councillor Mano Nadarajah (Vice-Chairman), Councillor Norman Radley, Councillor Michael Taylor (Chairman) and Councillor Mike Williams
Scrutiny Officer:	Paul Morrison 01476 406512 p.morrison@southkesteven.gov.uk
Scrutiny Support Officer:	Rebecca Chadwick 01476 406297 r.chadwick@southkesteven.gov.uk

Members of the Panel are invited to attend the above meeting to consider the items of business listed below.

- 1. COMMENTS FROM MEMBERS OF THE PUBLIC**
To receive comments or views from members of the public at the Panel's discretion.
- 2. MEMBERSHIP**
The Panel to be notified of any substitute members.
- 3. APOLOGIES**
- 4. DECLARATIONS OF INTEREST**
Members are asked to declare any interests in matters for consideration at the meeting.
- 5. ACTION NOTES**
The notes of the meeting held on 7th July 2005 are attached for information.
(Enclosure)
- 6. FEEDBACK FROM THE EXECUTIVE**

7. REPORTS FROM WORKING GROUPS

- Letter from the Fire Services Working Group to the Office of the Deputy Prime Minister.
- Notes from the meetings of the E-Government Working Group held on 20th July 2005 and 25th August 2005.

(Enclosures)

8. BT PROPOSALS TO RE-ALIGN PAYPHONE PROVISION TO CUSTOMER DEMAND

Copy of letter from BT outlining their proposals.

Two representatives from BT will be attending the meeting.

(Enclosure)

9. MINUTES FROM LOCAL AREA ASSEMBLIES

Minutes from the last full round of Local Area Assemblies are attached.

(Enclosure)

10. DRAFT SCRUTINY HANDBOOK

(Enclosure)

11. WORK PROGRAMME

(Enclosure)

12. BEST VALUE PERFORMANCE INDICATORS

(Enclosure)

13. REPRESENTATIVES ON OUTSIDE BODIES

Representatives on outside bodies to give update reports.

14. ANY OTHER BUSINESS, which the Chairman, by reasons of special circumstances, decides is urgent.



MEETING OF THE ENGAGEMENT DEVELOPMENT AND SCRUTINY PANEL

THURSDAY, 7 JULY 2005 2.30 PM

PANEL MEMBERS PRESENT

Councillor Conboy
Councillor Craft
Councillor Howard
Councillor John Hurst

Councillor Kerr
Councillor Nadarajah (Vice-Chairman)
Councillor Norman Radley
Councillor M Taylor (Chairman)

OFFICERS

Scrutiny Officer
Director of Community Services
Community Safety Manager
Sgt Mike Jones
Scrutiny Support Officer

OTHER MEMBERS PRESENT

Councillor Wilks

1. COMMENTS FROM MEMBERS OF THE PUBLIC

None received.

2. MEMBERSHIP

The Panel was notified that Councillor Burrows would be replaced by Councillor Howard for this meeting only.

3. APOLOGIES

Apologies for absence had been received from Councillor Mike Williams.

4. DECLARATIONS OF INTEREST

There were none declared.

5. ACTION NOTES

Noted.

6. FEEDBACK FROM THE EXECUTIVE

Nothing to report.

7. REPORTS FROM WORKING GROUPS

The panel considered the notes of recent meetings of the E-government working group and were pleased to see that the group was working effectively. The group would be in future considering members' access to information, members' use of IT and cash collection. The panel made various suggestions to the working group member present on areas for consideration in relation to members' IT such as monitoring use, technological infrastructure in the Council Chamber, training needs and surveying members' concerns and issues. It became apparent during discussion that members had their own individual issues with IT and that training may not always be the appropriate solution.

Conclusion:

To welcome further reports from the working group on members' access to information, members' IT (including a member questionnaire) and cash collection.

8. HOW INITIATIVES TO INCLUDE THE COMMUNITY CAN BE IMPROVED

The panel welcomed to the meeting Sergeant Mike Jones, who gave a presentation on the community engagement model applied by Lincolnshire Police. Pertinent to this was partnership working and a constant interchange of information. The Crime and Disorder Reduction Partnership had also appointed a Communications Officer. The panel discussed the presentation and their concerns for antisocial behaviour with the Sergeant.

The Community Safety Manager followed with a talk on his team's involvement and successes with community engagement. A summary report had been circulated. He spoke on various initiatives within the community. As with Lincolnshire Police, the team's success had only been achieved via partnership working and thorough engagement with members of the public. This was discussed further by the panel.

Conclusion:

To review community engagement at a future meeting to which the Crime and Disorder Reduction Partnership Communications Officer be invited.

9. TEMPORARY POST OFFICE CLOSURE

Noted.

10. BT PAYPHONES

Noted.

Conclusion:

To invite the BT representatives to the scheduled meeting of the DSP on

22nd September 2005.

11. CENTRALISATION OF FIRE SERVICE CONTROL CENTRES

This was discussed by the Panel whose initial thoughts were in opposition to centralisation however further research was required and it was suggested a working group be tasked with this.

Conclusion:

To establish a working group comprising Councillors Craft, Mike Taylor and Mike Williams to investigate and report on the proposed centralisation of fire service control centres.

12. 2011 CENSUS CONSULTATION

The panel considered the consultation document from the Office for National Statistics and members expressed their thoughts on the National Census. Suggestions were made on a response to the consultation document but not consensus was reached.

Conclusion:

Not to recommend a response to the Office for National Statistics consultation document on the 2011 Census.

13. BEST VALUE PERFORMANCE INDICATORS

Noted.

14. WORK PROGRAMME

Noted.

Members discussed their experiences at recent meetings of the Local Area Assemblies. It was suggested that agendas were still driven by the district council and that more could be done to publicise the meetings.

Conclusion:

To include on the work programme the encouragement of public attendance at Local Area Assemblies.

15. CLOSE OF MEETING

The meeting closed at 5.30p.m.



MEMBERS' ROOM

From:
Councillor Mike Taylor

Council Offices, St. Peter's Hill, Grantham, Lincolnshire, NG31 6PZ
Tel: Grantham (01476) 406080 Fax: (01476) 406000 DX: Grantham 27024

Date: 18th August 2005

Office of the Deputy Prime Minister
Eland House
Bressenden Place
London
SW1E 5DU

Dear Sir,

REGIONALISATION OF FIRE SERVICE CONTROL CENTRES

As Chairman of South Kesteven District Council's Engagement Development and Scrutiny Panel (DSP) and lead member of a cross-party working group selected to scrutinise the regionalisation of fire service control centres, I write on behalf of the DSP with great concern about the decision taken to site the East Midlands control centre at Castle Donington in Leicestershire.

Having personal knowledge of the fire service, I and my colleagues believe that due to the nature of the way the centres will work and the immediacy of the response required, the reliance on technology above local knowledge will be very dangerous as we are informed that if the centre cannot take a telephone call within the required time span, it will be diverted to any one of the other eight centres in the UK who will have no intimate knowledge of the topography of the local area. Due to this inadequacy, we believe that it could lead to a situation where lives could be put in jeopardy. With this in mind, we respectfully ask you to reconsider your decision to regionalise the fire service control centres.

I look forward to receiving an early response.

Yours faithfully,

Councillor Mike Taylor, Chairman of Engagement DSP(Conservative)

Mike Williams (Labour)

Nick Craft (Conservative)

E-GOVERNMENT WORKING GROUP

Notes of Meeting – 20th July 2005

Members Present: Councillor Kirkman
Councillor Nadarajah
Councillor Wilks

Officers Present: Marion Fox
Rebecca Chadwick
Ian Yates – Cash Collection & EDRMS Update
Carol Taylor – Cash Collection
Luan Hutchinson – Cash Collection

Apologies: Councillor Mike Williams
Councillor Carpenter

1. PROJECT UPDATE INCLUDING ENVIRONMENTAL HEALTH GO LIVE AND KEY MILESTONES

Environmental Health

Marion updated the group on the EHS go live, which was on schedule for the 25th August 2005 deadline. Build for the telephony centre was also on schedule. The group considered that resilience/recovery control should be in place given the centralisation of customer services. Further information on this was requested for a future meeting.

Key Milestones

Marion circulated an update report on Key Milestone Monitoring, which reiterated that the Council was on schedule with the EHS go live and gave further information on other services. Details on the deadlines were provided and Marion added that it was necessary to complete scoping with service managers.

One member was concerned that the target may not be met for the BPR completion for Council tax and benefits. Marion explained that the target date had been set based on consultant advice. Work on this section will commence in September, following EHS go live, and the section was confident that the deadline would be met; annual leave had been accounted for in the planning. It was anticipated that the process would be shorter than that for EHS, as lessons had been learned and certain aspects of the project would not require duplication. Further information on back-up plans for the Council tax and benefits systems was requested.

The implementation of the new ledgers systems was discussed and it was considered that this would not affect the BPR.

The group also discussed the potential areas of risk identified by the report. IY was working on reducing the 'open' risks. Communication had

been identified as a key issue the operational working group had suggested to invite staff to see new EHS system to promote buy in. The group considered that such promotional efforts were not required, as staff should be directed to buy into the new process by corporate management. It was suggested that emphasis may be required by the Portfolio Holder and the DSP to the Chief Executive to lead this.

Action note:

IY to feedback on resilience/ recovery programmes for the EHS go live and planned Council tax and benefits.

Working Group to consider whether to recommend use of automated call distribution to the DSP (For example, Press 1 for Council Tax, Press 2 for Housing, Press 0 to speak to an operatr)

2. EDRMS UPDATE

Marion updated on this. Whilst progress had been slow initially, development was now increasing. She added that EDRMS would be included in the EHS go live pilot and equipment had been obtained.

The group discussed the current “antiquated” mail system within the offices. Marion clarified that EDRMS would be implemented in each section when moved to the customer services centre. The group discussed the funding for this project and further information was requested for a future meeting.

There was some concern that identification for benefit applicants may be compromised during on-line and telephone transactions. Further information on the procedures planned was requested for a future meeting.

The group focussed on telephony usage and different procedures for the customer services centre and the level of publicity required for each was discussed. It was suggested that although EHS was going to be soft-launched, a hard launch was necessary further into the project, especially when housing was implemented.

It was believed that there had been a suggestion that the housing BPR would be completed separately to reflect the current changes in that service. This was met with great concern by the group as it could potentially conflict with the agreed policy of the Council to have one customer service centre. Any other system would result in an increased number of transferred telephone calls and further problems. The group would oppose any proposal unless significant need could be identified by the proposer.

Marion went on to update on the current position with partnership working. As Melton Borough Council had the same Council Tax and Benefits system and CRM as South Kesteven and they were verification compliant,

partnership working was opportune. This would only be pursued, however, if it continued to be beneficial to both parties.

Action Notes:

- (1) Paul Taman to be invited to a future meeting to report on EDRMS equipment costings.**
- (2) MF/IY to provide information on the identification process for benefit applications/enquiries for on-line and telephone transaction.**
- (3) MF/IY to look into promotion of customer service centre via Council tax billing despatch.**
- (4) The working group to consider any proposals to create any separate customer services centre with the lead CMT to be invited to a meeting, if necessary.**

3. BVPI 157 PROGRESS

Marion reminded the group on this target to deliver all services and transactions that are currently provided, via electronic means by the end of 2005. The Council had just missed the interim target of 78% by the end June. A project plan for completion was circulated and Marion clarified the work currently underway for an on-line consultation system and arts centres bookings.

The group was concerned about the tight deadlines and lack of apparent progress for each project stream. This was worrying given the importance of this 100% target. An update at the next meeting was requested.

Action Notes:

- (1) MF/IY to provide update on BVPI 157 progress and key milestones for each service.**
- (2) To request Andy Nix gives an update presentation to the group at a future meeting to include a demonstration of the CRM front end.**

4. MEMBERS' ACCESS TO CRM INFORMATION

The group were interested to know whether or not members would have some access to the CRM system to assist with ward queries.

Action Note

MF/IY to investigate freedom of information parameters, to discuss with Andy Nix and report back on this issue.

5. MEMBERS' IT

Councillor Nadarajah had reported to the Engagement DSP on the group's request for an additional working group to look into why members were not using laptops/IT etc. The DSP had allocated this back to this working

group but the group considered that it would be better for members with less IT knowledge to lead on this.

It was also suggested that a major factor in members' under-use of IT was the time taken to download. It was considered that broadband was vital.

Action Notes:

- (1) To make broadband for members a priority for the working group**
- (2) To request the Chairman of the Engagement DSP allows the working group to establish an additional group comprising lesser IT literate members from each DSP led by one member of the Engagement DSP, to consider members' use of IT.**
- (3) Councillor Nadarajah to attend the first meeting of the new working group.**

6. CASH COLLECTION REVIEW

Marion updated on the recent site visits to High Peak Borough Council and the Derbyshire Dales District Council. High Peak provided three customer services sites providing the same level of service at each and their cash office had been closed with credit card and small petty cash transactions at the customer services centres. PR for the change had been based on the increase in payment locations provided by the implementation of Paypoint in local shops and the contribution this made to keeping local shops and post offices in business. The benefits of direct debit had also been heavily promoted. A lesson learned was that people making weekly payments had been heavily targeted whilst annual payers had been considerably less informed. The group was very interested in the cost of transaction with the Paypoint scheme and other financial implications. Figures for these and the current total headline figure for cash transactions at South Kesteven were requested for a future meeting.

The group discussed certain aspects of cash collection. Luan clarified that South Kesteven allowed credit card payments for part-bill payments but High Peak only allowed this for full-payment thereby reducing costs. She added that many other authorities had three payment dates to encourage direct debit. To compensate for the withdrawing of rent cards, High Peak had issued calendars that allowed payees to record when they had made payments. Receipts issued could be kept in the pouch attached to the calendar. Although High Peak had bit the bullet with this, they had taken their time over implementation and provided a lot of help to customers during the change over period. This approach was supported by the group. The group also considered potential efficiency savings.

Marion reported on learning points from Derbyshire Dales District Council. There had been an initial rise in arrears but then a reduction to lower than before. Carol expressed her concern about Paypoint systems as it took ten days to credit accounts. Ian stated that this would be built into the cost benefit analysis.

Using a security company to transfer cash from car parks to third parties was discussed as this had been implemented at Derbyshire Dales. The group discussed South Kesteven processes and the potential for this within the district. Luan commented that this had been considered previously but discounted because of health and safety and organisation implications.

Carol raised concern over the implications of supporting people grants and changes in balances and benefits. Changes in bill amounts would need to be communicated very clearly.

Action Notes:

- (1) To continue to investigate the best strategic approach for cash collection.**
- (2) MF/IY to provide cost/benefit analysis and financial information as noted above at a future meeting.**
- (3) MF/IY to provide information on publicity requirements if a pay point system was implemented in the district.**
- (4) MF/IY to report on the viability of implementing a Paypoint at a GOPD.**
- (5) To agree in principle the provision of more than one available date for direct debit payments.**
- (6) MF - All notes from the High Peak and Derbyshire Dales site visits to be compiled at a future meeting.**

7. ANY OTHER BUSINESS

Marion reported from the recent meeting of the Steering Group that certain members' lack of knowledge of the E-Government project was of concern. It had been suggested that a presentation be given to the Council on 8th September 2005 to reiterate to members the progress of the project. The group thought this was a good idea and would be best presented by members of the group.

Action Note:

To include on the agenda for the next meeting work on a presentation to full Council on progress with E-Government projects, to include projection of current systems, the website and CRM. The presentation to communicate the facts of the project with optimum clarity.

8. DATE OF NEXT MEETINGS

Provisional date of 24th August 2005 2pm. MF to check other members' availability. To be held in Modernisation Office.

31st August 2005 2pm in Committee Room 2.

E-GOVERNMENT WORKING GROUP

Notes of Meeting – 25th August 2005

Members Present: Councillor Nadarajah
Councillor Wilks
Councillor Mike Williams
Councillor Paul Carpenter (observer)

Officers Present: Ian Yates
Kevin Legg
Richard Wyles
Rebecca Chadwick

Apologies: Councillor Kirkman

1. ENVIRONMENTAL HEALTH GO LIVE

Ian Yates updated on the EHS go live which had commenced earlier in the day with success. Staff had been transferred and minor changes made to the layout of the front desk area.

2. CASH PAYMENTS

Kevin Legg spoke to the group on a draft report concerning cash payments and cashless collections. This covered general issues, car parking payments and direct debit payments. Kevin gave further information on each issue and Richard Wyles spoke on car parking payments. Each was discussed in detail in light of the site visit to High Peak Borough Council and Derbyshire Dales District Council.

