

AGENDA



For a meeting of the
SCRUTINY COMMITTEE
to be held on
TUESDAY, 27 NOVEMBER 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	
Scrutiny Support Officer:	Jo Toomey	Tel: 01476 40 61 52 E-mail: j.toomey@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 Committee's discretion.

2. MEMBERSHIP

The Committee to be notified of any substitute members.

3. APOLOGIES

4. DISCLOSURE OF INTERESTS

Members are asked to disclose any interests in matters for consideration at the meeting.

5. ACTION NOTES FROM THE MEETING ON 9 OCTOBER 2012

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. FEEDBACK FROM THE EXECUTIVE

8. EAST MIDLANDS AMBULANCE SERVICE - 'BEING THE BEST' CONSULTATION

Representatives from East Midlands Ambulance Service will talk about their 'Being the Best' consultation.

9. QUARTER 2 PERFORMANCE REPORT: SUPPORT GOOD HOUSING FOR ALL

The Committee will receive an update on the Council's performance after the second quarter. This report will have a focus on the 'good housing for all' priority.

(Enclosure)

10. GROUNDS MAINTENANCE CONTRACT MONITORING

The Committee will receive a presentation from the Property Development Manager about the Council's grounds maintenance arrangements and how the contract is monitored.

11. REPORTS FROM WORKING GROUPS

12. WORK PROGRAMME

(Enclosure)

13. REPRESENTATIVES ON OUTSIDE BODIES

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

ACTION NOTES

SCRUTINY COMMITTEE

TUESDAY, 9 OCTOBER 2012



COMMITTEE MEMBERS PRESENT

Councillor Paul Cosham	Councillor David Nalson
Councillor Alan Davidson	Councillor Helen Powell
Councillor Reginald Howard (Chairman)	Councillor Bob Russell
Councillor Mrs Rosemary Kaberry-Brown	Councillor Bob Sampson
Councillor Michael King	

OFFICERS

Strategic Director (Corporate Focus) – Daren Turner
Community Engagement and Policy Development – Carol Drury
Principal Democracy Officer – Jo Toomey

29. APOLOGIES

An apology for absence was received from Councillor Mrs Smith.

30. DISCLOSURE OF INTERESTS

No interests were disclosed.

31. ACTION NOTES FROM 28 AUGUST 2012

The action notes from the meeting held on 28 August 2012 were agreed as a correct record and noted.

32. UPDATES FROM PREVIOUS MEETING

The Strategic Director, Corporate Focus explained that the Committee's Scrutiny Review of Procurement Lincolnshire was sent to the Procurement Advisory Board in April/May 2012. As a result of more recent recommendations by the Scrutiny Committee in respect of its report, the report was resubmitted for consideration by the board at its meeting in September 2012. It was also scheduled that the Procurement Steering Board would consider the report at its meeting in October 2012. The chairmen of both boards had been invited to attend a future meeting of the Scrutiny Committee to present their feedback. The Committee looked forward to an update at a future meeting.

33. 'BEING THE BEST' - EAST MIDLANDS AMBULANCE SERVICE NHS TRUST CONSULTATION

A copy of the East Midlands Ambulance Service (EMAS) consultation document 'Being the Best' was circulated with the agenda. The Council's representative on the Joint Lincolnshire Health Scrutiny Committee advised members that EMAS had made a presentation to that committee at its last meeting and summarised their deliberations. She read a list of the public consultation sessions that were being held in Lincolnshire and referred to maps showing proposed changes.

Members of SKDC's Scrutiny Committee were concerned that a number of the sessions were scheduled during the day, which made attendance difficult for people who worked. There was also concern that interested members of the public could have a distance to travel to attend a meeting, particularly outside working hours. Given the subject, councillors felt that consultation should be as wide as possible. Several councillors suggested that more full information on the proposals should be made available within the consultation document for those people who were unable to attend one of the public meetings.

In principle, councillors expressed their support for the proposals, identifying potential improvements in response times and onward transportation to hospitals. Members also highlighted strategic advantages given the large, rural nature of Lincolnshire and the road networks in the county. Councillors also noted the improved value for money that East Midlands Ambulance Service could achieve by making the proposed changes. The Committee also found the proposal that ambulance maintenance and preparation was carried out by teams of individuals an advantage although some concern was expressed about needing to return an ambulance to a hub for restocking part way through a shift.

