

AGENDA



For a meeting of the
SCRUTINY COMMITTEE
to be held on
TUESDAY, 12 JUNE 2012
at
10.00 AM
in the
WITHAM ROOM, COUNCIL OFFICES, ST. PETER'S HILL, GRANTHAM. NG31 6PZ
Beverly Agass, Chief Executive

Committee Members:	Councillor Paul Cosham, Councillor Alan Davidson, Councillor Reginald Howard (Chairman), Councillor Mrs Rosemary Kaberry-Brown, Councillor Michael King, Councillor David Nalson, Councillor Helen Powell, Councillor Bob Russell, Councillor Bob Sampson, Councillor Mrs Judy Smith (Vice-Chairman) and Councillor Frank Turner	
Committee Support Officer:	Jo Toomey	Tel: 01476 40 61 52 E-mail: j.toomey@southkesteven.gov.uk

Members of the Committee 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 Committee's discretion.

2. MEMBERSHIP

The Committee to be notified of any substitute members.

3. APOLOGIES

4. DECLARATIONS OF INTEREST

Members are asked to declare an interest in matters for consideration at the meeting.

5. ACTION NOTES FROM THE MEETING HELD ON 10 APRIL 2012

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. FEEDBACK FROM THE EXECUTIVE

(Enclosure)

8. 2011/12 YEAR END PERFORMANCE REPORT

Report number PPMO1 by the Performance and Projects Management Office.

(Enclosure)

9. PROCUREMENT LINCOLNSHIRE

Report number SD33 by the Strategic Director, Corporate Focus summarising the response from Procurement Lincolnshire to the Scrutiny Committee's review of the service and subsequent recommendations. **(Enclosure)**

10. WORK PROGRAMME

The Committee will set its work programme for 2012/13.

11. REPRESENTATIVES ON OUTSIDE BODIES

12. ANY OTHER BUSINESS, WHICH THE CHAIRMAN, BY REASONS OF SPECIAL CIRCUMSTANCES, DECIDES IS URGENT

MINUTES

SCRUTINY COMMITTEE
TUESDAY, 10 APRIL 2012



COMMITTEE MEMBERS PRESENT

Councillor Bob Adams	Councillor Bob Russell
Councillor Paul Cosham	Councillor Bob Sampson
Councillor Reginald Howard (Chairman)	Councillor Ian Selby
Councillor Mrs Rosemary Kaberry-Brown	Councillor Mrs Judy Smith (Vice-Chairman)
Councillor Michael King	Councillor Frank Turner
Councillor Helen Powell	

OFFICERS

Head of Legal and Democratic Services (Lucy Youles)
Principal Democracy Officer (Jo Toomey)

56. COMMENTS FROM MEMBERS OF THE PUBLIC

There had been recent reports in the local press regarding services at Grantham hospital, which had caused local concern most notably in respect of mental health service and accident and emergency provision. The Committee was asked to talk to representatives and question them about future plans for services in the hospital. Committee members echoed concerns and agreed to invite a representative from the Joint Lincolnshire Health Scrutiny Committee and the relevant NHS body to a future meeting. A site visit was also suggested.

Action Point:

- 1. Invite the Chairman of the Joint Lincolnshire Health Scrutiny Committee to attend a meeting of South Kesteven District Council's Scrutiny Committee.***
- 2. Invite representatives from the relevant health service body to attend a meeting of South Kesteven District Council's Scrutiny Committee.***

57. MEMBERSHIP

The Committee was notified that Councillor Adams was substituting for Councillor Nalson and Councillor Selby was substituting for Councillor

Davidson for this meeting only.

58. APOLOGIES

An apology for absence was received from Councillor Turner for the part of the meeting held on 10 April 2012. Councillor Turner was present when the meeting reconvened on Thursday 3 May 2012.

59. DECLARATIONS OF INTEREST

No declarations of interest were made.

60. ACTION NOTES OF THE MEETING HELD ON 21 FEBRUARY 2012

The action notes from the meeting held on 21 February 2012 were noted.

61. UPDATES FROM PREVIOUS MEETING

In respect of the action point at minute number 52, the Committee Support Officer advised that the Community Safety Partnership had agreed to gift the mobile CCTV unit to Lincolnshire Police for the use of neighbourhood policing teams.

62. FEEDBACK FROM THE EXECUTIVE

The minutes from the Cabinet meeting on 5 March 2012 were circulated with the agenda. At this meeting, the Cabinet considered the Committee's report on Procurement Lincolnshire. The report had been circulated to recipients identified in the document.

Action Point:

Follow up progress of the Committee's report, which had been submitted to Procurement Lincolnshire.

63. WORK PROGRAMME

A workshop to consider the 2012/13 work programme had been scheduled for 10 April 2012.

64. REPRESENTATIVES ON OUTSIDE BODIES

Councillor Cosham advised committee members that he had attended an Association of Drainage Authorities meeting. The key themes of the event indicated that the boards were thinking more about storage of water than drainage. The introduction of water control measures covering the South Kesteven area was noted, and it was suggested that the district council could use its publication, SK Today, to suggest different ways residents could

conserve water. It was noted that this was primarily the responsibility of the water authority.

Action Point:

In conjunction with the Reputation, Communication and Consultation team, contact Anglian Water for ways to conserve water and publish in the next edition of SK Today.

Councillor Mrs Smith reported that the Elsea Park Community Centre in Bourne had been handed over by developers. The hall was available for use.

65. PORTFOLIO HOLDER UPDATE - ECONOMIC DEVELOPMENT

The Economic Development Portfolio Holder was not able to attend the meeting. The Committee expressed their disappointment that the Portfolio Holder could not attend. The item was adjourned until 3 May 2012 at 10am.

The meeting was adjourned at 11:35am until 10:00am on Thursday 3 May 2012.

The Economic Development Portfolio Holder was welcomed to the meeting. She apologised for not attending on 10 April 2012, at which this item was adjourned.

Committee members put questions to the Portfolio Holder, who provided her answers. [The questions are shown in italic text and the responses in plain text].