Publicity for payments by direct debit with only the one payment date available had probably reached saturation point. Further direct debit dates should increase use. With regard to making any changes to car park payment methods, it may be appropriate to trial or implement when Welham Street, Grantham became a multi-storey or when machines were replaced.

Members' initial thoughts were that the introduction of automation was only to assist in customer service, not to replace customer contact; implementation of an 'allpay' or similar system would benefit the community by providing a significant number of places accepting payments and enhancing rural services; changes to the car parking payment systems (such as a pay on exit system and credit/debit card payments) could greatly enhance customer service as well as reducing costs. This was not certain, however, and a financial analysis was requested for a future meeting.

The group discussed whether or not a phased implementation for any of the proposals would be better than a sudden one. No consensus was reached on the matter although a general majority considered a sudden approach best. It was acknowledged, however, that further information was required on implications within the organisation for an informed decision on the matter.

Conclusions:

To request further information on:

- **Financial analysis of proposed changes to car parking payment systems including barrier-controlled pay on exit and credit/debit card payments;**
- **Financial implications of credit card payments for small amounts;**
- **A customer survey for preferred use of credit, debit card or cash for car parking payments;**
- **Number of outlets which currently allow 'allpay' payments with a particular focus on those in rural locations;**
- **Cost per transaction with 'allpay' system in worst case scenario;**
- **Staff implications of moving to cashless payments;**
- **Anticipated financial implications of introducing more than one date for direct debit payments;**
- **A live spreadsheet format showing a breakdown of cost comparisons for each of the cash payment options.**

3. PRESENTATION TO COUNCIL

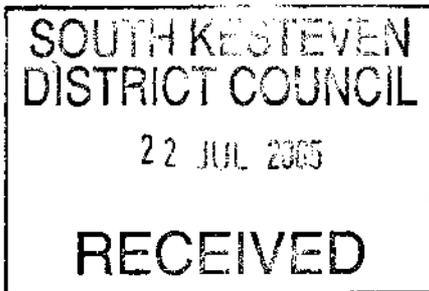
It was considered that a presentation to Council on 8th September 2005 would not give sufficient time to provide information on the progress of e-government projects. The group discussed briefly the issues that they considered pertinent to the presentation.

4. MEMBERS' IT WORKING GROUP

The new working group on Members' use of IT, although yet to meet, had been requested by the Engagement DSP to produce a questionnaire for members on their issues/problems/concerns with IT. A similar questionnaire had recently been produced by officers and it was considered that it may be unnecessary to repeat the exercise.

Conclusion:

Cllr Nadarajah and Rebecca Chadwick continue to arrange an initial meeting of the new working group and to invite Ian Pick/Jackie Pantling to co-ordinate work on member's use of IT.



BT Payphones
PP 06A21
Delta Point
35 Wellesley Road
Croydon
CR9 2YZ

Chief Planning Officer
South Kesteven District Council
Council Offices
St Peters Hill
Grantham
Lines NG31 6PZ

12th July 2005

TIME SENSITIVE - 42 Day Consultation period end date: 13th September 2005

Dear Sir / Madam,

BT's proposals to re-align payphone provision to meet consumer demand.

BT has an obligation to provide access to public payphones to meet the needs of consumers, but it is a sad fact that consumers are choosing other methods of communication over payphones and as a result use of public street payphones continues to decline. BT wishes to continue to work with your council to re-align public payphone provision more closely to the demand that now exists. This letter is part of the formal consultation process regarding BT's current programme of proposed public payphone removals.

The increase in mobile phone ownership has led to a complete culture change in communication - the number of calls made from BT payphones has more than halved in the last four years. Ninety nine per cent of UK homes now have a phone at home and 85 per cent have a mobile phone¹. There are 66,000 public payphones in Great Britain and two thirds of these no longer cover their costs. Striking a balance between growing commercial pressures and providing an effective payphone service is vital. BT has managed to keep its payphone business viable by careful management of costs and the introduction of new initiatives focused on growing new revenue streams. Advertising on kiosks and internet enabled payphones are examples of our success in this regard.

As you may be aware, Ofcom (The Office of Communications) is currently undertaking a Review of Universal Service. The Universal Service Obligations include the requirement to offer access to public payphones to meet reasonable consumer need and define the consultation process that must be followed prior to the removal of a public payphone. The conclusions from this review are unlikely to be published until late in 2005. Faced with falling consumer demand for public payphone service, it would be unrealistic for BT to halt all consultation on removal proposals pending the review outcome and as a result our consultation programme is continuing under the existing regulatory regime.

We have already worked very successfully with councils throughout the UK regarding the first stages of our public payphone rationalisation programme and feedback from this has been provided to Ofcom as part of the Universal Service Review.

British Telecommunications plc
Registered Office
81 Newgate Street, London EC1A 7AJ
Registered in England no. 1800000
BT is an ISO 9001 Registered Company
www.bt.com

¹Office of Telecommunications (OfTel) Consumers' use of fixed telephony. Q14 August 2003

One area which we hope will be addressed through this review is removal of the obligation to provide cash payment facilities at all public payphones. Our past consultation with local bodies has clearly identified demand for access to a payphone but not necessarily with the ability to pay for calls with cash, for example access to the emergency services is regularly quoted as the primary reason for box retention. I am sure you will appreciate that providing cash payment facilities accounts for a great deal of the cost associated with running an individual payphone and of course it also leaves the payphone open to theft related vandalism. We have proposed to Ofcom that in certain circumstances BT should be allowed to remove the cash payment facility with the agreement of the relevant local bodies. In practice, this would mean that the payphone no longer accepts cash payment but still has all other functionality including the ability to make emergency, operator controlled, reverse charge, credit card and Chargecard calls.

Our rationalisation proposals in South Kesteven District Council Area.

There are currently 167 street based payphones in South Kesteven District Council area. Of these 4 are little used by consumers and are therefore proposed by BT for removal. Full details of these boxes are shown on the enclosed sheets which include telephone number and address on a box by box basis. This figure includes 1 that has an alternative payphone within 100 metres and therefore outside of our consultation obligations.

This letter formally starts our consultation with you and the local community on these proposals. BT will place consultation notices in the relevant kiosks over the next three weeks to ensure that the local community are fully informed. To give the local community sufficient time to express their views to the Local Authority Planning Department and/or Parish/Community Council, BT has extended the consultation period by 21 days in addition to the 42-day period over which we are obliged to consult.

We have also identified a further 52 payphones with very low use that may still be needed by the community. We are, therefore, proposing that should Ofcom's Review remove the obligation to provide cash payment facility, these boxes should be converted to a cashless payment option as an alternative to removal. I should stress that we are consulting with you on this element but it would only take effect should Ofcom's Review conclude that it was appropriate for boxes not to offer cash payment facilities.

What you need to do next

The enclosed list shows the payphones that BT is proposing to remove and/or those we would like to retain without cash payment facilities.

A member of our local team will be contacting you shortly with a view to arranging a meeting to discuss the proposals in more detail and to answer any concerns or issues that you may have.

Please return this list to the address above, or by e-mail to **htp.authorisation.team@bt.com**. before 13th September 2005, with any comments or objections to BT's proposals. The regulations that cover box removals require that all objections are supported by reasons. Please feel free to provide this information on a covering letter or separate sheet along with any other comments you wish to make. The consultation period will close on 13th September 2005 and responses received after this date will not be accepted. Please allow at least two days for postal delivery, and kindly note that proof of postage may be required in instances of dispute.

Should your comments relate to a particular phone box, please clearly show the telephone number of the kiosk on your correspondence. This will ensure that we are able to deal with your enquiry efficiently. It would also be of great assistance if all responses could be collated and channelled via a single point of contact for your council.

We recognise that there may be concerns about our plans and are happy to discuss these over the telephone or to meet with Local Planning Authorities should you require further clarification. Please contact BT Payphones' Customer Services on 0800 661610 between 9am and 5pm Monday to Friday if you would like to take up this offer.

If you are still awaiting a response to a previous consultation objection, please note that this letter supersedes all communications concerning that objection. Please be aware that a small number of boxes that have had an objection lodged in the past have been included in this revised proposal.

Other Possibilities

As an alternative to removing unprofitable payphones, BT offers a range of innovative solutions. BT is proud to have worked with local government authorities to provide access to the Internet and e-government services. Indeed, rather than removing a number of our standard payphones, some local authorities have funded their upgrade to broadband enabled multimedia kiosks, not only retaining the voice service but also offering access to the Internet and a range of e-government information. This is an option you may wish to consider. These kiosks can be WiFi enabled to bring wireless broadband to the streets of your community and in addition offer a CCTV capability, providing added security for local people. If you require further information on these solutions please call Bruna Marenghi on 020 7876 8825 or e-mail on bruna.marenghi@bt.com.

Yours sincerely,



RICK THOMPSON
Project Liaison Office, BT Payphones

Telng	Address	POST_CODE	Planning Strategy	Consultation Type	Agree/Object	Comments / Reasons
01400230383	Kiosk 30383 Welby Spo, Main St, Welby, Grantham	NG323LN	Cashless			
01400250212	Kiosk 50212, Gelston, Grantham	NG322AE	Cashless			
01400250282	Kiosk 50282, Main St, Honington, Grantham	NG322PG	Cashless			
01400250376	Kiosk 50376, Marston, Grantham, Lincs	NG322HH	Cashless			
01400250455	Kiosk 50455 Sub P.o, Hough On The Hill, Hough On The Hill, Grantham	NG322BH	Cashless			
01400272439	Pco1, High St, Caythorpe, Grantham	NG323DR	Cashless			
01400281295	Kiosk 81295 Opp Church, Dry Doddington, Newark, Notts	NG235HU	Cashless			
01476530398	Kiosk 398 Stoke Rochford Spo, Stoke Rochford, Grantham	NG335EB	Cashless			
01476550220	Kiosk 220 Corby Glen, High St, Corby Glen, Grantham	NG334LX	Cashless			
01476550340	Kiosk 340 Swinstead Spo, Swinstead, Grantham	NG334PA	Cashless			
01476562176	Kiosk 62176 Nr Village Sch, School Lane, Old Somerby, Grantham	NG334AG	Cashless			
01476562328	Kiosk 62328, Sandcliffe Rd, Grantham	NG318ER	Cashless			
01476562329	Kiosk 62329 Low Road/, High Rd, Manthorpe, Grantham	NG318NF	Cashless			

Telephone	Address	POST_CODE	Planning Strategy	Consultation type	Agree/Object	Comments / Reasons
01476563220	Kiosk 63220 Cnr Westry Close, The Drift, Barrowby, Grantham	NG321DQ	Cashless			
01476565247	Kiosk 65247 Londonthorpe Po, Grantham, Lincs	NG319RU	Cashless			
01476565466	Kiosk 65466, Gonerby Rd, Gonerby Hill Foot, Grantham	NG318HQ	Cashless			
01476565778	Kiosk 65778, Edinburgh Rd, Grantham	NG319QT	Removals	Full		
01476567897	Pco1, Alma Park Rd, Grantham	NG319RZ	Removals	Full		
01476585201	Kiosk 201, Westby, Grantham	NG334EA	Cashless			
01476585206	Kiosk 206 Opp Chestnuts Farm, Sapperton, Sleaford	NG340TB	Cashless			
01476585328	1 pco, Ingoldsby, Grantham	NG334EJ	Cashless			
01476585329	Kiosk 329, Paddock Close, Ropsley, Grantham	NG334BJ	Cashless			
01476860216	Kiosk 860216 Nr Post Office, High St, Colsterworth, Grantham	NG335NF	Cashless			
01476860267	Kiosk 860267 Rectory Lane/, Church St, North Witham, Grantham	NG335LH	Cashless			
01476860382	Kiosk 860382, Gunby, Grantham	NG335LF	Cashless			
01529240296	Kiosk 240296 Pointon Spo/, Fen Road, Pointon, Sleaford	NG340LZ	Cashless			

Telno	Address	POST_CODE	Planning Strategy	Consultation type	Agree/Object	Comments / Reasons
01529240368	Kiosk 240368 Elizabeth Drive/, Pointon Rd, Billingborough, Sleaford	NG340LP	Cashless			
01529497213	Kiosk 213 By Folkingham So, Market Place, Folkingham, Sleaford	NG340SE	Cashless			
01529497239	Kiosk 239 In Braceby, Braceby, Sleaford	NG340SZ	Cashless			
01636626221	Kiosk 626221 O/s Village Hall, Main St, Claypole, Newark	NG235BA	Cashless			
01636626291	1pc0, Church Lane, Brandon, Grantham	NG322AP	Cashless			
01778342195	1pc0, Locks Close, Deeping St James, Peterborough	PE68RA	Cashless			
01778342403	Kiosk 342403 Park Road/, Horsegate, Deeping St James, Peterborough	PE68EW	Removals	Full		
01778343232	1pc0, Kiosk 343232, Towngate West, Market Deeping, Peterborough	PE68DG	Cashless			
01778348083	1pc0, Kiosk 348083, Godsey Lane, Market Deeping, Peterborough	PE68HY	Cashless			
01778422320	Kiosk 422320, The Green, Thurlby, Bourne	PE100HA	Cashless			
01778422569	Kiosk 422569, Northfields, Bourne	PE109DB	Cashless			
01778440600	Kiosk 440600 Nr Po Opp Church, Aslackby, Sleaford, Lincs	NG340HG	Cashless			
01778440635	Kiosk 440635 Nr Rippingdale Rd, Rippingdale Rd, Kirkby Underwood, Bourne	PE100SH	Cashless			

Telex	Address	POST CODE	Planning Strategy	Consultation type	Agree/Obect	Comments / Reasons
01778560237	Kiosk 01778560237, 1pco, Barholm, Stamford	PE94RA	Cashless			
01778560331	Kiosk 560331, Main St, Baston, Peterborough	PE69PA	Cashless			
01778570200	Kiosk 570200, Hanthorpe Rd, Morton, Bourne	PE100NT	Cashless			
01778570250	Kiosk 570250, High St, Morton, Bourne	PE100NR	Cashless			
01778590209	Kiosk 209 Nr Hotel, Toft, Bourne	PE100JT	Cashless			
01778591243	Kiosk 243 Edenham Spo, Main St, Edenham, Bourne	PE100LL	Cashless			
01778591244	Kiosk 244 O/s Sub Post Office, Grimsthorpe, Bourne	PE100LY	Cashless			
01780410211	Kiosk 410211, Bytham Rd, Creeton, Grantham	NG334PY	Cashless			
01780410325	Kiosk 0780 410325, 1pco, Holywell Rd, Castle Bytham, Grantham	NG334SD	Cashless			
01780740366	Kiosk 740366, Main Rd, Tallington, Stamford, Lincs	PE94RN	Cashless			
01780751722	Kiosk 51722 Casterton Rd, Barnwell Rd, Stamford	PE92UU	Cashless			
01780762016	Kiosk 62016, Empingham Rd, Stamford	PE92RJ	Cashless			
01780762295	Kiosk 62295 St Martin W/out, Barnack Rd, Stamford	PE92NA	Cashless			

Telno	Address	POST_CODE	Planning Strategy	Consultation type	Agree/Object	Comments / Reasons
01780763580	Kiosk 63580 Uffington, School Lane, Uffington, Stamford	PE94SU	Cashless			
01780764020	Kiosk 64020 Casterton Rd/, Vence Close, Stamford	PE92LZ	Cashless			
01780766180	Kiosk 66180 St Michael Centre, High St, Stamford	PE92AL	Removals	Courtesy	N/A	
01949842463	Kiosk 42463 Nr The School, Sedgebrook, Grantham, Lincs	NG322ES	Cashless			

Signature

South Kesteven District Council

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 by 13th September 2005



STAMFORD LOCAL AREA ASSEMBLY

Minutes of the MEETING of the STAMFORD LOCAL AREA ASSEMBLY held at 7.00pm on Thursday 19th May 2005 at Stamford Town Hall.

PRESENT:

Councillor Ray Auger
South Kesteven District Council
(Chairman)

in the Chair

Lincolnshire County Councillors

Councillor Colin Helstrip (Stamford West)
Councillor Thomas M Trollope-Bellew
(Stamford Rural)
Councillor Brian Sumner (Stamford North)

SKDC Councillors

Councillor Terl Bryant
Councillor Joyce Gaffigan
Councillor Andrew Moore
Councillor Azar Woods also Stamford Town Councillor

Stamford Town Council

Councillor John Judge (Mayor)

Tenant Compact Representatives

Mrs P M Patrick (Vice Chair District Compact)
Councillor Ray Lee (Compact South, Stamford &
Town Councillor)

St Peter's Community Group Stamford Chamber of Trade Stamford YMCA

John Kellas-Kelly
Neil Scholes
Heath Monaghan

SKDC Officer

John Pell (Director Community Services)
Paul Morrison (Scrutiny Officer)
Lucy Bonshor (Democratic Officer)

26 members of the public
1 member of the press

1. Apologies

An apology was received from Councillor Harrish Bisnauthsing.