Councillors queried whether the name Community Ambulance Point was appropriate and suggested it could be misleading to members of the public, who could interpret the name as meaning a walk-in treatment base.

Some concern was expressed at the five-year time scale; councillors were interested in EMAS' masterplan for the medium to longer term. Councillors also felt that further detail on the proposals would help people understand and add value to the consultation. Of particular concern was continuing growth particularly in respect of the number of households in the district.

To support consideration of the consultation document, the committee suggested a summary detailing the different types of ambulance and specific quantities of each would prove useful. The geographic differences between Lincolnshire and other counties in the region was highlighted, together with the potential impact of a major incident on the A1, the East Coast mainline or along the east coast.

A resolution summarising the committee key points and concerns was proposed:

“This committee believes that the principle of reorganisation advocated based on a system of dispersal is very sound, however there are a number of errors and problems with presentation, and presentation needs to be much clearer (including the feedback form and the maps) if the public is to understand it. The committee also felt that given the principle of dispersal and fast response more information on the number and types of ambulances and investment in them is required. The committee also stressed concern about catering for major emergencies, for example on the A1 road and east coast mainline railway or the impact of tourism along the east coast in the summer (making seasonal adjustments to arrangements). Additional consultation events should also be scheduled to allow members of the public who work during the day to be involved in the consultation.”

This was to be circulated to councillors for the addition of any further comments and, together with a copy of the action notes would constitute a key part of the council’s initial response. It was further proposed that following the submission of initial comments and concerns, representatives from EMAS be invited to the next meeting of the committee to provide further information.

Action Point

- 1. Forward the Committee’s resolution to East Midlands Ambulance Service for initial feedback.**
- 2. Invite representatives from East Midlands Ambulance Service to the Committee’s next meeting (27 November 2012).**

34. RELATIONSHIP BETWEEN PORTFOLIO HOLDERS, OFFICERS AND POLICY DEVELOPMENT GROUPS

The Community Engagement and Policy Development Officer and the Principal Democracy Officer gave a brief presentation which included constitutional provisions relating to policy development groups, work programming arrangements, feedback mechanisms and scrutiny arrangements. The Strategic Director, Corporate Focus stressed the importance of an annual work programme and the importance of PDGs working closely with Cabinet. He also advised members of the Committee that each PDG had a sum of money budgeted to support policy development work, for example procuring external resources for data gathering.

Councillors stated they were encouraged by the systems and processes that had been put in place and that PDGs were involved in the formulation of policy from the early stages. The committee also noted the importance of tracking actions and recommendations.

Some concern was expressed over the reduced period covered by the Schedule of Decisions (one month) as opposed to the Forward Plan (four months). It was suggested that the period covered by the schedule of decisions could be increased.

Recommendation:

- 1. The period covered by the Schedule of Decisions should be extended to cover a four month period as per previous Forward Plan arrangements.**
- 2. That the Strategic Director, Corporate Focus and Community Engagement and Policy Development Officer devise a feedback mechanism to ensure the Scrutiny Committee is appraised of the work of the policy development groups.**
- 3. That a progress report be presented to the Scrutiny Committee in October 2013, including a summary of the progress of recommendations.**

35. WORK PROGRAMME

The Committee approved the draft work programme which was attached to the agenda and the proposed working group membership, which was circulated at the meeting.

36. REPRESENTATIVES ON OUTSIDE BODIES

The district council's representative on the Joint Lincolnshire Health Scrutiny Committee summarised a presentation given to the committee by the LIVES voluntary service. A recent change in protocol meant that LIVES responders could respond to trauma accidents; they were despatched via EMAS control rooms. The Councillor reported that there was good representation in the south of the county, however there were fewer volunteers in the north. All LIVES first responders were trained to deal with three categories of incident and for each they completed a 2-3 day training course with an exam at the end.

37. CLOSE OF MEETING

The meeting was closed at 12:18.

REPORT TO SCRUTINY COMMITTEE

REPORT OF: Head of People, Projects and Performance

REPORT NO: PPMO 03

DATE: Tuesday 27 November 2012

TITLE:	2012/13 Quarter 2 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 July 2012 to September 2012 and considers any appropriate initiatives or actions that they may wish to request.

2. PURPOSE OF THE REPORT

This report shows the second quarter's performance for 2012/13. It shows progress made on our projects and corporate performance measures that are used to monitor our progress towards achieving our priorities.