Question 1

The Gravity Fields project/event in September was heralded as an event for the whole district, not just Grantham. Can you give us an insight as to how this event is progressing and how much information has been forwarded to the towns and villages, schools, colleges, etc. in the district as they need to be informed well before the end of the summer term so that the interest can be generated in good time?

Flyers to promote the event were being circulated. The internal launch was due on 1 May 2012, however this had been postponed to the week commencing 7 May 2012. The public launch of the website was due on 20 June 2012.

All schools with key stage 2 pupils had been contacted, of those 27 wished to participate by coming to displays, lectures or helping build structures for the final performance that would take place around Grantham. Grantham College was also involved, with a representative sitting on the Gravity Fields steering group.

The core programme was being funded by South Kesteven District Council. Applications had been made to a number of different funding sources; the success of these bids would determine the final programme beyond the core programme. Ticket prices would depend on the success of bids, which would subsidise the programme. Arrangements for the additional programme would be confirmed in time for the public launch on 20 June 2012.

For the first year, Grantham would be the primary focus, the aim of the festival being to promote Grantham as a place to visit. However, accommodation would be required across the district. In future years it was hoped that there would be fringe events taking place throughout South Kesteven.

Question 2

The message is that South Kesteven, and Grantham in particular, is doing very well but how do you measure our success against other towns?

The district had a strong reputation in the manufacturing sector, with many companies looking to expand. The district council was doing its best to enable this. Work was also being undertaken to help start-up businesses. The district had a good reputation for new businesses succeeding beyond their first two years.

To promote the district and encourage businesses to move to the area, the Council was beginning a project called 'Destination SK'. A team had been set up to deal with enquiries from people wanting to move businesses into the district. They were able to provide information about key points of contact and what a business would need to do to relocate to South Kesteven. Lincolnshire County Council were setting up a new initiative to promote the county as a whole; this was to replace 'Invest Lincolnshire'.

The Portfolio Holder highlighted that a key challenge in attracting businesses to the area was that they did not want second-hand premises.

Question 3

What aspect of our economic development strategy do you think could be done better?

The Economic Development Strategy had recently been refreshed and replaced. The new strategy concentrated on delivery rather than aspiration, stating what the Council was doing and how it was doing it.

Question 4

What aspect of the economic development and planning do you think the Scrutiny Committee should focus on or investigate this year?

A potential area of work the Committee could do to assist the Portfolio Holder concentrated on the skills agenda for young people. It would involve the Committee doing an audit of skills requirements and shortages across the district and investigating provision for that training within the district. Councillor Mrs Cartwright highlighted that despite having an engineering course within the district, a lot of students travelled to Lincoln.

Action Point:

That the Committee consider a piece of work on the skills agenda for young people as part of its work programme for 2012/13.

In response to a supplementary question on work experience, the Portfolio Holder stated that she encouraged businesses she visited to take on apprentices. She advised members of a company who had taken on apprentices saw eight out of ten leave before they had finished their course. The Council was working with local colleges to give their students work experience; of particular note were discussions for students learning brick-laying erecting walls for the Council. This would provide them with an opportunity to apply their skills in a real-life situation while gaining experience of work.

A further supplementary question was asked in respect of encouraging businesses in the southern part of the district. The business innovation centre in the Deepings is designed to help new businesses and support their growth within the district. The centre consisted of different sized spaces that would be suitable for businesses in the research and development or light manufacturing sectors.

Question 5

When you took up your portfolio for economic development and planning what measures did you take to brief yourself and what officer and professional support do you rely upon, in particular,

- *What is your understanding of why the present economic demise continues within South Kesteven?*
- *How is economic development and planning throughout South Kesteven being monitored, why is it not more fairly balanced to promote/support sustainability in the hinterlands?*
- *Does any analysis of feedback from failed and departing organisations take place, how is this applied to influence future economic development strategy within South Kesteven?*

The Portfolio Holder received a briefing when she was first given the Portfolio but explained that she was still learning through all the meetings and groups she attended. She received regular updates from the service managers, corporate heads and strategic director with responsibility for the services incorporated within her Portfolio. Committee members were advised that

officers had been very supportive. To keep her knowledge current, Councillor Mrs Cartwright attended national conferences which disseminated up-to-date information and best practice to councillors.

Councillor Mrs Cartwright did not agree that there had been a significant economic demise within the district as there was a strong manufacturing base. The decline in retail was national.

In responding to the question in respect of the policy for development outside the town centres (as included in the Council's Core Strategy), the Portfolio Holder explained the definition of sustainability that had been applied. She explained that while there had been challenge by the inspector, it was because the council had not demonstrated the methodology it used to determine its sustainability. Following its production, the challenge was withdrawn. The premise of the definition of sustainability was that it was unwise to build a lot of houses where there was no local work, post office, school or public transport link.

There was discussion about opportunities for villages defined as unsustainable to put forward bids for growth. Some Committee members suggested that if villages were allowed to grow, the elements that would make them sustainable would follow. The Council policy required key elements to be in place before consideration would be given to reclassification.

In answering the final part of the question, the Portfolio Holder informed the Committee that often when businesses failed, the district council was late in the chain to find out. The council did try and make contact with those businesses; in most instances the reasons for collapse were global.

When any business failed locally, council officers always try to talk to the local manager and find out what it can do to help and support staff who would be losing their jobs.

The Committee questioned whether revised contact and monitoring would mean the council would hear about the potential collapse of businesses sooner. The Portfolio Holder explained that discussions were undertaken with local managers who may not be aware of the position nationally. A record of any meetings held with local businesses would be kept by officers. It was suggested that the Portfolio Holder make regular visits to all businesses in the district. Councillor Mrs Cartwright explained that from her experience, businesses only welcomed interaction with Councillors when there was a specific problem, however contact was maintained through network events including local business clubs and sector-targeted breakfast meetings.

Question 6

In respect of the first pre-hearing comments of the Inspector for the Grantham Area Action Plan and the Site Allocations Development Plan Document:

1. *Why do you think the inspector has said that the Delivery Plan for the Grantham Area Action Plan is weak?*
2. *Why do you think the inspector's criticism of the Site Allocations DPD about there being no objective evidence why some local service centres have been chosen for housing allocations whilst others have not?*

Councillor Mrs Cartwright explained that the Inspector had initially stated that the delivery plan for the Grantham Area Action Plan was weak because it did not provide funding details for the relief road, on which delivery of the project was reliant. Funding information had not been included because SKDC was waiting for Lincolnshire County Council to approve forward-funding of the road. When provision was made in the County Council's budget, an explanation was given to the Inspector, who no longer saw this as an impediment to progressing inspection.

