



# AGENDA

For a meeting of the		
<b>ENGAGEMENT DEVELOPMENT AND SCRUTINY PANEL</b>		
to be held on		
<b>FRIDAY, 17 NOVEMBER 2006</b>		
at		
⌚	<b>12.30 PM</b>	⌚
in		
<b>COMMITTEE ROOM 3, COUNCIL OFFICES, ST PETER'S HILL, GRANTHAM</b>		
		Duncan Kerr, Chief Executive

Panel Members:	Councillor Conboy, Councillor Mrs Gaffigan, Councillor Nadarajah (Vice-Chairman), Councillor N Radley, Councillor Shorrocks, Councillor M Taylor (Chairman), Councillor Webster and Councillor Mrs Williams
Scrutiny Officer:	Paul Morrison 01476 406512 <a href="mailto:p.morrison@southkesteven.gov.uk">p.morrison@southkesteven.gov.uk</a>
Scrutiny Support Officer:	Rebecca Chadwick 01476 406297 <a href="mailto:r.chadwick@southkesteven.gov.uk">r.chadwick@southkesteven.gov.uk</a>

**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 meetings held on 21<sup>st</sup> September 2006 and 18<sup>th</sup> October 2006 are attached for information.  
(Enclosure)
- 6. FEEDBACK FROM THE EXECUTIVE**
- 7. UPDATES FROM LAST MEETING**
- 8. REPORTS FROM WORKING GROUPS**  
Feedback from the Democratic Review Working Group to be reported at the meeting.  
Notes from the Access and Modernisation Working Group. (Enclosure)

**9. LOCAL FORUMS: A TOWN COUNCIL FOR GRANTHAM**

This item has been requested by the Grantham Local Forum. Background report attached.

The notes of the last round of all local forums are attached.

**(Enclosures)**

**10. TRAVEL CONCESSIONS**

Report by the Service Manager for Performance Management and Engagement.

**(To follow)**

**11. UPDATE REPORT - FRONTFACING TELEPHONY AND CUSTOMER SERVICE STANDARDS**

Report number CSV46 by the BMS Partnership Project Officer.

**(Enclosure)**

**12. SERVICE PLANS: GATEWAY REVIEW 2**

The panel to undertake the second gateway review of the following service plans:

- Customer Services
- Business Transformation and Information Management
- Democracy
- Human Resources and Diversity

*Copies of the relevant service plans will be distributed to members of the panel as background papers. Additional copies will be available on request to the Scrutiny Support Officer.*

**13. EQUALITIES AND DIVERSITY STEERING GROUP**

Notes of the Equalities and Diversity Steering Group for information.

**(Enclosure)**

**14. BEST VALUE PERFORMANCE INDICATORS**

**(Enclosure)**

**15. WORK PROGRAMME**

**(Enclosure)**

**16. REPRESENTATIVES ON OUTSIDE BODIES**

Representatives on outside bodies to give update reports.

**17. 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