The Chairman welcomed to the LAA Councillors Moore and Sumner who had gained seats at the recent elections (By election Truesdale ward and Stamford North at the County election).

2. Minutes of the Meeting – 20th January 2005

The minutes of the meeting held on 20th January 2005 were agreed as a correct record of the decisions taken with the following amendment that; Councillors that were both South Kesteven and Stamford Town Councillors be shown as such.

Reference was made to page 5 of the minutes and the question concerning Stamford Hospital. The Chairman informed members that he had invited Mandy Renton the General Manager of Stamford Hospital to attend the meeting, however due to a previous engagement she was not able to attend this meeting but had indicated that she would attend a future meeting.

3. Public Forum

The Chairman informed the LAA that the Public Forum had been moved to the beginning of the agenda and that it would be strictly time limited to one hour.

4 QUESTIONS ON THE PROPOSED STAMFORD EASTERN RELIEF ROAD – proposal put forward by the Stamford Chamber of Trade and Commerce

(1) Question from Resident of the St Martin's area for 20 years

Please could the Forum give its views on the Stamford Chamber of Trade and Commerce's plans for the Stamford Eastern Relief Road and its detrimental effect on Burghley Park and Uffington Meadows.

Why is this road necessary when St Martin's High Street has, on average, no more traffic than any other small market town of similar architectural interest.

(2) Question from Resident

We are the custodians of our environment for future generations to enjoy. The planned major developments to the east of Stamford, associated with the proposed Eastern Relief Road, will bring more traffic to Stamford when really we are trying to reduce traffic flow. Therefore, what is this Forum's view on a proposal that will do little to remove traffic from the centre of Stamford, yet cause irreversible damage to Stamford's beautiful surroundings all for the short term financial gain of a few?

(3) Question from Mr Henderson – Wothorpe

Will a full impact assessment that embraces the destruction of the unique historical landscape of Stamford, as well as the total opposition from the residents of Wothorpe to this proposal be undertaken?

(4) Question from Margaret Rose

What consultations process and liaisons will there be with Cambridge & Northamptonshire Council's and Public – given plans for Stamford will impact those in surrounding villages.

The Lincolnshire County Councillors left the meeting whilst the relief road questions were discussed in order not to prejudice any proposal that reached Lincolnshire County Council for debate.

A member of the LAA asked what documents were being talked about and which official elected body had put the proposal forward.

It transpired that the Stamford Chamber of Trade had put a proposal forward for a relief road for Stamford and a recent meeting concerning the proposal had been held at St John's Church.

The Chairman informed those present that any group was entitled to compile a proposal and carry out consultations however; this was not the place to discuss the proposal, as it was not an item on the agenda. The proposal should be directed to Richard Willis the Director of Highways and Planning at Lincolnshire County Council and it would be up to him to put the proposal through the relevant processes if it was formulated as a formal proposal.

Members of the LAA expressed concern about the proposal, although it was pointed out that any survey and proposal would highlight the traffic situation in Stamford. Views on the proposal were expressed and it was suggested that the proposal was flawed as various factors had not been taken in to account. The Chairman again reiterated that there was nothing stopping any group compiling a proposal but they should be addressed to the Director of Highways & Planning.

(5) Question from Mr J Beard - Stamford

Can SKDC's Local Development Framework be modified (taking into account the Stamford Chamber of Trades proposals) after its publication?

The Director of Community Services replied that his understanding was that the Local Development Framework (LDF) document was meant to be more fluid and up to date than the Local Plan used to be. So the answer would be yes it could be changed but only after due process had been carried out.

(6) Questions from Mr R Footitt

- (1) *Why must questions be submitted in writing?*
- (2) *The State of Stamford Roads?*

With reference to question 1 from Mr Footitt the Chairman replied that a written response was needed for the record so that nothing was lost in "transit".

With regard to question 2 clarification was sought and it was confirmed that the question concerned the poor condition of the roads in Stamford such as the large pot holes etc.

Members of the LAA agreed that the state of sum of the roads in Stamford were terrible and even repair to them was not of a high enough standard which necessitated workmen coming back to repair the repair. Various locations in Stamford were highlighted. Two members referred to incidents that they had been involved with that due to continuous pressure had resulted in work being carried out. The Chairman asked that anyone who was experiencing problems with having road repairs carried out should contact him at South Kesteven District Council well before the next meeting of the LAA and he would write to the relevant officer at Lincolnshire County Council and also ask them to attend a meeting of the LAA.

(7) Four Questions from Mr D Johnson

(1) At Minute 385 of the Stamford Town Council meeting of 12th April it was agreed that a letter be sent to SKDC to the effect that the SLAA meetings "were a total waste of time". May I ask if any letter has been received? If it has shouldn't the content be up for consideration on the agenda of this evening's meeting and if it hasn't shouldn't it still be discussed?

The Chairman replied that a letter had been sent and the Chief Executive had responded. He then proceeded to read out the Chief Executive's response.

Members again raised the question of having written questions and referred to questions that crop up during the meeting. The Chairman indicated that the public and members were entitled to ask questions whenever, even in between meetings and said that with more advanced notice of questions fuller responses could be given rather than having to field some questions. He advised members and the public to forward their questions to Paul Morrison at South Kesteven District Council.

The Mayor of Stamford then referred to a letter that he had forwarded to the Chief Executive which concerned the Council's apparent lack of taking on board Stamford Town Council's concerns with regard to various planning matters. He proceeded to highlight various areas in Stamford where the feedback of the Stamford Town Council's Planning Committee seemed to have fallen on "stony ground". Various members of the LAA agreed with what the Mayor was saying although it was pointed out by one member who used to be on the Council's Development Control Committee that directives from central government did drive some of the decisions that the District Council made.

(2) At the SLAA meeting of 20th January 2005 (at minute 20), members asked Mr Pell to bring the Tourist Health Check before this evening's meeting – May I ask where it will be dealt with on the agenda?

The Director of Community Services stated that the document had been circulated to all members of the LAA.

(3) At agenda item 4 of this evenings meeting may it be taken as read that the heading indicates the possibility of an early decision to alleviate on street obstructive and illegal parking by the introduction of flexible marginal pricing at the Stamford Cattle Market pay and display car park with of course the collaboration of the enforcing bodies. Perhaps up to date figures will be produced to indicate whether the £86,000 short fall in the SKDC 2004/05 outrun in respect of net car parks income was a temporary aberration?

Dealt with at item 4 on the agenda

(4) Chewing Gum? What is the present situation re removal after the very disappointing announcement the machine obtained has not been approved? Will this mean steps are, or perhaps already have been, taken to ensure all surfaces in the not inexpensive Red Lion Square and Sheepmarket development are either gum resistant or of a type capable of being cleaned by an approved machine?

The Chairman informed the LAA that unfortunately Lincolnshire County Council had indicated that due to the nature of the block paving used the chewing gum machine could not be used on this surface. However, it had been used in other areas with no detriment. Mr Scholes from the Chamber of Trade referred to the Path to Pride and the answering of letters within 10 working days. He referred to his letter concerning the chewing gum machine asking when it would be used to which 119 days later, he still did not have a response. The Chairman replied that he would personally respond to Mr Scholes if he left his details at the end of the meeting.

The Mayor informed the LAA that he had verbally been informed that the machine had been in use that day in Stamford.

4. Stamford Car Parking Strategy

The Director of Community Services on behalf of the Head of Planning Policy and Economic Regeneration gave an oral report on the proposed strategic study of car parking in Stamford. The issue of car parking in Stamford had been raised on many occasions and it was proposed that a more strategic study be undertaken. It was suggested that a working group be formulated to look at areas of concern. The aim of the study would be to determine an appropriate town centre area for the study, the geographical extent, to identify through appropriate modelling techniques the existing and future demand for car parking spaces in the town centre and the routes of entry into and out of the town centre. To look at the balance of short and long stay car parks, to examine the contribution of on street car parking. The appropriate charges to

use and the extent that the private sector may or may not be involved. An overall strategic car-parking plan would be put forward formulated by a working group comprising of District Council representatives led by the Portfolio Holder, together with representatives from Stamford Vision, LCC, Stamford Chamber of Trade and Commerce and Lincolnshire Police.

Various questions were raised by the LAA members concerning the composition of the working group. It was proposed and seconded that the LAA should have representatives on the Working Group and on being put to the vote the proposal was carried. Further questions were asked about the working group to which the Director of Community Services and the Chariman replied.

Mr Johnson referred to the question that he had put forward concerning the short fall in the revenue of the car parks and put forward a proposal concerning marginal pricing in the cattle market in Stamford on certain days which would surely put the council in a win/win situation.

Decision

That representatives from the Stamford Local Area Assembly should be appointed to the Stamford Car Parking Strategy Working Group.

5. Police Community Support Officers (PCSO)

Paul Morrison the Scrutiny Officer informed the LAA that he had invited a member of Lincolnshire Police to attend the meeting but they had been unable to send a representative. However, he had some basic information concerning PCSOs which he informed the LAA about.

A short discussion then followed concerning the work that the PCSO's carried out and the limit of their powers. It was proposed that the Lincolnshire County Councillors on behalf of the LAA try to influence the Police Committee in changing the stance on the powers that the PCSO's have. The Chairman of the LAA indicated that he would put together a letter on behalf of the LAA asking to increase the PCSO's powers. He also referred to the multi ticket that had been compiled with the District Council's help that combined litter, graffiti, chewing gum and dog fouling. The District Council was trying to back up the work carried out by the PCSO's but he appreciated that it was the Chief Constables decision whether or not to increase the PCSO's powers.

6. Stamford Hospital

The Chairman referred to the beginning of the meeting when he had informed the LAA that a representative from the Hospital had been invited to attend the meeting but due to the short notice they had not been able to attend as they were giving a presentation to the board of directors and could not pre-empt information. Some members were not happy that a representative could not attend but the Chairman did stress that the letter had been sent at short notice and he was quite happy with the response he had received. A representative from the hospital would be asked to attend a future meeting of the LAA.

7. Matters notified to the Chairman by LAA members

None received.

8. Matters that the LAA would like to consider at future meetings

Requests for agenda items for future meetings: A leisure centre at Queen Eleanor School, that the Chief Constable of Lincolnshire be asked to attend a future meeting. Also that the Head of Waste Management attend a future meeting.

Members of the LAA asked the public that were present if they had any observations that they wished to make concerning the meeting. It was suggested that a microphone system and inductive loop be used as they had difficulty hearing what was being said also the room layout could be better. The possibility of a different location was also raised. It was also suggested that when somebody spoke they stood up.

9. Membership

The LAA was notified that following recent correspondence Uffington Parish Council wished to be part of the Stamford LAA. A member referred to hard to reach groups and the Chairman said that if an organisation had a problem there was no reason why the LAA could not address the issue.

10. Date, Time and Venue next Meeting

The next meeting was scheduled to take place at 7pm on Thursday 15th September.

The meeting ended at 8.50pm.

NOTE: The Stamford Town Hall was booked for Thursday 15th September therefore the next meeting was scheduled for 7pm on Thursday 22nd September 2005.



BOURNE LOCAL AREA ASSEMBLY

Minutes of the MEETING of the BOURNE LOCAL AREA ASSEMBLY held at 7.00p.m. on Monday 13th June 2005 at the Bourne Corn Exchange.

PRESENT:

- Councillor Terl Bryant** (Chairman) South Kesteven District Council
- LCC Councillors:** Councillor Horn
Councillor Trollope-Bellew
- SKDC Councillors:** Councillor Mrs Cartwright
Councillor Miss Channell
Councillor Fines (Bourne Town Council)
Councillor Fisher
Councillor Kirkman (Bourne Town Council)
Councillor Nicholson
Councillor Smith (Bourne Town Council)
Councillor Mrs Smith (Bourne Town Council)
- LCC Officers:** Brian Thompson – Divisional Highways Manager
Kevin Brumfield – Divisional Highways Manager
- SKDC Officers:** John Blair – Director of Finance & Strategic Resources
Mike Sibthorp – Head of Planning Policy & Economic Regeneration
Rebecca Chadwick – Scrutiny Support Officer
- Co-opted Members:** Ivan Fuller – Bourne Town Centre Management Partnership
Julia Lister
Peter Gillatt
- Parish Councillors:** Councillor Alan Williams – Haconby and Stainfield
Councillor Gordon Lack – Morton and Hanthorpe
Councillor Pet Moisey – Bourne Town Council
Councillor Richard Turpin – Careby, Holywell and Aunby
Councillor Robert Rose – Thurlby
Councillor Martin Brebner – Greatford
- Bourne Tenants' Compact:** Mr T Kelby
Mr D Glover (Chairman)
- 13 members of the public and 2 members of the local press
- Apologies:** Councillor Croft (LCC), Councillor Mrs Neal (SKDC)
- Parishes not represented:** Braceborough & Wilsthorpe, Carlby, Couthorpe & Creeton, Little Bytham, Toft, Lound & Manthorpe, Witham on the Hill

1. Introduction, Welcome and Apologies for Absence

The Chairman, Councillor Bryant, welcomed those present to the meeting. He explained, for the benefit of new members, the role, purpose and terms of reference of the Assembly and he added that there had been a change of format to the meeting to hold the public open forum earlier.

Councillor Smith declared a personal interest in relation to agenda item 6 (Bourne Town Centre Redevelopment) by virtue of his membership of a club located within the redevelopment area. Although Councillor Smith offered to leave the meeting during consideration of the subject matter, his interest was deemed by the chairman not to be prejudicial and he was therefore able to remain in the meeting.

2. Public Open Forum

A member of the Town Council, assuming that agenda item 6 related to the recently constructed relief road, asked the Lincolnshire County Council officers to also provide information on a bypass for the town during their presentation later in the meeting.

A member of the District Council, who had requested agenda item 6 at the last meeting of the Assembly, thanked the Lincolnshire County Council officers personally for attending the meeting.

The Head of Planning Policy and Economic Regeneration was asked, with some concern, why details of recent planning applications were not available on the District Council's website. The officer replied that this was a temporary problem and the backlog of work was reducing. The District Council Portfolio Holder for Economic Development added that he had only recently noticed the problem and he would be looking into the matter.

The Lincolnshire County Council officers were asked whether the A151 from Bourne to Sleaford was now open as closure signs remained on the highway. The officers replied that it was open and that they will ensure all closure signs were removed.

3. Minutes of meeting – 19th January 2005

The minutes of the meeting held on 19th January 2005 were accepted subject to the removal of "when they were adults" from the second paragraph of minute 8 and the amendment of Councillor Creasey as representing Morton and Hanthorpe.

The Chairman, as requested at the last meeting, gave a brief update on the position with the District Council's recycling schemes. Green waste collections had more than quadrupled anticipated collection tonnage and therefore no more bins were being issued until another vehicle had been purchased and a crew trained. The Chairman also spoke on the new enforcement rangers who travelled on motorbikes targeting problems with litter and graffiti. Upon questioning, the Chairman and officers gave further details on other recycling schemes. Members were reminded that the District Council would consider seriously requests from parishes for recycling bring-sites, should a suitable location and need be identified.

4. Membership

No further nominations were received.

5. Bourne Bypass

Kevin Brumfield and Brian Thompson from Lincolnshire County Council provided a background to the Section 106 Agreement with the relevant developer for the completion of a Bourne relief road. The County Council had worked closely with the District Council on this matter. In addition to the building of a relief road, the Agreement had been amended to include a clause whereby the developer would provide Lincolnshire County Council with finance for the education department, rather than building a school themselves. Now that the relief road was almost complete and could physically be opened within the next few days, there was a possibility that the developers may not be willing to open the road until the part of the Section 106 Agreement relating to education had been agreed.

In relation to a bypass for Bourne, the officers provided a brief background to the current situation. Bourne had now been included in a list of twenty-five other locations in the county requiring a bypass in the Local Transport Plan Consultation Document. The Government had indicated that it was likely only one bypass proposal would be approved every five years. The twenty-five schemes were currently not prioritised and the officers had been directed to do this. A bypass for Bourne was therefore not considered imminent.