The Inspector's challenge to the Site Allocations Development Plan Document was because the Council did not present its methodology. When the methodology was provided, the Inspector agreed to proceed with the inspection. Committee members asked why the methodology had been omitted. Councillor Mrs Cartwright agreed to find out whether it was a specified requirement for submission.

Action Point:

Councillor Mrs Cartwright to find out submission requirements and report back to the Committee.

Councillors challenged whether the process undertaken to identify development land for 120 houses across 15 local service centres justified the level of effort required by parish councils. On being invited to submit and rank locations that would be suitable for development, parish councils invested a significant amount of time. The level of requirement meant that in many cases none of a parish council's proposed sites were selected. It was suggested that SKDC could have highlighted preferred sites and consulted on them with parish councils rather than raising expectations. The Portfolio Holder explained that the process was required as part of the Local Development Framework process. To be fair to all the identified local service centres, nominations were invited; not following this approach could have led to challenge and potentially judicial review.

Question 7

What do you think are the strengths and weaknesses of the present relationship between the three parties of officers, Communities PDG and Cabinet?

The Portfolio Holder felt officers and Cabinet members worked well as a team.

She suggested that policy development groups needed to think how they could help portfolio holders with detailed work.

Discussion ensued on whether the Portfolio Holders should task the PDGs or whether the PDG was expected to determine its own work. The Scrutiny Committee suggested further work to ensure better communication and clearly define work programming arrangements was required. The Head of Legal and Democratic Services explained that an officer had just been appointed to improve the relationships between Cabinet, Scrutiny and the policy development groups.

Action Point:

That the Committee consider a piece of work on the relationship between Portfolio Holders and Policy Development Groups as part of its work programme for 2012/13.

Question 8

What industrial or employment sectors in the council concentrating on?

- 1. Have we considered any research on these sectors?*
- 2. Do we know who our competitors are?*
- 3. Has this knowledge led us to review our strategy?*

The Portfolio Holder stated that the Council was particularly encouraging innovation. In respect of research, SKDC used information from Lincolnshire County Council, who had access to a wide range of data.

One councillor quoted NOMIS figures which showed that 17.5% of industry in the district was manufacturing. 13% employment was based in the finance and information technology sector (below the regional average of 18% and national average of 22%). Councillors queried, given the drive for innovation, why the district figure was not higher. Councillors noted poor broadband provision. The key role broadband played in economic development had been emphasised in a recent bid for funding to improve the local broadband infrastructure.

Committee members discussed how innovation could be nurtured within the district, making it more appealing than competing authorities. A lot of work was done to support young enterprise initiatives in schools. Recently a company set up at one local school had become a fully-fledged business.

Discussion ensued on areas offering reduced business rates for companies moving into an area, and the risk of attracting business away from the district. Funding for rate reductions was coming through Local Enterprise Partnerships (LEPs). It was not in the council's discretion to reduce business rates as these were set by and paid to government. LEPs would subsidise rates where incentive schemes were offered; the Council could not afford to do that.

The Lincolnshire Local Enterprise Partnership (which included north Lincolnshire) was improving. The success of businesses, including Totemic which had recently been selected as the Sunday Times' ninth best company to work for, were also highlighted.

The Portfolio provided a summary of the different aspects of her role, which included being the Council's heritage and equality champion, Grantham Growth, Lincolnshire Agricultural Forum, Welland Market Towns Partnership, Grantham Canal Partnership, tourism groups, Gravity Fields Festival, Bourne Core Area and attending Local Government Association – Urban Commission meetings.

Action Point:

Councillor Mrs Cartwright to circulate a list of her Portfolio responsibilities

The Chairman thanked Councillor Mrs Cartwright for attending the meeting and answering questions about her Portfolio. She invited any member with any questions to contact her; she worked from the council offices most days.

66. CLOSE OF MEETING

The meeting was closed at 11:33am on Thursday 3 May 2012.

Agenda Item 7

Portfolio Responsibilities – Economic Development

Economic Development, Planning Policy, Development control, Street naming, Car Parks, Tourism, Markets

I am also Heritage Champion and Equalities Champion for the Council

I have links to and need to attend these forums on behalf of the council

1. Lead economic members for Lincolnshire (all 7 districts and County working in partnership to identify problems and decide strategy) North East Lincs and North Lincs now attend.....Bi monthly
2. Grantham Growth working with County council and the HCA to enable the growth agenda.....Bi monthly
3. Lincs Agricultural Forum now a recognised Rural Growth Network, working with all Lincs. districts County Council , Private Sector Agri.Businesses, NFU, University of Lincoln, natural England etc.....Quarterly
4. Welland Mkt towns Partnership working with representatives across Rutland, Leicestershire, Northamptonshire etc. to share best practice re small market towns sustainability.....Quarterly
5. Grantham Canal Partnership working with all the districts and County Authorities who border the Grantham Canal along with the Grantham Canal Society, Canal users assoc. Canal and River trust (BW as was) and Environmental Group to enable the Canal to become navigable and to join it to the Canal system at Rushcliffe.....Quarterly
6. Tourism Group set up by Lincs Chamber of trade, cross district co operation. (new)
7. Gravity Fields Steering Group, partnership with Civic Society, College, Kings School, National Trust, Business Club and the Journal to inform and involve the whole town in Festival.....roughly bi monthly
8. Town Partnership meetings when I am available.
9. LGA Urban Commission national issues.....Quarterly
10. Bourne Core Area , internal meetings..... as and when necessary.

I also visit Landowners and SME's at their request and annually judge a category of the Journal Business awards, The Mercury Business awards and the Young Enterprise competition.

I meet regularly with the strategic director , corporate head and service manager for Growth to be appraised of upcoming issues and to steer policy decisions.

I distil and report to Cabinet and attend the communities PDG when it is appropriate.