3. DETAILS OF REPORT

The report includes a summary of the projects and performance measures by exception and highlights. In addition there are a full set of tables detailing progress on all projects and performance measures by priority.

Quarter 2 update will be focusing on the progress in detail made so far this year towards our priority "Support good housing for all".

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 DEMOCRATIC AND LEGAL SERVICES

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









Performance and Projects Quarter 2 (July to September 2012) Update

Exceptions & Highlights

Projects

At the end of quarter 2 there were no projects to report against that have fallen behind plan and that have no remedial actions in place (**Red**).

However there a number of projects that have been completed during this period.

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	BTP-LD-01 Electoral Software System		05-Dec-2011	25-May-2012	The lessons learnt report was presented to the Performance & Programme Board during August. The system is working well and will be used during the Police Crime Commissioner election in November.
	BTP-SH-01 Outsourcing of alarm monitoring control centre		07-Dec-2011	21-Nov-2012	Closure and lessons learnt report to be presented to the Performance & Programme Board in November
	BTP-CS-02 Tell Us Once		30-Mar-2012	15-Aug-2012	The lessons learnt report was presented to the Performance & Programme Board during August. Customers now have the opportunity to feed "family matter" type information into the council on a "once & done" basis.
	CPP-ED-06 Gravity Fields (Science Festival)		01-Oct-2011	21-Nov-2012	Gravity Fields Festival 2012 successfully concluded a weeklong series of over 100 talks and events with over 20,000 residents of Grantham enjoying the transformation of the town evening. 1,000 school children and representatives from local community groups paraded around the town in costumes they had made over the summer culminating in the finale of Cirque Bijou aerial performance representing the planets in the skies over the Guildhall. Over 6,500 people bought tickets or attended events ranging from science and poetry through to a business conference on innovation. Reports from local businesses and the shopping centres show that footfall figures increased by over 300% on the finale. Grantham appeared on East Midlands Today, Radio 4, Classic FM, Radio Lincolnshire and featured in national newspapers and science journals to the value of over £80,000 worth of publicity. Results from questionnaires and feedback forms from participants demonstrate an overwhelming support for the event in the future.

Performance and Projects Quarter 2 (July to September 2012) Update

Performance

At the end of quarter 2 (July to September 2012) there are a number of performance measures that have continued to show performance shortfall against targets, these are:

Code & PI Description	June/Quarter 1 2012		July 2012		August 2012		September/ Quarter 2 2012		Annual Target 2012/ 2013	Has performance Improved	Service comments
	Value	Target	Value	Target	Value	Target	Value	Target			
SK 430 Number of days taken to determine minor planning applications (end to end times)	70.6	55	67.5	55	70.2	55	71	55	55	No	Many of the applications in this category are contentious and require more proactive management to secure s106 agreements on a timely basis. Improved management measures and procedures in place to improve the determination of all applications. In addition a corporate performance clinic has been held and will continue to assess effectiveness of measures to ensure that future performance improves.
SK 431 Number of days taken to determine other planning applications (end to end times)	76.3	50	73.7	50	70.7	50	68	50	50	Yes	Performance in this category has evidenced improvement during the last three months; however, the overall average will be affected by determination of long standing applications. Improved management measures and procedures in place to improve the determination of all applications. In addition a corporate performance clinic has been held and will continue to assess effectiveness of measures to ensure that future performance improves.
SK 429 Number of days taken to determine major planning applications (end to end times)	77.5	90	93.3	90	84.5	90	121.6	90	90	No	Only a small number of decisions in this category (12 since 1 April 2012) and 1 application at 367 days has had a significant impact on the average. Concerted efforts to determine long standing applications now underway. These will be progressed in October/November and will significantly impact on end to end times. Planning performance agreements are to be used as appropriate.

Performance and Projects Quarter 2 (July to September 2012) Update






This table shows some of the measures that have improved in their performance against targets during this period.

