



AGENDA

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

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.**

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