REPORT TO SCRUTINY COMMITTEE

REPORT OF: Head of People, Projects and Performance

REPORT NO: PPMO 01

DATE: Tuesday 12 June 2012

TITLE:	2011/12 Year End Performance Report	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:	N/A	
PORTFOLIO HOLDER: NAME AND DESIGNATION:	Cllr Paul Carpenter: Governance & Communications	
CONTACT OFFICER:	Sam Selby (Performance Management Officer) Tel: 01476 40 65 46 E-mail: s.selby@southkesteven.gov.uk	
INITIAL IMPACT ASSESSMENT: Equality and Diversity	Not required	Full impact assessment Required: No
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Your Council and Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS		

1. RECOMMENDATIONS

That Scrutiny Committee notes the performance achieved for the period April 2011 to March 2012 and considers any appropriate initiatives or actions that they may wish to request.

2. PURPOSE OF THE REPORT

This report shows our 2011/12 results for the performance measures that have been used to monitor our progress towards achieving our new priorities.

3. DETAILS OF REPORT

This report includes a summary of measures that have met/exceeded targets and/or shown year on year improvement it also highlights measures that have not performed so well against targets.

The attached detailed set of tables shows the performance of all measures that are linked to our priorities.

4. RESOURCE IMPLICATIONS

There are no resource implications to this report. Any actions detailed to address performance will be met within existing resources.

5. RISK AND MITIGATION

Data Quality is a key feature of a performance management framework and underpins the decision making process of the authority.

6. ISSUES ARISING FROM EQUALITY IMPACT ASSESSMENT

None

7. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications directly arising from this report.

8. COMMENTS OF FINANCIAL SERVICES

The report forms part of the overall performance management framework of the council. There are no specific financial issues emanating from the data. Cash flow and income implications are managed through either the collection fund or individual departmental budgets.

9. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES

This report is made to Scrutiny Committee to inform it of the progress made in respect of performance measures. This report will also be presented to the Cabinet for consideration and recommendation if appropriate.

Scrutiny Committee

Tuesday 12 June 2012

2011/12 Year End Performance Reporting

Summary

In line with the council's performance management framework, this report provides a summary of our end of year performance for 2011/12.

Total number of interim measures monitored during the year was 55 this was broken down as;

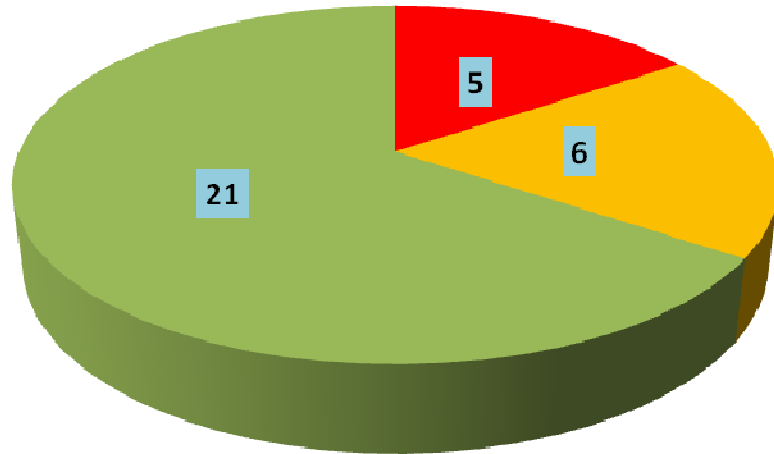
- 32 measures were monitored against a target
- 23 measures that were used to collect data only

Each of these measures has been assessed as to whether they have met their targets (where applicable) and where performance has improved year on year.

The following graphs show the breakdown of how those measures have performed:

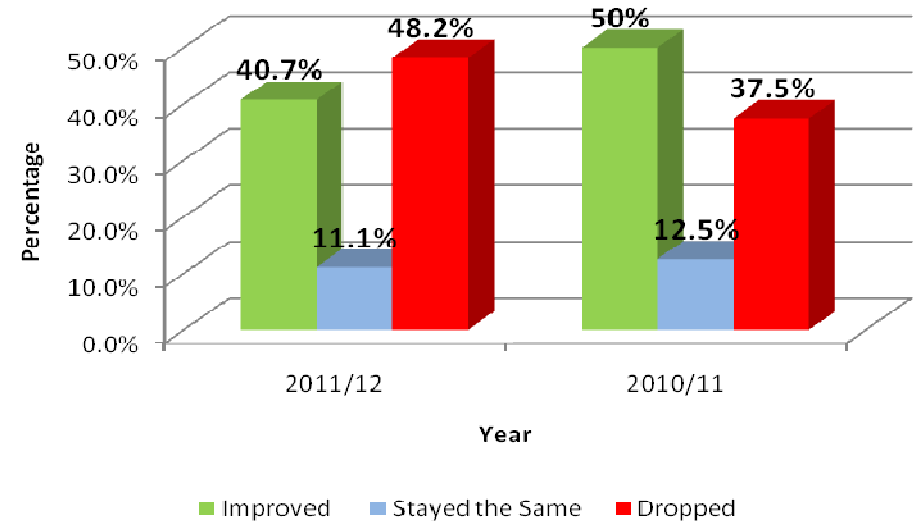
- against targets (graph1)
- year on year performance improvements (graph 2)

Overall Performance 2011/12



This graph (1) shows the number of measures that have either;
 Green = exceeded or met targets
 Amber = below target but within tolerances
 Red = target was not met and outside of tolerances

Direction of Travel










This graph (2) shows the percentage of measures which have either improved, stayed the same or dropped year on year.
 2011/12 = 28 measures vs 2010/11 = 56 measures where year on year data is available to compare improvements.

Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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These are some of the measures that have met/exceeded targets and/or continued to improve year on year:








Performance Measure Description	2011/12 Results	2011/12 Target	2010/11 Results	2010/11 Target	Direction of Travel
SK 411 NI 195a Improved street and environmental cleanliness: Litter	2%	4%	5%	5%	↑
SK 412 NI 195b Improved street and environmental cleanliness : Detritus	7%	7%	9%	5%	↑
SK 413 NI 195c Improved street and environmental cleanliness: Graffiti	0%	1%	1%	1%	↑
NI 158 BV184a % non-decent council homes	4.0%	5.0%	9.7%	.0%	↑
SK 280d % of customers seen within 10 minutes of their appointment time (All - YTD)	94%	90%	93%	87%	↑
NI 157a BV109a Processing of planning applications: Majors applications (within 13 weeks)	50.00%		31.81%		↑
NI 157b BV109b Processing of planning applications: Minor applications (within 8 weeks)	52.88%		43.43%		↑
NI 157c BV109c Processing of planning applications: Other applications (within 8 weeks)	74.51%		63.64%		↑
SK 467 Number of visitors to the SKDC website	387,790		223,530		↑

Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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These are some of the performance measures that did not meet their targets and/or improve year on year:






Performance Measure Description	2011/12 results	2011/12 Target	2010/11 Results	2010/11 Target	Direction of Travel
SK 209 % of Non-domestic Rates Collected	97.1%	98.20%	97.60%	98.20%	↓
NI 196 BV199d Improved street and environmental cleanliness – fly tipping	4	1	1	1	↓
NI 192 Percentage of household waste sent for reuse, recycling and composting	49.25%	52.00%	51.50%	55.00%	↓
SK 144 Working Days Lost Due to Sickness Absence	10.92	10.00	10.42	8.00	↓
SK 026b % calls answered (CSC only-YTD)	95%	97%	96%	96%	↓
SK 253 Total number of footfall movements within Grantham	294,956		295,813		↓
NI 154 Net additional homes provided	474		545		↓
NI 16 Serious acquisitive crime rate	7.90		7.04		↓








The following tables (pages 5 onwards) show the performance results and service comments for all key measures monitored during 2011/12. Some measures have also been identified (text in dark blue) as continuing as part of the 2012/13 corporate basket of performance measures. These will be used to inform the Performance and Programme Board, Cabinet and Scrutiny Committee during the new financial year to monitor our progress towards achieving our priorities.










Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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2011/12 End of Year Performance Report

Grow the Economy













	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	SK 450 Average number of traders attending Grantham market	47	54				Number of traders was reduced during 2011/12 largely due to temporary relocation of market stalls to accommodate the improvement works to the Market Place and Narrow Westgate. Some traders left during this period some have now returned and new ones have been attracted improving average attendance. A Market Action Plan has now been compiled by the Economic Development team in conjunction with Leisure and Amenities. It should be noted that there will be further disruption during the summer of 2012 when more improvement works are carried out to Wide Westgate. This will no doubt have an impact on the attendance figures for the market although every attempt will be made to minimise that.
	SK 209 % of Non-domestic Rates Collected	97.10%	98.20%	97.60%	98.20%		It has been a challenging year due to the prevailing economic conditions compared to 2010/11. An analysis of the local businesses in arrears at the end of 2011/12 confirms that trading conditions remain difficult. The analysis shows that there are 204 (approx 5%) businesses still owing business rates for 2011/12, of these, 16 businesses still owe more than £10,000. Further analysis also reveals that more than 80% of the businesses in arrears for 2011/12 owe less than £5,000. The councils NDR service has offered a more sympathetic approach to the recovery of NDR arrears during the current difficult economic conditions, however, work will continue to ensure that the arrears outstanding are collected within a reasonable period of time.
	SK 452 Average number of traders attending Bourne market	14	15				One regular market trader lost during this period, casual traders have taken up a position but not each week this has affected the overall average. A Market Action Plan has now been compiled by the Economic Development team in conjunction with Leisure and Amenities.
	SK 402 % of licensed premises with a low (good) risk rating for	95.0	70.0				62 premises were inspected during 2011/12, 59 of these achieved a good rating for management. The inspection regime is currently








Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	management						under review, this may mean that there will be changes to the inspection schedule, with premises being inspected on a needs basis, based on intelligence supplied by partner agencies.
	SK 451 Average number of traders attending Stamford market	71	66				Performance has exceeded the annual target, Stamford is a popular market which achieves good customer footfall. A Market Action Plan has now been compiled by the Economic Development team in conjunction with Leisure and Amenities to assist continued good performance.
	SK 253 Total number of footfall movements within Grantham	294,956		295,813			Footfall in Grantham is monitored three times a year in April, August and December with counts taking place at various locations within the town centre. Whilst there is a small decrease in the count (857) between this and the previous year, at c.295,000 there remains a consistent footfall in the town centre between the two years and still markedly better than the 2009/10 count of 222,000.
	SK 279 Value of NDR collected against forecast	£37,017,246		£35,798,000			Please refer to SK 209 (page 5) for comments on performance.
	SK 408 % of programmed health and safety inspection & alternative enforcement interventions completed	87.5%					Number of inspections not carried out due to a variety of reasons such as staff illness, premises closed temporarily. There were also some alternative enforcement interventions that started late in the year and are continuing into 2012/13.
	SK 409 % of planned high risk food safety interventions completed	98%					Number of inspections not carried out due to a variety of reasons such as staff illness, premises closed temporarily. Outstanding visits are a priority for the beginning of 2012/13.
	SK 438 Number of new jobs created	Unavailable					Figures for performance measures SK 438, 439 and 445 will be available from Business Link late May 2012
	SK 439 Number of safeguarded jobs	Unavailable					
	SK 445 Quantity of new floor space occupied (sqm)	Unavailable					








Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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Keep SK clean, green and healthy