Code & PI Description	June/Quarter 1 2012		July 2012		August 2012		September/ Quarter 2 2012		Annual Target 2012/ 13	Has performance Improved	Service Comments
	Value	Target	Value	Target	Value	Target	Value	Target			
SK 610 % of calls that are abandoned within all core customer contact centre's	11%	5%	7%	5%	7%	5%	4%	5%	5%	Yes	Work to improve performance across all customer service teams has included closer monitoring on an individual basis, ensuring appropriate resource to take calls, reminders to staff on the importance of answering calls and an improvement on staggering lunch time cover.
SK 529 % of SKDC housing stock that meets the national Decent Homes Standard	96%	97%	96%	97%	96%	97%	97%	97%	97%	Yes	Completions of capital projects have now resulted in an increase in the Decent Homes figure.
SK 144 Working Days Lost Due to Sickness Absence	10.2	10	9.53	10	9.33	10	8.98	10	10	Yes	<p>The number of days lost is at its lowest figure since April 2011 although the cumulative calculation is affected by the high number of days lost in May 2012 (580.70).</p> <p>Sickness levels have improved since reporting in quarter 1 some of the actions that have contributed to this improvement are:</p> <ul style="list-style-type: none"> • New Occupational Health company trialed that has seen improvements • Sickness triggers being actively chased up by HR • Wellbeing week organised (16/7/2012) to encourage health promotion and improvements • Specialist manual handling training organised for high risk areas

Performance and Projects Quarter 2 (July to September 2012) Update







Grow the Economy

The following table shows the progress made to date on all live projects that support this priority.

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Update
	CPP-ED-10 Destination SK	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	01-Nov-2012	01-Apr-2014	Following first board meeting, scoping work to be completed during October. Once this has been done work towards project milestones and success factors can commence.
	CPP-PD-02 Strategic Capital Investment Strategy - Service Land (phase 1 & 2)	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%	03-Oct-2011	31-Mar-2014	Firmed up offer (subject to contract). Awaiting company board decision.
	CPP-ED-02 Station Approach	<div style="width: 35%;"><div style="width: 35%;"></div></div> 35%	18-Aug-2008	31-Dec-2014	The CPO public inquiry has been scheduled for 6 - 9 November with the planning inspector due to report to the Secretary of State before Christmas 2012 and the final decision to be issued by March 2013 as per plan. Ongoing work on finalising the servicing and reclamation costs will be completed by March 2013. The ERDF team have been informed of the CPO inquiry date and a decision on ERDF will be reviewed in January including an update on the progress of the CPO process. Discussions ongoing with Tanvic and Jewson re potential relocation sites.
	CPP-ED--03 Southern Quadrant	<div style="width: 38%;"><div style="width: 38%;"></div></div> 38%	01-Oct-2007	01-Jan-2016	Growing Places Fund: due diligence being undertaken by LEP consultant's decision is anticipated in November. Third party land: successful first meeting with landowner. Further discussions being programmed. SQ Masterplan: Due to cabinet 15/10/2012 to allow consultation before Christmas 2012.
	CPP-ED-04 Grantham Business Innovation Centre	<div style="width: 41%;"><div style="width: 41%;"></div></div> 41%	20-Jan-2010	30-Jun-2015	Outline planning permission varied to accommodate revised BIC footprint - approved 3 Sept. Reserved Matters for BIC to be reported to DC Committee on 16 October. The CPO public inquiry has been scheduled for 6 - 9 November with the planning inspector due to report to the Secretary of State before Christmas 2012 and the final decision to be issued by March 2013 as per plan. The ERDF team have been informed of the CPO inquiry date and a decision on ERDF will be reviewed in January including an update on the progress of the CPO process. Discussions ongoing with Tanvic and Jewson re potential relocation sites.
	CPP-ED-05 Shop Front Scheme - phase 2	<div style="width: 64%;"><div style="width: 64%;"></div></div> 64%	01-Feb-2012	28-Dec-2012	Project officer working with existing applicants and first Bourne scheme already completed by 30th September. Remaining schemes subject to further work prior to seeking approval.
	BTP-PD-03 Grantham Accommodation Review	<div style="width: 80%;"><div style="width: 80%;"></div></div> 80%	05-Sep-2011	28-Sep-2012	Data for single gateway decision being collated. A document has been developed scoping out a detailed site development brief for St Peter's Hill redevelopment. In addition to this a brief has been developed for a possible public sector hub building for Grantham co-locating with LCC and other potential public sector organisations.

Performance and Projects Quarter 2 (July to September 2012) Update


This next table shows the current results for each of the strategic performance measures that monitor this priority.