A member of the District Council's Healthy Environment Development and Scrutiny Panel asked the officers what the position was regarding the Panel's request to send a letter encouraging transport companies within the area to use the relief road. Mr Brumfield responded that this letter was in draft on his desk and would be sent as soon as a date for the opening of the relief road had been finalised.

A number of members contributed to debate on the relief road and the potential for a bypass. It was proposed that the Local Area Assembly write a letter to Lincolnshire County Council requesting that the A15 from the Deepings, through Bourne to Sleaford be designated as a priority route in the Local Transport Plan. This received a seconder. Before a vote was taken on the proposal, further aspects of the relief road and the bypass were discussed. Further details were provided on the relief road Section 106 Agreement and the meaning of making a road a priority route and its impact on surrounding communities. A number of different opinions were expressed on the stagnation of the relief road Agreement and bypass and on being put to the vote, it was **AGREED** that,

The Bourne Local Area Assembly writes to Lincolnshire County Council and requests that the A15 road from the Deepings through Bourne to Sleaford be designated a priority route and part of the Lincolnshire County Council Strategic Network, being a main south to north route through the fastest developing area of the county, from Peterborough through Bourne, Sleaford, Lincoln and Scunthorpe to the Humber Bridge. The letter to indicate that this is vital to the further economic prosperity and quality of life for Lincolnshire, rejecting any argument that it may encourage further traffic through Peterborough and further pointing out the volume of traffic it carries more than some of the priority routes and the fact that its accident record must be reduced.

It was further **AGREED** that this letter be copied to the relevant Member of Parliament and Member of the European Parliament, and that another letter be sent to Lincolnshire County Council from the Assembly, abhorring the delay in completion of the Section 106

Agreement and the consequential unacceptable delay in the opening of the Bourne relief road.

6. Bourne Town Centre Redevelopment

Mike Sibthorp, as requested at the previous meeting of the Assembly, reported on the progress of the redevelopment project. He reminded members that the Town Centre Management Partnership (TCMP) had identified the preferred developer for the project and that discussions were now going ahead with the developer, the TCMP and the District Council. Valuation work on the site had been reported to the developers and would be relayed to the District Council at a meeting later in the month. The next stage of the project would be to submit a planning application in the autumn of this year.

Ivan Fuller, the Bourne Town Centre Co-ordinator, added that although it may appear that little was happening on the project, there was considerable activity behind the scenes. Discussions would take place with landowners toward the end of June 2005. He commented that Boston had undertaken a similar project that would provide a reasonable concept for the retail element proposed in Bourne. Small press releases had been published in local media and Mr Fuller stated that he was very happy to be approached for further information on the Bourne project.

The Chairman asked whether the public could be kept informed of the development via the District Council's website. Mr Sibthorp commented that the developers were considering creating a separate website for the project. At the next meeting with the developers, it would be suggested that a link be made to this site from the Council's own website.

Other members commented on how important it was that the public was kept informed. It was also suggested that residents' car parking be considered, the width of the entrance to the Corn exchange and Budgens car park from Manning Road be considered for widening, the architecture of the redevelopment complement that of an historic market town and that consideration be given to the impact of the closure of Burghley Street car park during redevelopment.

7. Local Development Framework

Mike Sibthorp reminded members of the new Local Development Framework process. Further information on this was available on the District Council's website. To date, the Local Development Scheme had been submitted to the Government Office and consultation had concluded on the Statement of Community Involvement. Other preparatory studies that had been undertaken included the Urban Capacity Study and the Interim Housing Policy. The main implications from these were that housing allocation to the district had been significantly reduced; it was unlikely greenfield sites would be developed before 2021; and a much stricter regime for granting planning permissions for housing in villages had to be implemented. Further updates could be provided at future meetings.

In discussion with the Assembly members, the officer provided further details on developments and sites in the area. One member expressed his concerns that officers may be too closely involved with developers during the negotiation of planning applications and appeals, whilst elected members were excluded. Mr Sibthorp confirmed the role of officers and stated that they had no mandate to act beyond their delegated powers.

8. Matters Notified to the Chairman by LAA members

Ivan Fuller spoke to the Assembly on the Home Grown in Welland Food Awards 2005 which awarded the best full English Breakfast, best cold lunch dish and best afternoon tea. This had been set up by East Midlands Fine Foods and promoted local sourcing of produce. Awards would be presented at Melton Mowbray Food Festival in October. Mr Fuller had further details for those interested in making entries.

A Lincolnshire County Council member added that, with regard to the “meals on wheels” service, he had been speaking at County Council level on this issue and was hoping for delivery of a better service.

9. Matters that the LAA would like to consider at a future meetings

- County, District and Parish aims for the 2006/07 Budget
- Bourne relief road, if not already opened
- Update on Lincolnshire County Council Local Transport Plan Consultation Document (written update only)
- Ivan Fuller and Mike Sibthorp to provide an update on Bourne Town Centre Redevelopment
- Mike Sibthorp to provide an update on the Local Development Framework
- Stock Option Appraisal
- Alternative locations for future meetings

10. Date, time and venue for next meeting

Wednesday 7th September 2005, 7pm, Bourne Corn Exchange.

[Note: the Assembly had previously agreed to meet on 14th September 2005]



RURAL SOUTH LOCAL AREA ASSEMBLY

Minutes of a MEETING of the RURAL SOUTH LOCAL AREA ASSEMBLY held at 7.00 p.m. on Tuesday 28th June 2005 at Colsterworth Village Hall.

PRESENT:

Councillor Peter Martin-Mayhew	South Kesteven District Council (Chairman)
LCC Councillors	Councillor Martin Hill (also representing Heydour PC)
SKDC Councillors	Councillor Margery Radley (Morkery ward) Councillor Gerald Taylor (Aveland ward)
SKDC Officers	Sally Marshall (Director of Regulatory Services) Trevor Burdon (Repairs & Improvements Manager) Steve Cullington (Care Services Manager) Garry Knighton (Head of Waste & Contract Services) Lena Shuttlewood (Member Services Manager) Paul Morrison (Scrutiny Officer)
Parish Councillors	Councillor Gordon Kay – Billingborough PC Councillor Martin Fell – Billingborough PC Councillor Hilary Winstanley – Colsterworth PC Councillor Giles Halfhead – Rospley & District PC Peter Cox – Castle Bytham PC

1. Public Open Forum

As there were no members of the public present, the Chairman deferred this item.

2. Apologies

Apologies for absence were received from County Councillor Roy Chapman, and District Councillors Reg Lovelock and Ian Selby.

3. Minutes of Previous Meeting – 15th February 2005.

Subject to the following amendments, the minutes were accepted as a true record:

Page one, attendee list: Sheila Scholes to be recorded as the Parish Clerk to Rippingale & Dowsby PC not as a Parish Councillor.

Page seven, sub-paragraph (4): to refer to West Road, Pointon not Ropsley as stated.

4. The Needs of Elderly Person in Rural Areas

Steve Cullington, Care Services Manager referred to the minutes of the last meeting in which attendees had been invited to send him any written comments or questions on this issue. As he had not received any specific questions, he intended to base his presentation on a broad overview of the services provided for the elderly by the District Council.

He began by outlining the main factors affecting the elderly persons quality of life identified in a recent survey by Help the Aged. There were negative impacts, particularly for those living in rural areas, surrounding issues of isolation, loneliness, and lack of access to transport. Many of the elderly wanted to stay in their rural homes and this itself brought with it a number of associated problems.

Of the 40 sheltered housing schemes managed by the authority, nearly half of these were in rural areas. The stock of 1,140 dwellings previously ear-marked for the elderly was gradually reducing following the de-designation of these properties for general housing needs. Given the need to address the Government's requirements for cut-backs alongside changing expectations of the elderly, the local authority now had to focus on a menu of choice for tenants with flexible services driven by the needs of the individual.

Mr. Cullington then turned to the Council's Helpline Service which was also available to private individuals. Nearly 2,000 private customers were using the service, many of who had chosen to do so for reasons of loneliness and the need for reassurance. The cost of the service to the individual was £2.65 per week. The authority provided a whole range of other services to help the vulnerable elderly: hedge and grass cutting, aids and adaptations, improvement grant facilities, Dial-a-Ride, travel concessions, rural rent collection service, response to anti-social behaviour complaints, promotion of physical activity (through the leisure & cultural services section), and information in Braille and for the hard of hearing. These services were part of a network of support for the elderly provided by other agencies such as the Lincolnshire County Council.

Mr. Cullington ended his overview by looking at the current trends: people were living longer thereby creating an aging population which in turn place increased burdens on already over-stretched care and health services and limited resources. Pressure was on service providers to manage risks whilst at the same time respecting the elderly's desire to remain independent. To meet these demands, there was increasing use of technology to protect and look after the elderly. The South West Older People's Implementation Group represented a multi-agency network of operations with the aim of supporting the elderly in their own homes for as long as possible.

Questions and comments were invited from the floor.

Mrs Winstanley referred to the problem of the lack of convalescent homes. Many elderly persons were not sufficiently unwell to be kept in hospital but were not well enough to manage alone at home. This led to “bed blocking”. Mr. Cullington replied that technology had provided a solution whereby the person discharged wears a cuff which monitors their vital statistics which could then be transmitted to a doctor. The District Council was addressing this issue in partnership with the PCT to provide short-term interim accommodation.

Councillor Mrs. Radley mentioned the Rapid Response scheme with which she had personally been involved. This scheme had been set up six years ago whereby an elderly person received three visits a day over two weeks following discharge from hospital. The scheme had since been re-named Re-enablement but there was a general lack of awareness of this service. Also, the new scheme was suffering from a severe shortage of staff to carry out this work; from the initial eight staff, only two remained. Councillor Mrs Radley suggested that this was possibly due to the fact that staff did not like going out to patients at night. Mr. Cullington replied that intermediary care was supposed to replace Rapid Response and acknowledged insufficient account was taken of the front line demands. He undertook to raise this issue with the responsible agency.

Mrs Winstanley asked if more could be done to make the elderly aware of what was available to help them. Mr. Cullington explained that in the majority of cases it was the younger relatives who made enquiries on behalf of their elderly parents etc. and information could be targeted at them. He acknowledged that the authority could utilise a variety of media to get the information out to the people who would most benefit. Councillor Hill referred to the use of e-mail by carers and relatives to convey information about elderly dependents’ meal requirements, for example. This was a technology that could be used very effectively to help target the services.

Mr. Cullington was thanked for his informative presentation.

5. Flood Prevention Activity

The Chairman introduced Trevor Burdon, former Head of Property Services (Design) and now the Council’s Repairs and Improvements Manager.

Mr. Burdon explained that flood defence was a complicated issue as no one agency was responsible. His presentation would therefore cover the difference responsibilities and who did what.

The Environment Agency: this body managed flood defence but did not have to carry out the work themselves. The Agency had discretionary powers and its main activities related to main rivers and critical, main watercourses.

Internal Drainage Boards: The Boards, of which there were three covering the district of South Kesteven, managed flood defence in low-lying areas. They covered defined areas identified as at particular risk of flooding.

Riparian owners were responsible for dykes and watercourses running across their land. Most land owners were not aware of this responsibility until something went wrong.

South Kesteven District Council: The Council has permissive powers to enforce the land drainage act and to police riparian owners. The Council could take out enforcement action over blocked drains that posed a flood risk.

Although this was a discretionary activity by the Council, the main driver had been the Easter floods of 1998. Accordingly, the Council had put in considerable effort to advise people of their responsibilities to clean out the dykes on their land. The Council also had some limited funds to carry out drainage works and actually maintained some watercourses. There were two types: sewer dykes (discharge from septic tanks) and watercourses surrounding by multi-occupation. An example of the latter could be found in Rippingale. The Council also maintained watercourses where the responsibility was unknown.

Mr. Burdon went on to refer to effective partnership working with the Lincolnshire County Council and the Environment Agency to effect solutions to particular drainage problems. Recent examples of work could be found at Pickworth and Thurlby. His section also vetted all planning applications. Whilst the Environment Agency tended to focus on the larger scale developments, small one or two dwelling plots tended to get overlooked, so the District Council could ensure these smaller developments were considered in terms of flood risk.

Mr. Burdon concluded his presentation by advising the meeting that many local authorities, unlike South Kesteven, do not even recognise the discretionary powers available to them and choose not to undertake this work. South Kesteven was much more proactive by giving advice to owners and also trialling new equipment on its own properties which had been assessed as at risk. Ultimately, there was no guarantee against flood defence. Mr. Burdon had brought with him a number of copies of a booklet produced by the Environment Agency, "Living on the Edge" which outlined the riparian owners responsibilities. Attendees were welcome to take home a copy of this publication.

Questions and comments were invited from the floor.

Councillor Hill commended the comprehensive summary and thanked the District Council for its proactive stance in this activity, particularly within the rural areas he represented. Against the budget cut-backs, he made a plea to the District Council to continue this work. Mr. Burdon referred to the input of local residents, particularly at Pickworth where they had put a lot of work into collecting evidence and taking photographs.

Councillor Taylor mentioned a new flood risk map produced by the Environment Agency but that it had omitted the River Ave. He suggested that culverting work needed to be done now in order to prevent flooding to Aslackby. Mr. Burdon said that a work programme was put together each year for the Council's budget and that such schemes

would be considered as part of that process. Councillor Halfhead made a point about following up enforcement action and the value of utilising local knowledge about water sources. Mr. Burdon replied that an officer would make inspections when out on site but that staff resources to do this more regularly were restricted. He made mention of commissioning specialist consultants to analyse catchments. Their software could model systems based on different catchment characteristics and storm conditions. However, he conceded that the computer system was not perfect and that this was no substitute for local knowledge.

The meeting expressed its thanks for Mrs. Burdon's extremely interesting presentation.

6. Waste Management and Recycling

The meeting welcomed Garry Knighton, Head of Waste & Contract Services. Mr Knighton referred to the LAA's request to discuss recycling but suggested it was best to first consider this topic from within the overall context of waste management. He outlined what was meant by the term waste management and the various bodies – Lincolnshire County Council, Environment Agency, private companies, including the District Council - who were involved. The District Council had a statutory duty under the Environmental Protection Act to collect refuse. It collected approximately 47,000 tonnes per year – an amount which equated to 29,370 Ford Focus cars. There was no statutory duty to supply residents with refuse containers but the authority could specify the type of container to be used. The District Council had opted to use black refuse sacks after a survey had shown that marginally more were in favour (51%) of sacks than wheelie bins. Collected waste was removed to three landfill sites situated at Colsterworth, Dogsthorpe in Peterborough, and Leadenham in North Kesteven's area.

Mr. Knighton then outlined the advantages and disadvantages of depositing waste in landfill sites versus recycling. Recycling was very labour intensive and expensive as it required householders to sort their waste and a separate collection. However, landfill sites could not be used indefinitely and there were Government imposed targets for local authorities to meet in terms of the percentage of waste collected which was recycled.

The meeting was then advised about the various recycling schemes which the District Council now operated and explained some of the advantages and disadvantages associated with each method. Particular mention was made of the bring sites within the district. New modules had been brought in which could be adapted for the most popular recyclables, particularly plastics. These had proved to be very popular, increasing the tonnage collected from these sites by 21% over the old containers. This had necessitated a change in the emptying routine in response. Mr. Knighton advised that 71% of the district's residents now had some form of recyclable material kerbside collection. Whilst the Council's success in securing £1 million from DEFRA for the green waste recycling scheme was a significant boost, the funds only covered the capital costs of the freighters and wheeled bins. It did not cover the revenue costs of running the service. Last year's statutory target for recycling was 12% and the Council's achieved 14.7%. This year's target stood at 18% and Mr. Knighton stated he was confident that this higher target would be met.

To conclude, Mr. Knighton stated it was difficult to predict the future position. It was known that recycling targets for waste collection authorities would continue to rise. The best authorities were achieving 40%. However, he reiterated the cost of recycling and that resources were needed to achieve these sort of figures. For example, one freighter was needed per 1,000 properties. The Council was continually reviewing how it delivers its waste collection service and had recognised its importance to residents by making it one of the authority's Category A priorities.

Questions and comments were invited from the floor.

Councillor Taylor suggested that it would be better if people composted their green garden waste and cited an example of the local authority in Perthshire who had been fined for dumping green waste in landfill. Mr. Knighton replied that the level of green waste presently stood at 5,000 tonnes per year and agreed that composting would be a better course of action. However, for a lot of people a wheeled bin was an easier option and the waste collected helped the Council's recycling targets. The site at Caythorpe converted the green waste into a compost accredited by the Soil Association. He advised that a one-off charge of £10 for the green waste bin had been made as it was reasoned that people were more likely to participate in the scheme if they had made a modest investment into it.