	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	SK 172 Energy Efficiency of Housing Stock	62	69	64	69		Changes to the calculation criteria of RD SAP during 2011/12 (Reduced Data Standard Assessment Procedure - a measure of energy efficiency) which has included additional elements this has made it difficult to increase SAP ratings. Unfortunately the 2011/12 results are not comparable with the 2010/11.
	NI 196 BV199d Improved street and environmental cleanliness – fly tipping	4	1	1	1		This is the only 'street scene' indicator to fall below target. Level 4 indicates that the number of fly tipping cases increased on the year before, whilst the number of enforcement actions fell. Steps have been taken to improve enforcement levels for the future by moving the function to Environmental Health.
	NI 192 Percentage of household waste sent for reuse, recycling and composting	49.25%	52.00%	51.50%	55.00%		Performance shows a decrease which is most likely due to the move to monthly green waste collection. In light of customer feedback the green waste service will instigate monthly collections later in 2012. A Waste Advisor has been appointed to carry out visits and inform our customers on good recycling practice which we hope will increase recycling across the district.
	SK 394 Average time taken to remove fly tipping from date of request	5.4	5				This is an improvement on last year and reflects the extra resources that Street Cleansing has received from the re-deployment of green waste staff over the winter. However further improvements will be expected during 2012/13
	SK 411 NI 195a Improved street and environmental cleanliness: Litter	2%	4%	5%	5%		The new cleaning schedules are starting to show a drop in dissatisfaction across the district e.g. 6 complaints in Bourne in the last 12 months. The deployment of more staff to street cleansing from green waste collection over the winter has had a significant effect on this figure.
	SK 412 NI 195b Improved street and environmental cleanliness : Detritus	7%	7%	9%	5%		Refer to SK 411 for comments on performance
	SK 413 NI 195c Improved street and environmental cleanliness: Graffiti	0%	1%	1%	1%		Performance has seen an improvement year on year. We will continue to be proactive in the removal of any cases of graffiti across the district.








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	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	SK 414 Improved street and environmental cleanliness : Dog Fouling	0.44%					Refer to SK 411 for comments on performance
	NI 191 Residual household waste per household	431		428			Performance has increased slightly from last year, which may be a result of reducing green waste collections over winter with some households putting some green waste in the black bin.












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Promote leisure, arts and culture



	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	SK 453 Number of visits through our leisure centres	755,644	700,000				2011/12 performance has seen an uplift of 6.5% compared to 2010/11 (706,198). This is particularly pleasing as the previous year's figures included several months where the Government's Free Swimming initiative was underway which saw swimming numbers increase across the sites. Leisure Connection has very active marketing and membership promotions which is obviously attracting more users to the leisure centres.
	SK 454 % of customers that are satisfied with our leisure centres facilities	95%					This is a 'snapshot' of opinion based on survey samples carried out between Jan and March 2012. The assessment was carried out by Leisure Connection by methodology agreed with SKDC. The results are very positive and pleasing
	SK 455 % average of target capacity tickets sold of "live" events(professional) - Grantham	88.97%					Despite a noticeable drop in tickets sold we have had some good audiences. After careful planning we put on fewer shows in order not to spread the audiences too thinly.
	SK 456 % average of target capacity tickets sold of "live" events(professional) - Stamford	107%					Stamford audiences have held up in this period and some shows sold out unexpectedly due to good marketing and exceeded individual show targets achieving an above target capacity result.
	SK 457 % average of target capacity tickets sold of "live" events(professional) - Meres Leisure Centre	79%					This only covers two shows at the Meres, both went well and included our first ever family show there, which attracted a whole new audience.








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Support good housing for all









	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	NI 158 BV184a % non-decent council homes	4.0%	5.0%	9.7%	.0%		Non Decent Homes is now above target and has greatly improved since 2010/11, owing to the improvement programmes completed during 2011/12. This has included roofing, kitchen & bathroom improvements, electrical rewires and central heating installations.
	SK 176 Preventing Homelessness - number of households where homelessness prevented	394	375	327	320		Prevention numbers reflect the combined efforts of Housing Solutions; Tenancy Services; South Kesteven Floating Support Service (provided by East Lindsey DC) and SK Citizens Advice Bureau. Overall numbers represent approximately 30% of the households that approach SKDC for advice and assistance. Prevention methods include such things as rent deposit schemes; mediation; debt welfare advice; referrals to other agencies/providers.
	SK 449 Number of days of total "void" lettings and repairs	30.42	35				Performance has exceeded the target for 2011/12. This has been achieved by continuous improvements being put in place to improve void turnaround times, such as; <ul style="list-style-type: none"> • Quick and effective communication with the lettings team to enable early viewings • Changes to correspondence to enable entry for pre-termination visits • Enabling quick turnaround properties to be completed as a priority.
	NI 154 Net additional homes provided	474		545			The number of completions over the past year is lower than compared to 2010/11. However, this indicator is dependent on activity in the housing market and the continuing impact of the economic climate can be seen with the total number of completions for the year falling well below the annualised requirement.
	NI 15 Serious violent crime rate	0.23		0.23			Performance results of 0.23 incidents per 100,000 population is the second lowest in the County and is also lower than the overall County figure of 0.36 per 100,000 population. The authority will continue to work with partners on a number of initiatives to further reduce this figure during 2012/13.
	NI 16 Serious acquisitive crime rate	7.90		7.04			Performance results of 7.9 incidents per 100,000 population, although this is a 11% increase on 10/11, however this is the third

Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
							lowest in the County and is lower than the overall County figure of 8.53 per 100,000 population. A significant proportion of these crimes can be attributed to a small number of local individuals and travelling criminals primarily targeting locations on the A1/A52. The authority will continue to work with our partners to further reduce this figure during 2012/13.
	SK 265 % of "housing needs" enquiries which resulted in a homelessness claim	18%		14.2%			Total number of "housing needs" enquiries received was 1347 of which 245 (18%) resulted in a homelessness claim. The number of homelessness claims is over 20% higher than last year; in the main reflecting the need for a customer to have the 500 points awarded with a successful homeless claim to secure an allocation of social housing from SKDC.

Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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Well run council

	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	SK 144 Working Days Lost Due to Sickness Absence	10.92	10.00	10.42	8.00		Year-end sickness levels for 2011/12 were slightly higher than the preceding year. The authority has had a significant number of long term absence cases in 2011/12 that have required longer term medical interventions, this is a 21% (approx) increase compared to 2010/11. Whilst long term sickness absence has been a significant contributing factor to the year-end increase, there has been a continuing focus on short term absence under the Council's attendance management procedure which has seen a reduction of 25% (approx) compared to 2010/11.
	SK 026b % calls answered (CSC only-YTD)	95%	97%	96%	96%		Performance has been affected by a high level of turnover and back filling for long term sickness which has resulted in new staff being recruited who have undergone training to bring them up to standard. This will give us a positive start to the new year.
	SK 430 Number of days taken to determine minor planning applications (end to end times)	61	55				Development Management team have been engaged in a programme of culture change to improve practices. The measures which were introduced were established when low numbers of applications were first running through the new system. Performance has not met those targets as caseloads of new applications being determined in the new system have gradually increased. The team are working to improve performance further by:
	SK 431 Number of days taken to determine other planning applications (end to end times)	56.26	50				<ul style="list-style-type: none"> Improving validation and registration process; ensuring that officers visit sites as soon as possible; improved site assessment and record keeping; using management data as a prompt to make earlier decisions; improved procedure for issuing decisions; making decisions when ready to go. Engaging with consultants Habanero in variation workshops & other exercises over March- May 2012. Using capability measures to identify & address blockages in the process.
	SK 208 % of Council Tax collected	98.3%	98.50%	98.3%	98.50%		2011/12 collection rate is confirmed at 98.3%. This collection rate is equal to 2010/11, confirming that the council tax service is maintaining an effective recovery process, whilst continuing to improve the quality of customer service.

Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures



Target Met/Exceeded



Fallen short of target but within tolerances



Target not met



Data only measures no targets set



Positive trend
















Negative trend










No change

	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
	NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	8.2	12	7.1	15.5		2011/12 performance is down 1 day on 2010/11, however an average of 8.2 days still represents a very high standard of performance compared to national figures. The drop in performance was partly due to changes to the delivery of the service at the Bourne Office, but also due to an exceptionally high turnover of benefit staff during 2011/12. Performance will once again improve during 2012/13 as the benefits team settles.
	SK 171 % capital profile programme delivered within budget	89.28%	100%	100%	100%		7 general fund projects in total for 2011/12, 5 of which were completed on time and within budget. However the Bourne Core Area and Wharf Road Car Park projects have slipped into 2012/13
	SK 164 % of SKDC PR interpretation of negative media coverage	24%	20%	21%	20%		Performance has fallen compared to previous year, due to the nature of these measures it is hard to control what the media choose to publish
	SK 215 % of SKDC PR interpretation of positive media coverage	76%	80%	79%	80%		
	SK 267 % of local suppliers paid within 10 days or less from receipt of invoice	88.59%	89%	88.21%	87%		Whilst the overall performance for 2011/12 is marginally below target it is still green overall and shows an improvement on the previous year figures.
	SK 280d % of customers seen within 10 minutes of their appointment time (All - YTD)	94%	90%	93%	87%		Continued good performance against last year and against target for 2011/12. Changes have been made to how appointments are booked and managed. The benefits team have gained more experience in delivering a face to face benefits appointment service and are able to better predict the time it takes to manage the customer transaction. Because of this the Customer Services and Benefits teams can now meet customer expectation and see the majority of appointments within 10 minutes of arrival.
	SK 281d % of customers seen within 15 minutes of their arrival without an appointment (All - YTD)	87%	87%	87%	85%		Performance has been maintained year on year and met the target for 2011/12. See SK280d for further comments.
	SK 343 % of actual rent collected against cumulative annual rent debt target per month (including current tenant arrears)	98.02%	98%	99.95%*	100%*	*	The final rent collection performance for 2011/12 is 98.02%. Performance in 2011/12 was up slightly on 2010/11 by 0.07% has achieved target for 2011/12. This represents continued improvement over the last three years despite the current

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	Performance Measure Description	2011/12		2010/11		Direction of Travel	Service Comments
		Value	Target	Value	Target		
							challenging economic climate. *Methodology changed to how this is calculated for 2011/12 not able to compare with 2010/11.
	SK 429 Number of days taken to determine major planning applications (end to end times)	87.16	90				Please refer to SK 430 for comments on performance
	SK 432 Number of days taken to determine householder planning applications (end to end times)	50.91	45				Please refer to SK 430 for comments on performance
	SK 463 % of invoices sent out by SKDC that are paid within 28 days (payment terms)	84.46%	83%				Performance has exceeded the 2011/12 target. It is our intention to continue to improve this PI towards 90% turnaround with 7 days
	SK 278 Value of Council Tax collected against forecast	£57,981,000		£57,392,777			Please refer to SK208 for comments on performance (page 13).
	NI 157a BV109a Processing of planning applications: Majors applications (within 13 weeks)	50.00%		31.81%			Performance has improved markedly during 2011/12 as a result of lean intervention. CLG have retained these measures and the council will still be assessed on our performance against them. Further, the National Planning Policy Framework (NPPF) advocates speed in decision making.
	NI 157b BV109b Processing of planning applications: Minor applications (within 8 weeks)	52.88%		43.43%			
	NI 157c BV109c Processing of planning applications: Other applications (within 8 weeks)	74.51%		63.64%			
	SK 467 Number of visitors to the SKDC website	387,790		223,530			An increase in the number of visitors using our website over the year could be down to a combination of the improvements made on our website and a channel shift to web from more traditional methods.
	SK 424 £ surplus/cost of process fee earning applications (Building Control)	Unavailable					Awaiting outturn figure for cost of service from finance before this figure can be calculated.

Performance measures shown in dark blue text will continue to be monitored as part of the 2012/13 basket of corporate measures		Target Met/Exceeded		Fallen short of target but within tolerances		Target not met		Data only measures no targets set		Positive trend		Negative trend		No change
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REPORT TO SCRUTINY COMMITTEE

REPORT OF: Strategic Director – Corporate focus

REPORT NO: SD33

DATE: 12 June 2012

TITLE:	Response to the Scrutiny Committee's Procurement Lincolnshire report.	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:	NA	
PORTFOLIO HOLDER: NAME AND DESIGNATION:	Councillor Mike Taylor Strategic Resources – Well Run Council	
CONTACT OFFICER:	Daren Turner Telephone: 01476 40 60 54 E-mail: d.turner@southkesteven.gov.uk	
INITIAL IMPACT ASSESSMENT:	Carried out and Referred to in paragraph (7) below	Full impact assessment Required: N/A
Equality and Diversity	<i>N/A – See point 7</i>	
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Your Council and Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS	Scrutiny Report of 21 February 2012 Cabinet minutes of 5 March 2012	

1. RECOMMENDATIONS

That Scrutiny Committee notes the responses from the Procurement Lincolnshire Service and from the Procurement Advisory Board.