	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 209 % of Non-domestic Rates Collected	97.1%	33.20%	33.50%	60.98%	60.44%	98.20%	Yes	Performance remains higher than last year and is above the profiled target despite the difficult economic position.	Craig Scott
	SK 482 Occupancy rates of retail units in town centres	Not available					Data only	-	Baseline assessment to be undertaken November/December and reviewed on a quarterly basis thereafter.	David Mather
	SK 483 Number of items appearing in all national media	n/a	11		15		Data only	Yes	This has predominately been Gravity Fields led.	Geoff O'Neill
	SK 484 Number of households in receipt of benefit	10,843	10,992		10,986		Data only	No change	The underlying trend is a relatively fixed number of householders receiving benefit support.	Craig Scott
	SK 491 Youth unemployment rate		665		665*		Data only	No change	Data extracted from ONS which relates to *August 2012.	David Mather
	SK 485 Total footfall within key shopping areas				52,040		Data only	-	These footfall figures are for Grantham only, compared to August 2011 (49,671) there has been a welcomed increase in the count recorded for the corresponding collection period.	David Mather




Performance and Projects Quarter 2 (July to September 2012) Update

Keep SK clean, green and healthy





The following table shows the progress made to date on all live projects that support this priority.

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	BTP-WR-03 Bartec - Waste Collector System	<div style="border: 1px solid black; background-color: #e0e0ff; padding: 2px; display: inline-block;">78%</div>	23-Feb-2012	30-Sep-2012	Equipment installed and operating in all vehicles. Additional enhancements have been identified to improve operation due for completion end of October.

This next table shows the current results for each of the strategic performance measures that monitor this priority.

	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 368 NI 184 % of Food establishments in the area which are broadly compliant with food hygiene law	94%	93.00%	93.00%	88.40%	93.00%	93.00%	No	The significant drop is attributed to a change in inputting of new businesses on the database. These businesses are recorded as unrated and are defined as "incompliant" until a risk rating has been given. This risk rating will be given at the first inspection or after receipt of a completed self assessment questionnaire. Because of the backlog of low risk businesses this figure is currently 79 unrated. However the actual number of broadly compliant businesses has increased from 1287 to 1290 since last quarter. The backlog is to be addressed by employing a part time temp admin staff and extending a contractors contract until March 2013	David Price
	NI 192 Percentage of household waste sent for reuse, recycling and composting	49.25%	55.50%	50.00%	53.10%	50.00%	50.00%	No	Performance remains above target. However it is anticipated that this will fall during quarters 3 and 4 due to a seasonal reduction in garden waste collections. It is therefore too early to be confident that the target will be achieved for the year as a whole.	Pat Swinton
	SK 393 Number of requests to remove fly tipping	663	87	156	172	312	625	Yes	The number of reported fly tipping incidents remains well below the expected level, despite reductions in Household waste Recycling Centre operating hours which might have been expected to lead to an increase in fly tipping. Greater emphasis is being given to enforcement against fly tipplers where there is sufficient evidence, this should maintain the downward pressure on this indicator.	Pat Swinton

Performance and Projects Quarter 2 (July to September 2012) Update

	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 501 % of streets that meet clean streets standard	n/a			84%		Data only	No	This is now a single indicator which considers litter, dog fouling, graffiti and detritus in road channels. To meet the standard the street must meet the quality criterion for each of the 4 aspects. This is measured every 4 months.	Pat Swinton
	SK 503 Urban crime replace with: Total Crime across the district	n/a	12.2		23.44		Data only	Yes	It has not been possible to split urban and rural crime, total crime has been chosen as a proxy indicator until a more appropriate measure is established. This period has seen a reduction in offences compared to the first quarter and is also a reduction of over 400 actual offences compared with the same period last year. This figure of 23.4 offences per 1000 population is the third lowest by district in the county and is also lower than the District average of 29.6.	Mark Jones
	SK 504 Rural crime	Data not available - see update								
	SK 505 Domestic Burglary rate per 1000 population	2.5	0.74		1.3		Data only	Yes	This period has seen a reduction in offences compared to the first quarter (the data is cumulative) but there is still an overall increase based on the same period last year. This figure of 1.3 offences is the third lowest by district in the county and is also lower than the District average of 1.51. This situation is being monitored by the Police and other partners with regular updates being provided to the Local Safety Partnership.	Mark Jones






Performance and Projects Quarter 2 (July to September 2012) Update

Promote leisure, arts and culture

The following table shows the progress made to date on all live projects that support this priority.