Councillor Hill referred to the 100% take-up in the North Kesteven scheme which was also predominantly rural. Mr. Knighton explained that this had been done as part of a rolling programme over a number of years. He also responded to a comment made by Councillor Halfhead about the cost efficiency of methods used to distribute the black sacks.

Mrs Winstanley expressed concern that the County Council had withdrawn its proposals for an incinerator at Colsterworth and went on to suggest that those parishes with a parish cleaner could collect recyclables from residents not able to get to the bring sites. Mr. Knighton replied that the community cleaner scheme was for to address litter problems not to collect recyclable materials. Councillor Hill made the point that local authorities could not cover everything and that there was an onus of responsibility on the community and individuals to self-help.

Councillor Fell mentioned that difficulties in accessing landfill sites only served to encourage flytipping. Mr. Knighton agreed that flytipping was increasing, particularly the dumping of used tyres because these items could not be landfilled. However, South Kesteven was one of the lead authorities in Lincolnshire in taking enforcement action against flytipping. To be successful, evidence was needed and the Council did use covertly placed cameras to record culprits in the act.

The Chairman thanked Mr. Knighton and the other officers who had given informative and useful presentations that evening. He expressed regret that more people had not attended to hear the officers speak.

7. Rural Road Maintenance

No officers from the Lincolnshire County Council's Highways Division were present at the meeting. Councillor Hill acknowledged receipt of an e-mail from the Council's Scrutiny Officer inviting either the Highways Divisional Surveyor or his representative to attend the meeting to answer local concerns, but unfortunately officers were not available. Accordingly, it was

AGREED to defer this item until the next meeting of the LAA.

8. Matters Notified by LAA Members

The Chairman advised he had not received any matters from members.

9. Matters for Consideration at Future Meetings

The following issues were identified:

- Rural road maintenance (as deferred from minute 7 above)
- Anti-social behaviour associated with problem tenants in de-designated properties – multi-agency approach
- Update on the Local Development Framework, linking in with the Strategic Housing Review
- Guidance for Parish Councils on the issuing of fixed penalties for litter.

10. Presentations

A request was made and agreed by the Chairman that, having regard to the extremely informative nature of the presentations made by SKDC officers that evening, a copy of their Powerpoint presentations be appended to the minutes for the benefit of those not able to attend. It was further suggested that this practice be adopted for future meetings where officer presentations were given.

11. Date of next Meeting

AGREED To hold the next meeting of the Rural South LAA on Tuesday 8th November 2005 at **7.00 p.m.** at Billingborough Village Hall.

The meeting ended at 9.15 p.m.



GRANTHAM LOCAL AREA ASSEMBLY

Minutes of the MEETING of the GRANTHAM LOCAL AREA ASSEMBLY held at 7.00p.m. on Wednesday 29th June 2005 at the Guildhall Arts Centre Gallery.

PRESENT:

Councillor John Smith South Kesteven District Council – Chairman

SKDC Councillors: Councillor Gibbins
Councillor M. Taylor
Councillor Stokes
Councillor Thompson
Councillor Wilks

SKDC Officers: John Pell – Corporate Director of Community Services
Mike Sibthorp – Head of Planning Policy and Economic
Regeneration
Paul Morrison – Scrutiny Officer
Jo Toomey – Trainee Democratic Support Officer

Co-opted Members: Donald Atkinson
Rob Shorrock (Grantham Town Centre Residents Group)

Parish Councillors: Councillor Mrs. Harris – Harlaxton

1 member of the public

Apologies: County Councillor Mrs. Chapman
Councillor Parkin
Councillor G. Wheat
Councillor Mrs. Wheat
Councillor A. Williams
Councillor M. Williams

1. Introduction and Welcome

The Chairman welcomed members of the Local Area Assembly to the meeting. Following an operation, it was requested that the best wishes of the LAA be sent to Councillor Mike Williams.

2. Public Open Forum

No members of the public were present for the forum. Public attendance was briefly discussed by the Assembly who concluded that the event should be more widely advertised.

3. Minutes of meeting 24th January 2005

These were accepted as a true record of the last meeting with the provision that under item 9, Grantham Toilets, information referring to the ownership of the bus station site was deleted because the statement was inaccurate.

4. Membership

No nominations for co-opted members had been received. The Civic Society had been contacted and expressed an interest in membership but had not confirmed a nominee. It was decided that they should be contacted and invited to the next meeting of the Assembly.

5. Decriminalisation of Parking and Residents Parking Scheme

The Corporate Director of Community Services stated that the Government were moving toward the compulsory decriminalisation of parking. This had been reinforced by the Local Government Association. Car parking enforcement would be transferred from the Police to the Local Authority, Lincolnshire County Council. It was anticipated that enforcement powers would be delegated to the District Council. This could take up to two years.

The County Council had previously piloted a residents' parking scheme, which had been unsuccessful. The scheme's failure had been attributed to the compulsory charge, levied as a lump sum.

LAA members were concerned about disparity should parking be decriminalised while chargeable residents parking schemes could be introduced. Capacity for vehicles and redundant space were also points of concern.

It was agreed that any residents' parking scheme would need to be considered in conjunction with decriminalisation. It was suggested that should a Working Group be established, interested external parties should be invited to join. There would be full consultation with affected parties. It was agreed that contingencies should be in place before commencement of the scheme.

AGREED:

The Assembly agreed that it should be referred to the relevant Development and Scrutiny Panel for consideration.

6. Town Centre Action Plan

The District Council's Head of Planning Policy and Economic Regeneration presented the Grantham Town Centre Action Plan to the Assembly. Town Centres had been identified as a District Council priority, particularly Grantham, which was underperforming as a Sub-Regional Centre. A paper on the development of Town Centres would be presented to the District Council's Cabinet on Monday 11th July.

The Assembly were informed that the Town Centre Action Plan provided the opportunity to revise the Grantham Town Centre Master Plan, as devised in 2002. While many elements had become works in progress, parts of the plan had not been viable or had become unworkable alongside other developments. One of the principal projects of both plans was the pedestrianisation of Grantham Market Place.

Highway developments to facilitate the pedestrianisation of Grantham market place had begun. Road space for pedestrianisation had been booked for early 2007. The project would be put out to design competition. A period of consultation had occurred; this

included dialogue with local businesses, the majority of whom were in favour of the scheme.

The Town Centre Action Plan would be developed in Partnership with the Grantham Town Centre Management Partnership to create an aspirational yet realistic and deliverable plan. Key issues would include accessibility, the improvement of the pedestrian environment and the public realm, particularly around St. Wulfram's Gateway and approaches to the railway station. Other suggested developments for Grantham Town Centre included the development of Grantham Canal Basin, provision for a department store, the development of the night time economy and business improvement districts. In these areas an additional levy would be added to business rates. Businesses within the designated area would decide how the supplement should be spent; this would be instated after a positive vote from businesses within the area.

The development of a travel interchange in the vicinity of the railway station was suggested. The Assembly agreed that this possibility needed investigation. It was agreed that the proposed developments to Grantham Town Centre would have a positive impact providing they progressed.

Questions with regard to the pedestrianisation of the market place and disabled parking had been submitted. The Chairman permitted the questions to be put at this point.

- 1. Could we be assured that when the [Town Pedestrianisation] is implemented that disabled persons cars will be allowed to enter the area?*
- 2. Will the parking for disabled in such areas be as laid down in DETR Traffic Advisory Leaflet 5/95 for pedestrianised areas.*

AGREED:

The Assembly agreed that it was important to ensure disabled parking access as part of the scheme however this would be the responsibility of Lincolnshire County Council. The Assembly requested that such provision be included in the scheme's specifications.

7. Grantham Canal Basin

With the permission of the Assembly, the Chairman moved the item forward as an integral part of the Grantham Town Centre Action Plan.

Land around the Grantham Canal Basin had been earmarked for comprehensive development; much of the land is underused with large parts vacant. Ambitions for the development of the Grantham Canal Basin would include brownfield redevelopment, employment creation, the restoration of the canal to navigable standard, the creation of an 'attraction' close to the Town Centre and increased leisure opportunities.

Project partners had been identified and were working as part of an Executive Panel for the development of Grantham Canal. A study would be commissioned to establish the viability of the scheme; particular emphasis would be placed on issues including accessibility, contamination and infrastructure. The study would also map in broad terms the distribution of development: residential, retail, employment and leisure. The project could take five to ten years before completion.

The District Council Representative on the Grantham Canal Executive stated that the group were interested in the creation of a large marina to the west of the A1 with a smaller marina at the canal basin.

AGREED:

All Assembly members were enthusiastic about the progress of the project and hoped that it would continue to move forward.

8. Grantham Bus Services

An update report on Grantham Bus Services, received from the Head of Transport Services at Lincolnshire County Council, had been circulated for the information of LAA members. The report stated that LCC had increased their subsidy to ensure the continuation of core services. The Assembly were grateful to the County Council for stepping in quickly to ensure that bus services within Grantham were maintained. It was felt that the core services were much improved and running efficiently. The Assembly were concerned about services that operated outside the centre of Grantham; the people on the periphery to whom public transport was least available would be most in need.

AGREED:

It was suggested that the County Council, in conjunction with Centrebus, should consider more creative and flexible ways of providing a service for members of the community, particularly those with limited access to public transport.

9. Reform of Local Area Assemblies

This item was added at the discretion of the Chairman. Relevant papers had been circulated to members.

The Chairman thanked Mr. Shorrock for the paper that he had prepared but stated that while it would be considered, it was not within the LAA's remit to make any decisions. The report addressed the purpose of LAAs as consultative fora and as a mechanism through which Councils could be held to account through direct public access. This would be facilitated by increased questioning opportunities. It was proposed that meetings be held more frequently and that a permanent working group be established for each LAA consisting of Councillors and stakeholders and tasked to project manage a work programme.

It was stated that the Council had intended to review Local Area Assemblies after they had been operational for a period. Members of the LAA were keen that they should not encroach on other bodies including the Local Strategic Partnership and the District Council, yet acknowledged their value as a consultative body. It was stated that dates for future meetings were set at the discretion of the Chairman.

AGREED:

It was agreed that the report would be fed into the political system for consideration by relevant bodies within the Council.

10. Matters notified to the Chairman by LAA members

There had been two questions from Mr. Atkinson. These had been answered under Agenda Item 6.

11. Matters that the LAA would like to consider at future meetings

None were raised. It was requested that a standing item be added to the agenda to allow a progress review of items discussed at previous meetings. The Chairman stated that should any member of the LAA have an item for consideration at a future meeting they should communicate it to him as soon as possible.

12. Issues raised by the public

None were raised. The Assembly undertook that greater public involvement was important and resolved to increase advertising through Parish Councils, community groups and SKDC's new magazine, (this would be delivered to every household within the District).

13. Date, time and venue for next meeting

Wednesday 28th September at 7.00p.m. in the Guildhall Gallery.

The meeting was closed at 21.15.

DEEPINGS LOCAL AREA ASSEMBLY

Minutes of a MEETING of the DEEPINGS LOCAL AREA ASSEMBLY held at 7.30 p.m. on Thursday 30th June 2005 at Langtoft Sport Pavilion.

PRESENT:

Councillor Mrs Linda Neal South Kesteven District Council – Chairman

LCC Councillors: Councillor Phil Dilks
 Councillor Thomas M Trollope-Bellew

SKDC Councillors: Councillor Ray Auger
 Councillor Brian Helyar
 Councillor Reg Howard
 Councillor George Waterhouse
 Councillor Andrew Moore

Town/Parish Councillors: Councillor P Naylor
 Langtoft Parish Council

 Councillor Pauline Redshaw
 Market Deeping TC

 Councillor P Rolfe
 Langtoft Parish Council

 Councillor Alan Thurlby
 Tallington PC

SKDC Officers: Ian Yates – Corporate Director of
 Performance Management
 Paul Morrison – Scrutiny Officer
 Neal Cuttell – Team Leader (Community &
 Economic Development)

28 members of the public

1. Welcome

The Chairman welcomed everybody to this meeting of the Deepings Local Area Assembly. She explained that members of Deeping St James Parish Council were not able to be present as this evenings' meeting coincided with their monthly Parish Council meeting. She also advised that meetings would continue to be chaired by South Kesteven District Council.

2. Apologies for Absence

Apologies for absence were received from Councillor Paul Carpenter (the Chairman of the Assembly), County Councillor Robinson (deputising for the Leader of the County Council on an urgent matter), Councillor Ken Joynson and members of Deeping St James Parish Council.

3. Public Open Forum

Members of the public from the area were asked to raise questions of interest that directly affected the area. However this was not an opportunity for a debate as the function of the forum was to disseminate information and consult between all three layers of local government and the public.

(1) Question from Mr P Naylor

I would like an update on proposals to reduce refuse collection to fortnightly?

Councillor Mrs Neal explained that SKDC had set up a working party to look at the whole issue of recycling and refuse collection and no decisions had been taken as yet. Councillor Auger advised that it was not true that SKDC had decided to go ahead with fortnightly collections.

It was AGREED that there would be an update on this issue to a future meeting of the Assembly.

(2) Question from Mrs Sharman

Due to the amount of traffic now coming through the village, could we have traffic lights to access the A15.

Mr Naylor (Langtoft Parish Council) advised that there would be a pedestrian crossing installed early in 2006. Councillor Mrs Neal advised that as the A15 was a major but not a trunk road this matter was within the remit of Lincolnshire County Council. It was suggested that there should be a wait limit on lorries passing through the village. The County Council members present AGREED to forward these comments to Lincolnshire County Council.

(3) Question from Mr John Castley

Can the assembly advise who owns a RUPP?

Councillor Trollope-Bellew advised that a RUPP was a road used as a public path. Ownership of such roads was usually in dispute and the circumstances depended on each individual case.

There was an unmade track to the south of Langtoft and Mr Castley asked who maintained it. A Mr Jinks at the County Council had advised Mr Castley that it was a County maintainable road. Councillor Trollope-Bellew agreed to discuss the matter with Mr Castley outside of the meeting.

The remainder of the questions dealt with the Langtoft special expense area and therefore would be dealt with under item 8.

4. Minutes

The minutes of the meeting held on the 17th January 2005 were approved as a correct record.

5. Membership

Mr Morrison advised that there had been no further requests for membership since the last meeting. It was explained that the assembly could co-opt up to five other members, drawn from local voluntary or community groups, representatives of local commerce or industry or from hard to reach groups. Any suggestions as to co-opted members should be forwarded to Mr Morrison for inclusion on the next assembly agenda.

6. Deepings Town Centre Management Partnership

The assembly welcomed to the meeting Mr Neal Cuttell, Team Leader (Community and Economic Development), SKDC, who advised the assembly on the work of the Deepings Town Centre Management Partnership. He advised that a meeting had been held on the 18th May 2005 to look at the structure, scope and functions of this assembly and an action plan had been drawn up which would be considered by the Deepings Management Partnership on the 20th July 2005. Core membership was a big issue and a business club was being established along the lines of the successful model in Grantham. In his view what was needed was a dedicated town centre manager to make the partnership a success.

It was noted that the town centre management partnership would have access to Central Government funds that were not available to the local authority. As an example, the Stamford Town Centre Management partnership had been very successful and there was no reason why this success could not be repeated in the Deepings. It was AGREED that a progress report on this issue would be made to a future meeting.

7. Disability Discrimination Act

Mr Morrison explained that this item had been identified as an issue for consideration at this meeting, however on discussing the matter with fellow SKDC officers it emerged that this was a very wide ranging act

which affected every area of the Council. If the members could be more specific, he would arrange for a presentation to be made to the next meeting. However, he was able to advise that the original Disability Discrimination Act of 1995 had been updated by the Disability Discrimination Act 2005, which introduced three significant changes:-

- (1) Councils have a duty to promote equality of opportunity for disabled and non-disabled people.
- (2) It is unlawful for public bodies to discriminate against disabled people in the exercise of their functions.
- (3) Councils will have to ensure that disabled councillors are treated fairly and have a legal right to reasonable adjustments to help them work effectively for example a disabled councillor should be able to access suitable technology to help at meetings such as hearing loops.

Councillor Redshaw (Market Deeping Town Council) advised that she had raised this issue at the last meeting on behalf of a colleague.

AGREED that this item be given further consideration at the next meeting.