2. PURPOSE OF THE REPORT/DECISION REQUIRED

To feedback to the Committee the responses to the recommendations in their report 21 February 2012

3. DETAILS OF REPORT

3.1 The Committee spent time scrutinising the performance of Procurement Lincolnshire at its meeting of 11 July 2011.

3.2 Members will be aware SKDC is a partner in the service which was created by the Lincolnshire shared services project in 2008. The Council pays a yearly contribution to the service and in return receives a full procurement service for

contracts. The contribution is based on a fixed element and the original level of savings first envisaged when the service was set up.

- 3.3 As a result of the work of the Committee, Councillor King produced a report which was sent to Cabinet on the 5 March 2012. Cabinet considered the report and requested that the issues and recommendations be raised with the Procurement Advisory Board at its next meeting and also directly with the service itself.
- 3.4 The report was sent to the Procurement Lincolnshire team in March, although they had previously seen the report before it had been published in the public domain they agreed to respond to each recommendation (where possible) accordingly.

There response are as follows:-

Recommendation 1:

The savings definition has been agreed by Lincolnshire Finance Officers Association as follows:

An efficiency saving is achieved by producing the same or improved output (goods/services etc.) at a lesser cost, or the same cost if the output is improved. More efficient processes, discounts and lower costs can all result in efficiency savings.

This efficiency saving is calculated in accordance with the National Indicator 179 Value for Money, in the absence of any other indicator this is the basis that the calculations continue to be made:

The National Indicator 179, on Value for Money gains ran from 2008-09 to 2010-11 and set clear standards for the type of efficiency savings allowed to be claimed and the calculation of these savings. All savings should be cashable and should not lead to a decline in the level of service/goods offered. The Procurement Lincolnshire savings methodology differentiates between these savings and other efficiency savings.

The baseline costs are provided by partner authorities. Confidence levels are applied to the forecast savings which increase throughout the procurement process. These often cannot be signed off as actual by the partner authority until financial year end as they are volume dependent.

Recommendation 2:

Cumulative as well as cashable savings are captured.

It should also be noted that whilst there is the potential for significant savings first time round, there is still a need for work to be undertaken with partners around opportunities of standardising specifications and/or new ways of working and delivering services, this will generate significant savings for second time round procurement exercises.

Recommendation 3:

All savings are reported monthly to partners. These savings clearly state

whether they are actual and, if a forecast, the current confidence level applied to that forecasted figure. There is a cut off point for all partners to confirm actual savings as part of NI179 to enable this to be published in the Annual Report.

Recommendation 4:

Experience has shown that simply by exposing requirements to competition this generates savings. The baseline cost is always inflated over the duration of the contract to ensure that costs are comparable. The baseline and new contract costs are also considered to ensure that the specification requirements of the contract are the same.

Recommendation 5:

The new Strategic Procurement Board will work with the service to agree a work programme and savings targets on an annual basis and this will be approved by the Procurement Advisory Board.

Recommendation 7:

Noted. Future scrutiny reports will be circulated at the earliest opportunity.

Recommendation 8:

To be considered by the Procurement Advisory Board at its meeting on 18th April.

- 3.5 Recommendation 6 asked that SKDC make every effort to be included in all collaborative procurement exercises going forward, clearly this is a matter for the Council itself. The council's management team has itself considered recently the annual performance report of the Lincolnshire procurement service and its future workplan. Management team has reiterated its commitment to the service and asked heads of service to ensure, where possible, that SKDC is included in all collaborative tendering exercises on the basis of the Council is involved as matter of course and the exception is to **not** be involved.
- 3.6 The scrutiny report also asked that the governance of the partnership be reconsidered and noted that the earlier report from the Procurment Lincolnshire Task and Finish Group had asked the same question. The committee questioned whether a definitive answer has been provided on this issue. This question was raised at the Procurement Advisory Board on the 18 April 2012. The board confirmed that they had considered in detail the report prepared by the Task and Finish Group, the issue regarding governance had been responded to as follows:-

“Following a discussion at Procurement Advisory Board it was felt that the Board should continue to include both officers and members. It was considered that the Chair of the Board should be at a Chief Executive level and to be held to account to other Chief Executives and Leaders. The Chief Executive's role was also recognised to be important in ensuring member involvement.”

4. OTHER OPTIONS CONSIDERED

No other options were considered because the report was for information only.

5. RESOURCE IMPLICATIONS

None directly arising from report

6. RISK AND MITIGATION

Nothing directly arising from report.

7. ISSUES ARISING FROM EQUALITY IMPACT ASSESSMENT

An equalities analysis was not required because the report is solely to provide the responses of Procurement Lincolnshire for the information of the Scrutiny Committee.

8. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from the report.

9. COMMENTS OF FINANCIAL SERVICES

There are no financial implications arising from this report. The annual contributions to Procurement Lincolnshire for its services are provided for within the council approved budget framework.

10. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES

Within its terms of reference (as laid out in Part 2, Article 6 of the Council's Constitution), the Scrutiny Committee is able to review and/or scrutinise decisions or actions taken in connection with the discharge of any of the Council's functions and to make reports and recommendations. The scrutiny of services can include those delivered directly by the Council, or as in this instance, on behalf of the Council. It is good practice that the Committee receives feedback on any recommendations it makes to help track its effectiveness and support future developments in the delivery of scrutiny.

11. COMMENTS OF OTHER RELEVANT SERVICES

Not applicable.

12. APPENDICES:

None.

Agenda Item 10

<u>SCRUTINY COMMITTEE WORK PROGRAMME 2012/13</u>		
12 June 2012	Future service provision at Grantham hospital	<i>A special meeting to be scheduled</i>
	Performance - Q4 report	
	Procurement Lincolnshire - feedback	
28 August 2012	Performance - Q1 report	
	Scrutiny Committee annual report 2011/12	
9 October 2012		
27 November 2012	Performance - Q2 report	
22 January 2013		
19 February 2013	Performance - Q3 report	
9 April 2013		