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	CPP-ED-06 Gravity Fields (Science Festival)		01-Oct-2011	21-Nov-2012	Gravity Fields Festival 2012 successfully concluded a weeklong series of over 100 talks and events with over 20,000 residents of Grantham enjoying the transformation of the town evening. 1,000 school children and representatives from local community groups paraded around the town in costumes they had made over the summer culminating in the finale of Cirque Bijou aerial performance representing the planets in the skies over the Guildhall. Over 6,500 people bought tickets or attended events ranging from science and poetry through to a business conference on innovation. Reports from local businesses and the shopping centre's show that footfall figures increased by over 300% on the finale. Grantham appeared on East Midlands Today, Radio 4, Classic FM, Radio Lincolnshire and featured in national newspapers and science journals to the value of over £80,000 worth of publicity. Results from questionnaires and feedback forms from participants demonstrate an overwhelming support for the event in the future.





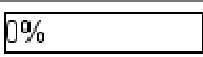
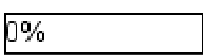
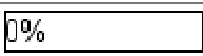

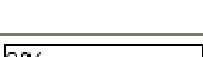
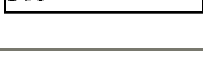
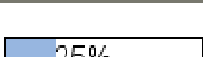
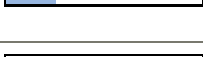
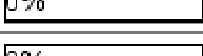
This next table shows the current results for each of the strategic performance measures that monitor this priority.

Stat us	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 402 % of licensed premises with a low (good) risk rating for management	95%	100.0	95.0	100.0	95.0	95.0	No change		Mark Jones
	SK 453 Number of visits through our leisure centres	755,644	182,699	175,000	366,899	350,000	700,000	Yes		Susie McCahon
	SK 510 Information from key tourist sites eg: Belton, Burghley etc (footfall)	368,039					Data only	-	Data currently available is for 2011/12 and is a combination of visitors stats for Burghley and Belton Houses.	David Mather
	SK 508 Total number of vistors that attend events/shows at SKDC Arts Centres	n/a	18,604		18,796		Data only	Yes		Graham Burley
	SK 512 Total footfall at key events/festivals where SKDC has invested resource (i.e. Gravity Fields)	n/a			46,680		Data only	-	Please refer to the above update for the Gravity Fields Festival	David Mather

Performance and Projects Quarter 2 (July to September 2012) Update










Support good housing for all

The following table shows the progress made to date on all live projects that support this priority.




Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	BTP-SH-01 Outsourcing of alarm monitoring control centre		07-Dec-2011	21-Nov-2012	Closure and lessons learnt report to go to the Performance & Programme Board in November 2012.
	CPP-PD-01 Bourne Core Area		31-Oct-2011	28-Jun-2013	The demolition works are well advanced and will be complete in 2 weeks. The foundations will begin w/c 15th October. A sod cutting ceremony has been arranged for Friday 26th October. Whilst the overall completion date is now the end of June 2013, it has been agreed with the contractor to complete the apartments in Wherrys Mill first and market these before Christmas. This is in line with the recommendations from the appointed agent. It will allow us to gauge the reaction of the market and not flood it with all 14 apartments which could have a detrimental effect on the sale prices.
PRO-HM-01 Housing Programme			13-Aug-2012	31-Mar-2017	Steering Group adopting a monthly meeting cycle at present and the Officer Group's 1st meeting has been scheduled for 17th October.
	POL-HS-01 Allocations Policy		03-Sep-2012	31-Mar-2013	This review links to the review of the Tenancy Strategy and Tenancy Policy.
	POL-HM-01 Tenancy Policy		03-Sep-2012	31-Mar-2013	This project is linked to the development of the Tenancy Strategy and Housing Strategy
	STR-PP-03 Tenancy Strategy		August 2012	1 Jan 2013	Initial activity has focussed on evidence gathering and analysis. Further development work is planned and will inform development of the Tenancy Policy and Allocations Policy. Consultation will take place with key stakeholders as an integral part of the process.
	STR-PP-04 Housing Strategy		Sept 2012	29 March 2013	Initial activity has focussed on evidence gathering and analysis. Further development work is planned and will inform the range of housing related strategies and policies which are being reviewed as part of this program. Consultation will take place with key stakeholders as an integral part of the process.
	STR-PS-01 Asset Management Strategy & Action Plan		Jan 2013	30 Sept 2013	The current strategy will be revised and updated to reflect recent investment, emergent investment needs and housing strategy aspirations.
	STR-ES-01 Review of PRS Renewal Policies and related strategies		Sept 2012	29 March 2013	This project links to the review of the Housing Strategy which will indicate the need for and scope of any change to existing aimed at bring empty properties back into use and improving standards of private sector housing.
	SR-HM-01 Supported Housing Service Review		28-Mar-2012	31-Oct-2012	Lincolnshire County Council (LCC) contracts for this service expire on 31 March 2013. Dialogue with LCC is ongoing and the details of the procurement arrangements for future contracts are awaited. This has delayed progress of the review as the direction being taken by LCC will determine the scope of the service going forward.
	SR-HM-03 Housing Business Plan		03-Sep-2012	29-Mar-2013	This 30 year plan is being reviewed to take into account the self-financing of the Housing Revenue Account and the opportunities this provides; not least the potential to meet aspirations to develop additional housing.
	SR-HM-04 Review of Housing Governance		31-Aug-2012	29-Mar-2013	This review will focus on arrangements to more effectively engage with the Council's tenants with a view to enhancing service delivery, openness and accountability.