7. Langtoft Special Expense Area

The Chairman reported that three questions had been submitted on this issue as follows:-

(1) Question from Mr Harvey Smith

Why is the special expense tax still featuring on our bills when the pavilion is now owned by pre-school and not receiving funding.

(2) Question from Michael Brimmer

In view of the signing of the various leases by the sports club from the 1st May 2005 or earlier, can we expect the special expense charge to disappear?

(3) Question from Mr Brian Whitelock

As this sports facility is now totally sub-let, why is the special expense still within the "poll tax".

In response to these questions and local concern on this issue a paper had been prepared by the SKDC Corporate Director of Finance and Strategic Resources and this was circulated to the meeting. The paper was introduced by the Corporate Director of Performance Manager (Ian Yates) who answered the meetings questions on this matter. It was

explained that the pavilion was now leased to Langtoft pre-school for 25 years at a peppercorn rent and the bowls club had a 25 year lease also with a peppercorn rent on the bowling green and some adjacent land. There ensued considerable discussion on this matter during which Langtoft residents expressed concern that they were still paying for a facility, which was used by other areas and groups. Councillor Moore observed that the main costs were now in respect of grass cutting, tidying up and hedge cutting.

Langtoft Parish Council had in the past refused to take over the running of the pavilion but in view of the reduced costs as outlined above perhaps they should be asked to reconsider the matter.

The assembly therefore AGREED that SKDC should be asked to supply a set of accounts for Langtoft Sports Pavilion to the Langtoft Parish Council. The Parish Council could then re-examine their decision not to take over its management.

Members of the public agreed that £20.00 was too much to pay into the Special Expenses Area, but after discussion indicated their approval to pay £10 per annum rather than lose the facility.

8. Matters notified to the Chairman by LAA members.

None had been received.

9. Matter that the LAA would like to consider at future meetings.

Housing allocations was identified as a topic for consideration along with the Disability Discrimination Act (see minute 6).

10. Date of next meeting

The next meeting would be held at 7.00 p.m. on Wednesday 2nd November 2005 at the Priory Church Hall, Deeping St James, or if this is not available the Deepings Community Centre. The meeting closed at 21.15 hours.

(Later note: The meeting will be held at the Priory Church Hall)



SCRUTINY HANDBOOK

2005/2006

Foreword

Since July 2004, South Kesteven District Council has been operating revised political structures and management arrangements. The Executive makes day-to-day decisions within a policy and budget framework agreed by full Council and the Development and Scrutiny Panels (DSPs) have a broad monitoring function.

DSPs review Council policy and performance and monitor Executive decisions. They make recommendations on service delivery, set up working groups or panels to conduct in depth scrutiny of selected aspects of the Council's work and can call in Executive decisions. Details of all these roles are to be found within this scrutiny guide.

The DSPs are working to establish a dialogue with all Members, Council staff, residents and local organisations. To fulfil their role the DSPs will need to engage with all sections of the community. They will need to work openly and objectively to demonstrate that they are an effective watchdog that has the will and the ability to hold the Executive to account.

Since the DSPs were established, the Council has been undergoing a steep learning curve. We have had to establish, modify and review our practice, the process of scrutiny and the way of identifying the topics for consideration.

The Council had previously, through its policy development committees, a limited experience of conducting formal scrutiny, so the process has been relatively new to all of us – councillors, officers, local organisations and residents. This handbook draws upon the experiences of the past 12 months.

This handbook is, therefore, a set of guidelines rather than a rigid prescription of how to carry out scrutiny. The aim is to ensure that there is a broad consistency of approach and achievement of high standards in carrying out overview and scrutiny work. This handbook will be updated and amended in future to reflect new experiences and understandings of how to achieve these goals. I and my colleagues in the Scrutiny Team welcome feedback on how scrutiny is developing and suggestions for changes or additions to this guide. This will help us all to develop good practice.

Paul Morrison
Scrutiny Officer

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Scrutiny Explained

What is Scrutiny?

Overview and Scrutiny is crucial to the Government's Modernising Agenda for local councils. The role of Scrutiny in South Kesteven is to help develop policy, to improve the performance of the Council and to look in detail at decisions to make sure Council policy is being carried out and powers are being used wisely. Scrutiny should act as a critical friend to the Executive and the Council, standing back from day-to-day decision making to look at outcomes for the people of South Kesteven and contribute to improved council performance. Scrutiny is based on the model of parliamentary select committees at Westminster and is one of the most significant ways in which the non-executive councillor can contribute to the direction of the Council and act as a community leader for the people of South Kesteven.

Who can be scrutinised?

A lot of people think that scrutiny is only confined to Cabinet and Executive Member decisions. That is not the case, any Council decision and indeed any aspect of the Council can be **scrutinised**, this includes decisions of Full Council and regulatory committees and delegated officer decisions. But the only decisions that can actually be **called –in** are Cabinet and Executive Member decisions and any officer key decisions.

For a more detailed explanation of call-in, see below.

Scrutiny and the Outside World

Scrutiny's work does not just lie within the Council; under Part 1 of the Local Government Act 2000, Councils were given the power to do "anything they consider likely to promote or improve the economic, social or environmental well being of the area". This allows scrutiny to consider the actions of other organisations operating within South Kesteven and ask them to explain their activities.

The Health and Social Care Act gave further powers to county and unitary councils to scrutinise health services within South Kesteven. Within SKDC this is Lincolnshire County Council but scrutiny of certain health services within the district was carried out by the Councils Communications and Engagement Development and Scrutiny Panel (DSP) during 2004/5.

The Role of Scrutiny

- To provide “critical friend” challenge to the Executive as well as external authorities and agencies
- To reflect the voice and concerns of the public and its communities
- Scrutiny Members should take the lead and own the Scrutiny Process on behalf of the public
- Scrutiny should make an impact on the delivery of public services

Draft

Development and Scrutiny Panels

Making DSPs Effective

Introduction

Developing effective arrangements for scrutiny has been one of the most challenging tasks for the Council. It is a real opportunity for members to undertake investigative and deliberative scrutiny and reviews of policy that will contribute to the Council's policy framework. Reviews might well examine how well a policy has been implemented and if the desired outcomes have been achieved. Such reviews may well focus on oral hearings and written evidence whilst others may include workshops, seminars, public meetings, focus groups and the commissioning of specific research.

The process for gathering evidence will vary depending on the subject under review. Although the work will share certain characteristics with traditional committee procedures there are significant differences. The standard "committee" approach is for members to receive an officer written report that outlines the issues and offers ready made recommendations. Development and Scrutiny work is different in that it should be centred on finding solutions by weighing up all the evidence. This can come from several sources and Members will only get reports, data or oral submissions from individuals, when requested, as part of the review process. The process is not concerned with decision making (ie no committee style decision is taken) but is an investigative process similar to the Select Committees in Parliament.

The key to a successful outcome for this type of work is good organisation and a clear focus on the skills needed to make the process effective.

The Process

In a traditional committee meeting there was little time for an in-depth analysis of specific issues by Members, although some significant issues were discussed and debated. Scrutiny demands more detailed consideration; this can be achieved by the whole Panel, but is more likely to be effective if it is done by setting up single issue working groups which operate on a "task and finish" basis.

Such working groups are a useful way of taking forward specific issues and require a range of skills that would not normally be called upon in a traditional committee meeting. These will include

Asking relevant questions/seeking necessary information

Diagnosing why certain things happen and the reasons behind them

Summarising – bring together a considerable amount of information reflecting back to others the points to check understanding

Concluding what has to be done in order to solve problems or improve on current practice and making appropriate recommendations

Monitoring the outcome

Further details on skills to support effective scrutiny are provided in the chapter on Scrutiny Techniques

In short

- Scrutiny should be member led
- Any conclusions must be backed up by evidence
- Meetings should adopt an inquisitorial rather than adversarial style of traditional local government committees.

Terms of Reference

ECONOMIC DSP

Chairman:

Councillor John Nicholson

Vice Chairman:

Councillor Jeff Thompson

Economic Development Portfolio

Holder:

Councillor John Smith

Remit of the Panel:

Public conveniences

Street furniture

Car parks

Conservation

Markets

Tourism

Industrial Estates

Miscellaneous property

Economic development grants and assistance

All planning services and policies

Town centre development and partnerships

Industrial Development

Agriculture and the rural economy

Liaison with SSPs and TCMPs

COMMUNITY DSP

Chairman:

Councillor Mrs Pam Bosworth

Vice Chairman:

Councillor Mrs Joyce Gaffigan

Community Affairs Portfolio

Holder:

Councillor Peter Martin-Mayhew

Remit of the Panel:

Crime and disorder

CCTV

Emergency planning

Watercourse and dykes

Flood prevention

Housing management

Private Housing

Licensing

Occupational health and safety

Care services

HRA management

Enabling the provision of affordable housing

Homelessness

Housing repairs

Property maintenance

Home safety

Energy advice

Building control

Footway lighting and maintenance

Sustainable rural communities

Police service liaison

ENGAGEMENT DSP

Chairman:

Councillor Mike Taylor

Vice Chairman:

Councillor Mano Nadarajah

Access & Engagement Portfolio

Holder:

Councillor Paul Carpenter

Remit of the Panel:

E Government and ICT
 Customer service and modernisation
 Communications and Consultation
 Local Area Assemblies
 Youth engagement and local liaison (YELLS)
 Elections
 Democratic representation
 Register of electors
 Freedom of information
 Data protection
 Printing
 Dial-a-ride
 Public transport initiatives and concessions
 Bus stations
 Vehicle management
 Courier service
 Access to services for rural communities
 Community strategy
 Local strategic partnerships
 Annual stakeholder conference
 East Midlands Regional Assembly
 Lincolnshire Local Government Association
 Welland partnership
 Shared service partnerships

RESOURCES DSP

Chairman:

Councillor Reg Lovelock

Vice Chairman:

Councillor John Kirkman

Resources & Assets Portfolio

Holder:

Councillor Teri Bryant

Remit of the Panel:

Council tax collection
 Non-domestic rates
 Audit and accountability
 Special expense areas
 Grants and subscriptions
 Risk management
 Finance and accountancy
 Budget preparation and council tax
 Procurement
 Liaison with ODPM on resources
 Human resources, Training and development
 Community leadership
 Organisational development
 Performance Management
 CPA and Best Value Reviews
 Scrutiny arrangements
 Members induction and development
 programme
 Liaison with IDeA

HEALTHY ENVIRONMENT DSP

Chairman:
Councillor George Waterhouse

Vice Chairman:
Councillor Nick Craft

Healthy Environment Portfolio
Holder:
Councillor Ray Auger

Remit of the Panel:

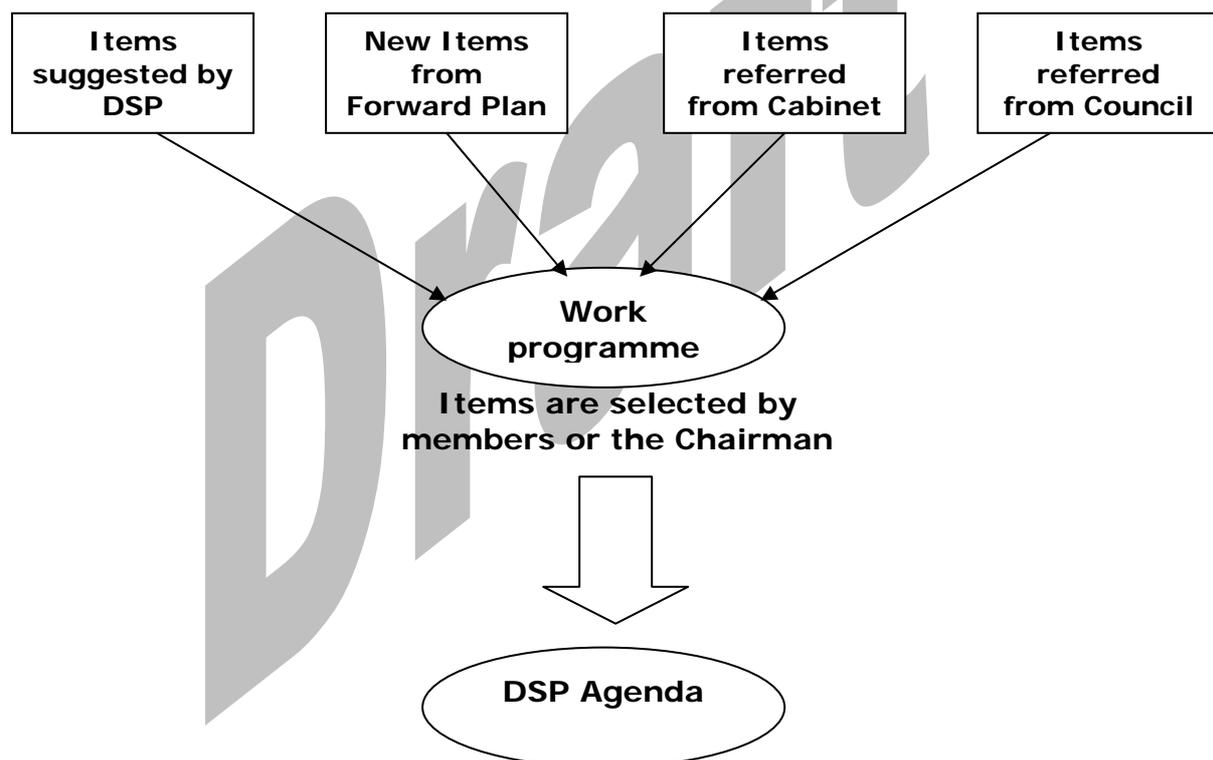
Arts centres and development
Community centres
Fairs
Leisure Centres
Parks, gardens, and recreation grounds
Playing fields and play areas
Grass cutting and grounds maintenance
Sports development
Health promotion
Food safety
Noise and pollution control
Contaminated land
Water supplies
Waste management
Street sweeping and litterbins
Recycling
Closed burial grounds
Burial of the destitute
Infectious diseases
Graffiti removal
Dog fouling
Animal health and control
Pest control
Rural environment
Health services liaison
Environment Agency liaison

Planning the Work of Scrutiny

It is vitally important that the work of DSPs is well planned and co-ordinated. Mainly, panels need to filter potential items of work, to be selective and to **prioritise**. Panels should not be over ambitious when setting their work programme. Time and resources are limited and some capacity should always be left for any issues that may arise at short notice.

The Work Programme

At each scheduled DSP meeting, members update the work programme. They do this by including new items from the Forward Plan or those referred from Cabinet or Council and other issues raised by members. Members of the Panel are then required to bring forward items from the programme onto meeting agendas:



Selecting Items for the Agenda

Members of the DSP must be proactive in identifying items they wish to include on panel agendas. Officers will not choose them for you! If you would like an item to be included on a future agenda, either request this at an earlier meeting of the Panel or contact the DSP Chairman or the Scrutiny Officer at least three weeks before the date of the meeting. It is worthwhile noting that the Local Government Act provides that *any* DSP member can place an item on a scrutiny agenda.

Issues to consider when deciding whether or not to bring forward an item from the work programme:

- Will this topic add value to and support the corporate priorities and vision?
- Can the scrutiny work be successfully delivered within available resources?
- Is the topic of concern to the public?
- Will scrutiny of this topic lead to increased value for money?
- Is there imminent new government guidance or legislation?
- Is the service meeting all the relevant performance indicators?
- Are there customer satisfaction issues?

Scrutiny Panels should focus on **strategic issues**. It is important that ward or minor operational issues do not dominate the work of scrutiny. Such issues should be pursued through other channels as explained during your general Councillor induction.

Not to be Selected for Scrutiny

An item should not be included in the work of a DSP if:

- It is or has just been the subject of a scrutiny review.
- The issue will be addressed as part of a Best Value Review within the next year.
- It is subject to an imminent external inspection.

Scrutiny Chairs and Vice-Chairs – Job Description

SECTION Council	DESIGNATION Chairperson Development & Scrutiny Panel	REF	DATE
PURPOSE OF JOB	RESPONSIBLE TO	TYPE OF CONTRACT	
To lead the panel and ensure that it fulfils its responsibilities for policy development and review and scrutiny	South Kesteven District Council and the local people		
GROUP RELATIONSHIPS	LOCATION/PHYSICAL ENVIRONMENT		
Reports to the Leader	Council Offices, Grantham or any location in the District as required		
HOURS OF WORK			
As required			
ECONOMIC CONDITIONS			
This post attracts a special responsibility allowance as per the current Members allowance scheme.		POLITICALLY RESTRICTED POST	
		N/A	
DUTIES: The activities described on the following page may be varied from time to time to meet the needs of the service. The potholder may be required to undertake any other relevant duties by the Council.			

