



AGENDA

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| For a meeting of the |
| ENGAGEMENT DEVELOPMENT AND SCRUTINY PANEL |
| to be held on |
| THURSDAY, 21 SEPTEMBER 2006 |
| at |
| 2.30 PM |
| in |
| COMMITTEE ROOM 3, COUNCIL OFFICES, ST. PETER'S HILL, GRANTHAM |
| Duncan Kerr, Chief Executive |

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| Panel Members: | Councillor Robert Conboy, Councillor John Hurst, Councillor Mano Nadarajah (Vice-Chairman), Councillor Norman Radley, Councillor Robert Murray Shorrock, Councillor Michael Taylor (Chairman), Councillor Thomas John Webster, Councillor John Wilks and Councillor Avril 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 Thursday 6th July 2006 are attached for information.
(Enclosure)

6. **UPDATES FROM LAST MEETING**
 7. **FEEDBACK FROM THE EXECUTIVE**
 8. **REPORTS FROM WORKING GROUPS**
 - Notes from the Access and Modernisation Working Group (Enclosures)
 - Final report from the Democratic Review Working Group (Enclosure)
 9. **UPDATE REPORT – FRONTFACING TELEPHONY AND CUSTOMER SERVICE STANDARDS**

Report CSV44 by the Business Management Services Project Officer (Enclosure)
 10. **SCRUTINY OF COUNCIL DECISION RE MEMBER TRAINING**
 - Report CEX288 to council on 28th April 2005
 - Extract from council minutes – 28th April 2005
 - Extract from resources dsp minutes – 24th May 2005
 - Extract from cabinet minutes – 6th June 2005
 - Report CEX293 to council on 23rd June 2005
 - Extract from council minutes – 23rd June 2005
 - Extract from finance scrutiny working group report – July 2006 (Enclosures)
 11. **BEST VALUE PERFORMANCE INDICATORS** (Enclosure)
 12. **WORK PROGRAMME** (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.**
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WORKING STYLE OF SCRUTINY

The Role Of Scrutiny

- To provide a “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

Remember...

- 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