Performance and Projects Quarter 2 (July to September 2012) Update

This next table shows the current results for each of the strategic performance measures that monitor this priority.

Stat us	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/ Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 449 Number of days of total "void" lettings and repairs	30	24.14	29	28.08	29	29	No	This data refers to properties that have become void during the year. Turnaround times have again increased for this period, but are still within our target times. The number of tenancy terminations has increased since last year, therefore this is having an impact on the figure, plus the number of mutual exchanges has also increased. These all require electrical testing and this is also having an impact on the overall void turnaround time. The times are being closely monitored by the team, with a void action plan in place. Close scrutiny over this figure will continue.	Liz Banner
	SK 529 % of SKDC housing stock that meets the national Decent Homes Standard	96%	96%	97%	97%	97%	97%	Yes	Completions of capital projects have now resulted in an increase in the Decent Homes figure.	Liz Banner
	NI 154 Net additional homes provided	474	185		310		Data only	Yes	This indicator is a data measure as performance is measured against the annualised strategic housing requirement set out in the Core Strategy Development Plan Document housing trajectory of 680 dwellings. Although the number of completions up until the end of the second quarter was higher than the figure for the corresponding period in 2011/12, overall, the cumulative number of completions remains below the apportioned annual figure for this point in the year.	Karen Sinclair
	SK 519 Average property price for a Detached property across the district		£231,126		£222,117		Data only	-	Please note that the results for quarter 2 are only for the first two months of the quarter as remaining data has not yet been released by Hi4EM (Land Registry)	David Mather
	SK 520 Average property price for a Semi-Detached property across the district		£129,956		£142,165		Data only	-		David Mather
	SK 521 Average property price for a Terraced property across the district		£144,538		£129,579		Data only	-		David Mather
	SK 611 Average property price for a Flat property across the district		£114,072		£87,800		Data only	-		David Mather
	SK 522 Volume of house sales	635	464		194		Data only	-		However for up to the end of the 2 nd month in quarter 1 the number of house sales is considerably lower (qtr 1: 335)
	SK 598 Number of new mortgages awarded that are supported by the Local Authority Mortgage scheme	n/a	0		0		Data only	No change	To date, 3 applications have been received by the lender utilising the LAMS scheme. These applications are currently under consideration by Lloyds TSB. 2 applications are for the south of the district (PE9) and the third is in the postcode of NG33. Marketing of the scheme is undertaken by the lender directly and the Council promotes the scheme on its website.	Richard Wyles
	SK 523 Number of private sector rented properties that have been improved through advice or intervention	n/a	34		27		Data only	No		David Price












Performance and Projects Quarter 2 (July to September 2012) Update

Stat us	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/ Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 525 Number of mortgage repossession claims leading to orders	-	46		31		Data only	Yes	This figure is a count of the number of properties receiving a Class L Council Tax Exemption (mortgagee has possession) as at the last day of the month In order to provide meaningful information average rent levels for the private sector has been provided for each of the 4 urban areas (Grantham, Stamford, Bourne and Deepings) based on a 3 bed semi-detached property.	Craig Scott
	SK 528a Private sector average rent levels within Grantham	n/a			532		Data only	-		Craig Scott
	SK 528b Private sector average rent levels within Bourne	n/a			617		Data only	-		Craig Scott
	SK 528c Private sector average rent levels within Stamford	n/a			710		Data only	-		Craig Scott
	SK 528d Private sector average rent levels within Market Deeping	n/a			703		Data only	-		Craig Scott



Performance and Projects Quarter 2 (July to September 2012) Update

Well run council






The following table shows the progress made to date on all live projects that support this priority.