NO	OBJECTIVE	NO	DUTIES
1.	Provide Leadership & direction	1.1	Champion the panel inside and outside the Council
		1.2	To represent the panel at meetings with the cabinet or other agencies
		1.3	Ensure that work of the panel is constructive and adds value to the Council and the community
		1.4	<p>To chair meetings for the panel that:</p> <ul style="list-style-type: none"> • Enable all members of the panel to contribute. • Follow a prioritised work programme. • Ensure all meetings achieve outcomes based on sound evidence
2.	Ensure compliance with the constitution and any rules, regulations that are in place	2.1	Ensures meetings take place in accordance with those set at the annual general meeting and at any other time as required by the work
		2.2	Liaise with the scrutiny officer to ensure that agendas are sent out to panel members informing them of the business to be addressed at each meeting
		2.3	Manage any finances made available to the panel in order to perform their scrutiny function
		2.4	Make the annual report to full Council on the workings of their DSP, making recommendations for future work programmes, and amended working methods if appropriate.
		2.5	Request full Council to approve the cooption of members as required for a limited time or for specific purposes
		2.6	Report back to the panel any decisions that the Ch & vice chair have taken as a matter of urgency. Such decisions to be taken in consultation with the Chief officer or service managers.

3. Attend the Cabinet and Scrutiny Liaison group to coordinate work plans and share learning	3.1	Attend any meetings held to plan the business of the panel
	3.2	Contribute to the Liaison group to improve effectiveness of the scrutiny process and to Co-ordinate work plans
	3.3	Keep up to date on national & local issues and consider impact on work programme
	3.4	Ensure familiarity with the change management plan and how the work of the panel relates to it
4. Lead and manage a member led work programme	4.1	Ensure that the work programme is developed from input from panel members, the Cabinet and Scrutiny Liaison group and Officers,
	4.2	Manage a prioritised and feasible work programme.
5. Maintain integrity of policy development & review process	5.1	Monitor the effect of national legislation on the Council
	5.2	Lead and manage investigations, research of proposals and topical issues & consultations making best use of panel members as well as specialist expertise inside and external to the Council
	5.3	Consider and implement mechanisms to encourage and enhance community participation in the development of policy options
	5.4	Lead targeted reviews of existing policies & the development of new policies
6. Maintain Integrity of Scrutiny process	6.1	Promote scrutiny function
	6.2	Hold Executive to account in respect of their actions in carrying out Council policy
	6.3	Lead investigations into the basis on which decisions are taken and ensure they are consistent with Council Policy
	6.4	Ensure panel Monitors the Councils decision making process

	6.5	Oversee call ins
	6.6	Ensure panel monitor the council's performance
	6.7	Lead Scrutiny of external reports on council performance
	6.8	Lead timetable of investigations, selection of witnesses and writing of scrutiny report
	6.9	Ensure panel Investigates the quality of service provided
	6.10	Lead &/ or participate constructively in any short life task groups
	6.11	Ensure regular contact with non-executive members, community representatives, local stakeholders, & public to inform the effective scrutiny of Council policies, strategies, budgets and performance
7. Ensure panel members access relevant & timely training and development	7.1	Identify training and development needs that apply to the panel as a whole, and take action to address issues
	7.2	Identify training and development needs that apply to individual panel members and take action to enable them to access the appropriate support.

Call in

A brief guide

Introduction

The Local Government Act 2000 introduced, for the first time, the power for individual members of the Executive to make decisions on their own. Previously councillors had only been able to make a decision when meeting collectively as the Full Council or in a committee. In order to balance these new powers, and that of the Cabinet collectively, mandatory scrutiny arrangements were introduced, which includes the power to “call-in” executive decisions. Underpinning the whole system is ethical standards which was introduced by Part 111 of the 2000 Act.

However in introducing these call-in powers the Government intended that they should only be used in exceptional circumstances and not maliciously, vexatiously or for political point scoring.

How the call-in system operates

All Key decisions that the Cabinet, or an individual Cabinet Member (known as a Portfolio holder) intends to take must be published in the Council’s Forward Plan. Once the decision has been taken, this must also be published within two working days of the decision being made.

The definition of what is a key decision is a matter for the Council to decide. At South Kesteven it is defined as an executive decision which will result in “significant” expenditure or savings to the Council or a decision that will affect two or more wards.

Non key executive decisions may also be called in by the relevant DSP. Decisions of regulatory committees and full Council cannot be called in, but these may still be scrutinised by a DSP if there is concern about a particular issue.

Once an executive decision has been made and published it is implemented and comes into force after five working days have elapsed, unless a valid call-in request form is received. A valid form must be signed by either five members (from any political group) or the Chairman of the relevant DSP. A call-in request form is at Appendix A. No member may sign more than three requests for a sanctioned call-in and no DSP may call-in more than 6 decisions in any one municipal year. A schedule of call-ins for 2004/05 is at Appendix B.

Once a form has been received, the proper officer must rule on whether it is valid, if it is valid then the meeting must be called as soon as possible.

Call-in Meeting Protocol

- 1) The Chairman introduces the meeting and welcomes members, witnesses etc. Announces the decision that has been called-in, whether it was made by the Cabinet or an individual Portfolio Holder and explain that it has been called-in either by the relevant DSP Chairman or any five members. If the decision-making body or person or a particular officer has been formally invited to the meeting – say so.
- 2) The Scrutiny Officer or deputy is invited by the Chairman to explain to the panel the following procedure to be undertaken during the meeting and the conclusions available to the panel, which are:
 - Conclude to support the call-in and therefore refer the decision back to the decision making person or body for reconsideration – the nature of the panel’s concerns must be specified in the conclusion;
 - Conclude not to support the call-in and therefore not to refer the decision back – the original decision will therefore take immediate effect
 - Conclude to refer the decision to full Council (only if it is believed the decision is outside the policy framework or budget)
- 3) The Scrutiny Officer or deputy is to advise the panel to wait until all evidence has been heard before coming to a conclusion.
- 4) Those members who called-in the decision are invited by the Chairman to make verbal representations to support their reasons for call-in.
- 5) Panel members are invited by the Chairman to question those members who requested the call-in or to ask for further clarification on their reasons for call-in.
- 6) Panel members are then invited to question the decision-maker (if present) who may also respond on the points raised by the call-in request.
- 7) Panel members are then invited to question officers and other witnesses present.
- 8) Any other member present may be invited to ask questions at the panel’s discretion.
- 9) The Chairman should then make sure everyone has had the opportunity to ask questions.

- 10) The Chairman should then state that the panel has to now consider all the evidence they have heard and discuss the three conclusions available.
- 11) The panel should, ideally, come to a mutual conclusion without the need for a formal vote. If the panel chooses to refer the decision back, the reasons for doing so must be stated. The Executive is unlikely to change its mind about a decision if there is no evidence to support a call-in.

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Scrutiny Techniques

14 Steps to Scrutiny Success

Although many of these steps have already been completed at SKDC, it is worth considering these core requirements for success to monitor our progress. Suggested levels of achievement as at 1st July 2005 are below:

1. Discuss and agree a definition of overview and scrutiny	Achieved
2. Select Chairs and Vice-Chairs who will give effective leadership to their committees and have comprehensive role descriptions to guide their work	Partly Achieved
3. Ensure that members selected for overview and scrutiny are prepared to make time for scrutiny, are committed to making overview and scrutiny work and have comprehensive role descriptions to guide their work	Partly Achieved
4. Design a structure which fits the purpose of overview and scrutiny, related well to the executive and officers and suits the culture of the authority	Achieved
5. Develop a member-led, realistic, flexible work programme for each committee	Achieved
6. Move away from traditional service committee processes by developing a wider range of activities	Partly Achieved
7. Prioritise a small number of items to investigate in-depth and ensure that these are effectively project managed	Not Achieved
8. Finish investigations on time and produce member-led reports which concisely summarise the evidence gathered and the recommendations of the committee	Partly Achieved
9. Ensure that there is adequate officer support for overview and scrutiny	Achieved
10. Create a separate budget for overview and scrutiny to fund site visits and other non-meetings based activities; pay the expenses of external witnesses; buy-in external advice and pay for training and development.	Not Achieved
11. Develop cross-party working, ensuring that no party group applies the whip to overview and scrutiny	Achieved
12. Ensure that the opposition parties have a key role to play by at least allocating some chairs and vice-chairs to the opposition	Partly Achieved
13. Provide a training and development programme for overview and scrutiny members, officers directly supporting overview and scrutiny and any co-optees. Provide awareness training for all other councillors and officers down to middle managers	Achieved
14. Develop and implement a system for continuously monitoring what is working well and what needs improving and undertake a more comprehensive evaluation at least every two to three years (and more frequently in the early stages)	Partly Achieved

Gathering Evidence

It is often said that "scrutiny should be evidence-based". This is because evidence will support members in each of their scrutiny roles (see page five) by giving **substance** to recommendations. Gathering evidence gives a real opportunity for members to think outside the box and be imaginative. Although DSPs have a Scrutiny Support Officer to undertake research, members are encouraged to undertake their own research either to support items already on a meeting agenda or to present to the Panel as a new item for the work programme. Below are some ideas on sources of evidence and it is suggested that good scrutiny would include a number of different sources for each issue.

- Witnesses - These can be officers of the Council, Cabinet members, other members with certain expertise and external witnesses.
- Co-optees - These can be appointed short or long-term. Internal or external "experts", member of public or service user.
- Site Visits - These could take place within the organisation to look at service areas, other authorities, organisations or locations relevant to the issue under scrutiny.
- Focus Groups & Workshops - These could include a wide range of "witnesses" at an informal session with two way feedback, exploring topics in detail and allowing people to speak who may not normally be so confident in formal meetings.
- Legislation, Policies etc. - Reference to government legislation, regional guidance, local policies and strategies of this authority or others.
- Surveys - This allows broad or narrow consultation, potential for confidentiality to allow more 'honest' evidence. Internal or external use.
- Mystery Shoppers - Good method of obtaining service user point of view.

Balancing Inquiry and Advocacy

There is a danger that discussions at meetings can quickly become a spiral of increasing advocacy with both sides moving further into their own opposing positions. Members can get caught in the trap of listening to others only to dismiss their arguments and to reinforce their own point of view. Similarly, when members are in pure inquiry mode, dialogue is replaced with questions and members fail to share their own perspectives. In this case, silence, rather than members' arguments, negates any learning on either side.

The balancing act of inquiry and advocacy is one which, when achieved, will enable members to share their own ideas whilst gaining the best possible information and ideas from other members or witnesses.

To improve inquiry skills:

- Use the skills of active listening.
- Ask others to share the reasoning behind their conclusions.
- Use non-aggressive language to ask your questions.

To improve advocacy skills:

- Make your thinking process visible to others by articulating how you have come to your point of view.
- Encourage others to explore your assumptions and any information you may have obtained.
- Freely acknowledge where you think there might be gaps in your reasoning. This will invite others to participate by helping you resolve these gaps and makes your position appear more open.

An example of achieving this balance is to lay out your reasoning and thinking, and then encourage others to challenge you: "Here is my view and here is how I have arrived at it. How does it sound to you? What makes sense to you and what doesn't? Do you see any ways I can improve it?"

Members should be aware that there are dysfunctional forms of both advocacy and inquiry. For example, in organisations, adroit people can skew the inquiry process by relentless "interrogating," without caring at all for the person being questioned. In the same vein, advocacy can feel like an inquisition if the advocate simply "dictates" his or her point of view, while refusing to make their own reasoning process visible. People who are unwilling to expose their thinking may also "withdraw" into silence, instead of taking the opportunity to learn through observation.

One of the most destructive conversational forms is "politicking," in which there is no overt argument - just a relentless refusal to learn while giving the impression of balancing advocacy and inquiry. Scrutiny should be non-partisan and should embrace cross-party working.

The following protocols for improving the balance between inquiry and advocacy are from *The Fifth Discipline* by Roberts & Ross:

Improved Advocacy

- Make your thinking process visible

What to do	What to say
State your assumptions, and describe the data that led to them	<i>"Here's what I think and here's how I got there."</i>
Explain your assumptions.	<i>"I assumed that. . ."</i>
Make your reasoning explicit.	<i>"I came to this conclusion because. . ."</i>
Explain the context of your point of view: who will be affected by what you propose, how they will be affected, and why.	
Give examples of what you propose, even if they're hypothetical or metaphorical.	<i>"To get a clear picture of what I'm talking about, imagine the you're a customer who will be affected. . ."</i>
As you speak, try to picture the other people's perspectives on what you are saying.	

- Publicly test your conclusions and assumptions.

What to do	What to say
Encourage others to explore your model, your assumptions, and your data.	<i>"What do you think about what I just said?" or "Do you see any flaws in my reasoning?" or "What can you add?"</i>
Refrain from defensiveness when your ideas are questioned. If you're advocating something worthwhile, then it will only get stronger by being tested.	
Reveal where you are least clear in your thinking. Rather than making you vulnerable, it defuses the force of advocates who are opposed to you, and invites improvement.	<i>"Here's one aspect which you might help me think through. . ."</i>
Even when advocating, listen, stay open, and encourage others to provide different views.	<i>"Do you see it differently?"</i>

Improved Inquiry

- Ask others to make their thinking process visible.

What to do	What to say
Gently walk others down the ladder of inference and find out what data they are operating from.	<i>"What leads you to conclude that?" "What data do you have for that?" "What causes you to say that?"</i>
Use unaggressive language, particularly with people who are not familiar with these skills. Ask in a way which does not provoke defensiveness or "lead the witness."	<i>Instead of "What do you mean?" or "What's your proof?" say, "Can you help me understand your thinking here?"</i>
Draw out their reasoning. Find out as much as you can about why they are saying what they're saying.	<i>"What is the significance of that?" "How does this relate to your other concerns?" "Where does your reasoning go next?"</i>
Explain your reasons for inquiring, and how your inquiry relates to your own concerns, hopes, and needs.	<i>"I'm asking you about your assumptions here because. . ."</i>

- Compare your assumptions to theirs.

What to do	What to say
Test what they say by asking for broader contexts, or for examples.	<i>"How would your proposal affect. . .?" "Is this similar to. . .?" "Can you describe a typical example. . .?"</i>
Check your understanding of what they have said.	<i>"Am I correct that you're saying. . .?"</i>
Listen for the new understanding that may emerge. Don't concentrate on preparing to destroy the other person's argument or promote your own agenda.	

Facing a Point of View With Which You Disagree

What to do	What to say
Again, inquire about what has led the person to that view.	<i>"How did you arrive at this view?" "Are you taking into account data that I have not considered?"</i>
Make sure you truly understand the view.	<i>"If I understand you correctly, you're saying that. . ."</i>
Explore, listen, and offer your own views in an open way.	<i>"Have you considered. . ."</i>

Listen for the larger meaning that may come out of honest, open sharing of alternative mental models.	
Use your left-hand column as a resource.	<i>"When you say such-and-such, I worry that it means. . ."</i>
Raise your concerns and state what is leading you to have them.	<i>"I have a hard time seeing that, because of this reasoning. . ."</i>

When You're at an Impasse.

What to do	What to say
Embrace the impasse, and tease apart the current thinking. (You may discover that focusing on "data" brings you all down the ladder of inference.)	<i>"What do we know for a fact?"</i> <i>"What do we sense is true, but have no data for yet?"</i> <i>"What don't we know?"</i>
Look for information which will help people move forward.	<i>"What do we agree upon and what do we disagree on?"</i>
Ask if there is any way you might together design an experiment or inquiry which could provide new information.	
Listen to ideas as if for the first time.	
Consider each person's mental model as a piece of a larger puzzle.	<i>"Are we starting from two very different sets of assumptions here? Where do they come from?"</i>
Ask what data or logic might change their views.	<i>"What, then, would have to happen before you would consider the alternative?"</i>
Ask for the group's help in redesigning the situation.	<i>"It feels like we're getting into an impasse and I'm afraid we might walk away without any better understanding. Have you got any ideas that will help us clarify our thinking?"</i>
Don't let the conversation stop with an "agreement to disagree."	<i>"I don't understand the assumptions underlying our disagreement."</i>
Avoid building your "case" when someone else is speaking from a different point of view.	

Types of Questioning

In addition to addressing the balance of advocacy and inquiry, members should be aware of their questioning techniques and their effectiveness.

The Do's

Open Questions

Open questions have the greatest potential. Information is requested in a neutral way and the witness is encouraged to do most of the talking and to expand the points at issue.

These often start with 'how', 'why', 'could you explain...', 'what are your views on...'

It is a good idea to follow up responses to these questions with future probing questions to yield additional clarity.

Probing Questions

This technique, as well as providing clarity, can also be used to strive beyond a superficial or rehearsed answer to the previous question. Remember, DSP meetings are not the same as committee meetings and there are no rules limiting members to how often they can speak.

Probing questions may be 'what is your evidence for that?' or 'how have you arrived at that conclusion?'

Hypothetical Questions

This can be useful in obtaining good evidence, as well as testing possibilities to formulate new ideas and solutions. They can also be valid in testing knowledge.

For example, 'How would you set about changing the Council's strategy on X?'

The Don'ts

Closed Questions

These questions invite only a 'yes/no' answer or seek only basic facts. If over-used, these questions will limit the quality of evidence gained from a witness.

'Do you like our Council magazine?'

'Are you happy with the recycling service?'

Leading Questions

These questions are phrased in such a way that they assume an answer. This technique is poor because it may force the respondent into a false position.

For example, 'I'm sure you were upset about that, weren't you?' or 'Presumably, you agree that this policy will not achieve anything?'

Double-Headed Questions

These ask more than one question at a time and should be avoided as they cause confusion. As a result, only one question is likely to be answered thereby limiting the evidence to be gathered.

Example: 'In your role, is there a responsibility to monitor service performance and how is this communicated throughout the organisation.'

It is better to separate the two questions and indicate to the meeting before hand that you may have more than one question to ask.

Phrasing Questions

Different questions can be used at different stages of an interview or inquiry. These phases are:

1. Exploration
2. Integration
3. Action

1. Exploration

Here, questions should help put the witness at ease, e.g.

'What could the Council do to help you improve your service?'
'Could you tell us a little bit about your general impression as a user of Council services?'

2. Integration

In this phase, questions are used to understand the attitudes, behaviour and views of the witness. Four sub-types of questions are best:

Clarifying – 'How many bedrooms do you have?', 'What do you mean by remediation works?' 'In what way does anti-social behaviour concern you?'

Focussing – 'Let's discuss what's happening at the Youth Centre.'

Redirecting – 'Could we talk about something you mentioned earlier, the commuters' car parking?'

Confronting – 'Earlier you stated that there was no budget. How could you have then agreed to allocate £50,000 to the amenity group?'

3. Solutions

Here questions may help the witness decide what action should be taken.

'How would you like to see the situation resolved?'

'Have you thought about X?'

Holding the Executive to Account

Holding the Executive to account comes in two forms: scrutinising decisions before they are made and scrutinising decisions after they have been implemented. It is vitally important to the success of scrutiny that members adopt a **proactive** rather than reactive approach to this process. This will ensure a good working relationship with Cabinet and Scrutiny Members. It will encourage greater openness and accountability within the decision making process.

Proactive	Reactive
<p>Reading the Forward Plan on a monthly basis and noting items which are pertinent to you as a scrutiny member</p> <p>Such items could be of interest to you because:</p> <ul style="list-style-type: none"> • They relate to an area which is already included in a scrutiny work programme • Scrutiny could add real value to a topic by providing more in-depth policy development or review • You think that there has been insufficient consultation planned prior to the decision being made • You have general questions or wish certain points to be raised <p>If you do identify such an item, there are two courses of action open to you.</p> <p>If the decision is imminent, you should contact the decision-maker to discuss your concerns, in advance of the decision being made.</p> <p>If there is more time, you should discuss this with your DSP Chair to discuss and decide how best to address the issue.</p>	<p>Reactive scrutiny is using the call-in process once a decision has been made.</p> <p>This holds up the decision-making process and diminishes the credibility of scrutiny.</p> <p>Too frequent use of call-in will negate any effectiveness it may have for fundamental key issues.</p> <p>Cabinet may become resistant to sound arguments from scrutiny should call-in requests become vexatious, numerous or political.</p> <p>Call-in, however, does play an important role in scrutiny and can be used effectively if it is supported with sufficient evidence. Remember that scrutiny members are 'critical friends' to the Executive.</p>

Conducting a Scrutiny Review

Introduction

A scrutiny review is a detailed and thorough investigation into a particular issue of concern and each DSP should aim to complete about one or two per year. A scrutiny review will normally conclude with recommendations to the executive based on the considerable amount of evidence obtained. Given the scale of work involved, DSPs may wish to delegate a scrutiny review to a working group comprising three members.

Chesterfield Borough Council has developed a three-stage approach to a scrutiny review, which comprises the following three principal stages:

1. Scoping
2. Development
3. Concluding
4. Monitoring

Scoping

The scoping of a scrutiny review is the very first thing that should be undertaken as it focuses members on the aim of the review and helps members and officers plan the work required. Scoping will aim to identify why the review has been chosen and what it hopes to achieve. Terms of reference will also be agreed.

Issues to consider in the early stages of scoping:

- Do we need to commission a consultant?
- How best will we involve the public?
- How does this review align with the Council's priorities and vision?
- What research is required and who will do it?
- Should we co-opt an expert/representative?
- When and where shall we hold meetings?
- What is the best way of collecting each piece of evidence?
- Is an expert witness required?
- Which aspect of the issue should we focus on?
- How shall we publicise the review?

Members undertaking the scrutiny review should complete the following scoping form. This will be supplied at the scoping meeting by the Scrutiny Support Officer.

SCRUTINY REVIEW SCOPING TEMPLATE

Name of Review			
Lead DSP			
Review Members			
Review Lead Member			
Portfolio Holder			
Scrutiny Support Officer			
Key Issues and Reasons for the Review <i>(include priority alignment)</i>			
Objectives of Review <i>(what should be achieved)</i>			
Indicators of Success <i>(what factors should be present)</i>			
Lines of Enquiry <i>(approach to be undertaken)</i>			
Witnesses/ Experts/Co-optees <i>(Who, when and for what?)</i>			
Documents <i>(Which documents to examine – internal or external)</i>			
Site Visits <i>(Where, when and why?)</i>			
Evidence sources for views of stakeholders			
Publicity Requirements			
Specific resources requirements			
Barriers/ dangers/ risks			
Start date		Draft Report Deadline to DSP	
Meeting dates		Projected completion date	

Development

After scoping, it is time to get on with the bulk of the work. This stage should be as **innovative** and **inclusive** as possible. Remember that one of the key roles for scrutiny is to reflect and voice the concerns of the public. To do this accurately and effectively, the scrutiny review must engage with the public and actively encourage community involvement. Members are encouraged to take a much more flexible approach to meetings. Informality is also much more relevant and appropriate.

Refer to the section on scrutiny techniques whilst carrying out the scrutiny review, especially the pages on gathering evidence, balancing inquiry and advocacy and types of questioning. This will help you collate relevant and effective evidence.

When all evidence has been collated, it will need evaluating. Assess whether or not it is relevant and valuable evidence. It may be necessary to gather additional evidence if there are weaknesses in that already collected or if further issues have arisen. Do not attempt making conclusions or recommendations until all evidence has been collected.

Concluding

The review group should hold a specific meeting to discuss and analyse any findings from the evidence and whether or not it has met the objectives set out in the scoping template. The key message from the evidence should be identified together with the options for any recommendations. Each option should be appraised and recommendations formed from those options that are relevant and achievable. Members should aim to reach a consensus on the recommendations. There should be no need for a vote.

When the recommendations have been agreed, the lead member will draft a report with the Scrutiny Support Officer. The report will include:

- Foreword by the lead member and acknowledgements
- Background to the review and executive summary
- Introduction to the issues and context of the review (national and local)
- List of evidence collected
- Summary of work undertaken
- Key messages that were identified from the evidence collected
- Conclusions and recommendations
- Monitoring arrangements

People who have contributed to the review should always be sent a copy of the draft report and be invited to comment. The final report should be submitted to the relevant DSP for approval prior to submission to Cabinet.

Monitoring

The final scrutiny review report is submitted to Cabinet under its standing agenda item "Matters referred to Cabinet by the Council or the Development and Scrutiny Panels". The Cabinet then has six weeks to consider the report from the date of its submission. If the content of the report has implications for the Council's budget or the policy framework, it is to be submitted to Council after the six weeks. Cabinet is able to respond to the report at the Council meeting.

The role of scrutiny, however, is not yet over. Scrutiny members have an ongoing role to monitor the implementation of their recommendations. As above, the scrutiny review report should include a section on monitoring arrangements. This will stipulate what actions are expected to be taken by whom and by when. If members are not satisfied with the outcome, they may choose to revisit appropriate aspects of the review. This is a vital element of the role of scrutiny members as it reinforces the importance of the scrutiny function in securing continuous improvement for the council. It also shows the Executive that scrutiny members are dedicated to their recommendations.

Key Officer Contacts

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- Constitution
- Standards Committee

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- Cabinet
- Full Council

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- Scrutiny Issues
- Call-in
- Work Programme
- Scrutiny Co-ordinating Group

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- Yearbook
- Constitution and Accounts Committee

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- Engagement DSP
- Resources DSP
- Standards Committee

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- Healthy Environment DSP
- Economic DSP

Joyce Slater

Training Manager
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- Training

Useful Websites

www.cfps.org.uk - Centre for Public Scrutiny

- Scrutiny reviews and news from “champion” authorities
- Information on events
- Learning resources and publications
- On-line forums

www.idea.gov.uk - Improvement and Development Agency

- Examples of good practice
- Improving services and the Council
- Best Value and E-Government
- Scrutiny Guidance

www.audit-commission.gov.uk - Audit Commission

- Best Value
- Inspections and service assessments
- Publications

www.odpm.gov.uk - Office of the Deputy Prime Minister

- Policy and consultation documents
- Community and political leadership
- Improving public services
- E-Government

www.statistics.gov.uk - Office for National Statistics

- Comprehensive national and local statistics

www.lga.gov.uk - Local Government Association

- Information on events and meetings
- Key issues and news
- Publications



REQUEST FOR CALL-IN OF A CABINET DECISION

TO: THE CHIEF EXECUTIVE

MINUTE/DECISION NUMBER: _____

SUBJECT MATTER: _____

DATE OF DECISION: _____

DATE OF PUBLICATION: _____

I, being the Chairman* [or] We, being 5 members of the Council*
request that the above mentioned decision be called in for scrutiny.

[* delete as appropriate]

I/We certify than none of us has subscribed to more than 3 requests for
call-ins during the current Municipal year.

REASONS FOR EXERCISING CALL-IN:

(i.e. where it is considered that a decision has not been taken in
accordance with the principles of decision making as set out in Article
13 of the Constitution, for example:

- It is outside the budget or policy framework;
- It is outside the delegated powers of the Cabinet;
- It is a key decision which has not been included in the Forward Plan;

Schedule of Call-ins 2004/05

DATE	DSP	TITLE	CALLED IN BY	RESULT
21.6.04	Environment	Car Parking Charges NKD by Cllr Auger	Cllr Waterhouse used his Prerogative as Chairman to call it in on his own.	DSP decided to take no further action but rec relating to past policies
28.6.04	Community	Door Replacement Programme NKD by Cllr Martin-Mayhew	Cllrs Bisnauthsing, Hewardine, Gibbins	DSP decided no further action was necessary
28.10.04	Environment	Star Lane Toilets NKD by Cllr Martin-Mayhew	Cllrs Craft, Fisher, Joynson	Ask Portfolio holder to reconsider decision. Not taken on board by the decision taker.
29.10.04	Capacity and Resources	Star Lane Toilets NKD by Cllr Mrs Neal	Cllrs Kirkman, Conboy, Lovelock	Ask Portfolio holder to reconsider decision. Not taken on board by the decision taker
11.11.04	Community	Newton Court, Colsterworth NKD by Cllr Martin-Mayhew	Cllrs Sandall, Gaffigan, Hewardine	Having heard the evidence, DSP decided not to support the call-in
18.01.05	Environment	Charges for removal of graffiti NKD by Cllr Auger	Request by Cllr O'Hare	The DSP did not support Cllr O'Hare's request

21.01.05	Economic & Cultural	Thurlby Youth Hostel NKD by Cllr John Smith	Cllr Nicholson used chairman's prerogative to call it in on his own	To be reconsidered by Portfolio holder following representations by the DSP
21.03.05	Environment	Grantham Toilet Location, Cabinet Decision NKD by Cllr Martin-Mayhew	Cllr Waterhouse used chairman's prerogative to call it in on his own	Recommend that Portfolio holder reconsider . Decision reaffirming original decision was subsequently issued
05.04.05	Community	Housing Adaptations – To require means testing NKD by Cllr Martin-Mayhew	O'Hare Gibbins Hewardine	The Panel agreed to take no further action and the decision was therefore confirmed

SKDC Vision

To ensure that the residents of South Kesteven are proud of their district and their Council.

Core Values

Promoting Pride in our Communities.

Performing
Respecting
Informing
Developing
Enabling

Category A Priorities

- Anti-social behaviour
- Recycling
- Street Scene
- Town Centre Development and Grantham as a Sub Regional Centre
- Access to Council Services

Category B Priorities

- Affordable Housing
- Business Development
- Vulnerable Persons
- Communications and Consultation
- Diversity
- Planning and Conservation
- LSP and Community Strategy
- Council Tax Collection
- Housing Management
- Car Parks
- Public Toilets

DEVELOPMENT AND SCRUTINY PANELS (DSPs) WORK PROGRAMME 2005/6

INTRODUCTION

This Work Programme is partly derived from the Cabinet's Forward Plan, but also contains items that have been brought forward by the DSPs themselves. Such items are in *italics*.

Where the item has appeared on the Forward Plan, the anticipated date of the key decision is listed in the second column. The third column shows the last available date that the DSP can consider this item before the key decision is due to be taken. This does **NOT** necessarily mean that the item will appear on the DSP agenda, this will only happen if this is requested by the Chairman or members of the DSP. There will also be instances where there is no DSP meeting before a decision is due to be taken; in these cases the next meeting date after the decision date is shown.

As Cabinet meets monthly and the DSPs meet bi-monthly it is not possible for the DSPs to consider every single Cabinet or Cabinet Member decision. Scrutiny members are therefore encouraged to peruse this Work Programme and bring forward items for consideration.

**DEVELOPMENT AND SCRUTINY PANELS (DSPs)
WORK PROGRAMME 2005/6**

ENGAGEMENT DSP

<u>ISSUES FOR CONSIDERATION</u>	<u>DATE OF KEY DECISION (IF APPROPRIATE)</u>	<u>DSP MEETING</u>
BT Telephone Boxes –possible removal	N/a	BT invited to attend meeting on 22.09.05
Local Development Framework – statement of community involvement	08.08.05	22.09.05
Cash collection – review of cash payments in council offices	Not before October 2005	22.09.05
Capacity and priorities including preliminary projections for 2006/7 budget	Not before September 2005	22.09.05
<i>Local Area Assemblies – ways to encourage public attendance</i>	N/A	Cross DSP Working Group is meeting <i>Identified by DSP on 7th July 2005</i>

Engagement DSP - Performance Monitoring 2005/06

Those indicators with a number in the PI column are from the Government's Best Value Performance Indicators suite used by many Councils. The remaining indicators are local to SKDC and may be relatively simple measures/indicators only. The reader is asked therefore to exercise an element of caution when interpreting any data attached to them.

Key: C=cumulative; A=average; N=number; %=percentage; CA=cumulative average; Q=quarterly; blank=monthly

PI	Area and	IND Type	Reporting	2004/05 SKDC Outturn	2003/04 Upper Quartile	2005/06 SKDC Target	April	May	June	July	August	Sept	Year End (12 months to March)	Are We Improving on Yr?	2006/07 SKDC Targets	2007/08 SKDC Targets
	ACCESS	Priority A														
157	Types of	C	Q	71%	72%	100%			7.4%			0%	0%	Y	100%	100%
Local	No. of hits	C				180,000	26,200	53,756	79,991	109,182	0	0	0	N/A	200,000	220,000
Local	No. of cor	C	Q			6			1			0	0	N/A	4	2
Local	% of cust	A				20%						0%	0%	N/A	40%	80%
Local	% increas	%	Q			10%			262%			0%	0%	N/A	15%	20%
	COMMUNICATIONS															
Local	No. of cor	C	Q			4			1			0	0	N/A	4	4
Local	% of PR	%				60%	83.33%*	75%	67.39%	81.36%	0%	0%	0%	N/A	70%	80%