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	BTP-PD-05 Postage Cost & Management of Post Room	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	22-Feb-2012	31-Dec-2012	White mail project (led by Andrew Hancey @ LCC) has been delayed due to ICT compatibility issues. Elements of the process can still be used/trialed at Bourne CAP prior to the formal adoption of the processes.
	BTP-SL-01 CCTV monitoring	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	18-Sep-2012	31-Mar-2013	Boston BC has now indicated that they will not be entering into a joint CCTV monitoring initiative with this authority. A paper was presented to Cabinet private briefing 15th October.
	BTP-FR-06 Employee Self Service (Phase 2)	<div style="width: 63%;"><div style="width: 63%;"></div></div> 63%	05-Dec-2011	31-Dec-2012	The focus of the project is on the 'pay me more' elements of overtime and minor expenses claims. Trail users have completed first part of the test phase with positive feedback received on ease of use. Continuation of trail with test users and system setup for organisation wide roll out to be undertaken in October. The launch of the personal details module is linked to the HR migration project of which there is a meeting in October to discuss as a wider project team.
	BTP-HR-01 Integrating HR into the Payroll System (Phase 3)	<div style="width: 62%;"><div style="width: 62%;"></div></div> 62%	01-Dec-2011	30-Nov-2012	Test data transfers have populated the system sufficient to enable training on the core employee modules (absence, training, discipline and grievance).
	BTP-IT-01 Desktop Printing	<div style="width: 71%;"><div style="width: 71%;"></div></div> 71%	27-Jul-2012	30-Nov-2012	Printers have been installed in their final location. Training has been completed to staff and users door access cards set up for the new printers. Printer queues set up to reduce costs of printing i.e. black and white duplex for the default queue. Expected annual savings of £20,000. Discussion with accountancy on how we manage the budget and recharge for 13/14.
	BTP-PD-04 CPE - Civil Parking Enforcement	<div style="width: 80%;"><div style="width: 80%;"></div></div> 80%	01-Feb-2012	30-Nov-2012	DfT confirm all is in order for enforcement powers to be transferred from 30 November 2012 so first date we can enforce the new parking order is 01 December 2012. Off street parking Order has been to council and agreed.
	BTP-PF-01 Bourne Community Access Point (CAP)	<div style="width: 63%;"><div style="width: 63%;"></div></div> 63%	07-Nov-2011	04-Mar-2013	Due to increase in overall project costs, discussions have taken place with County Council and Bourne Town Council to secure additional contributions. both have accepted in principle and updated heads of terms are being drafted to reflect the funding changes. the value engineering review has not identified any meaningful savings and so the project is still forecasting an overspend which will need to be managed from budget under spends elsewhere in the service area.
	BTP-RB-01 Upgrade of Revs and Bens Business Rates System	<div style="width: 69%;"><div style="width: 69%;"></div></div> 69%	19-Apr-2012	12-Dec-2012	The project has been completed ahead of the anticipated timescale and the overall migration has been successful.
	BTP-RC-02 Advertising (Central Advertising Gateway)	<div style="width: 60%;"><div style="width: 60%;"></div></div> 60%	01-Mar-2012	30-Nov-2012	Main area of focus - Arts Centres investigating value for money in respect of advertising deals. Baseline figure for current spend being collated.
	BTP-PD-02 Agile working	<div style="width: 22%;"><div style="width: 22%;"></div></div> 22%	09-Mar-2012	27-Dec-2013	Clear desk guidance developed and approved by management team on 09 October 2012. Date set for Staff find out day on 01 November 2012.
	CPP-HR-03 Unlocking our potential - Values	<div style="width: 35%;"><div style="width: 35%;"></div></div> 35%	01-Aug-2011	31-Mar-2015	All actions currently on target. Current focus to complete staff behavioural framework and distribute across the council.
	CPP-HR-04 Unlocking our	<div style="width: 55%;"><div style="width: 55%;"></div></div> 55%	01-Aug-2011	30-Sep-2014	Current focus to initiate service planning process for 2013/14.





Performance and Projects Quarter 2 (July to September 2012) Update

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	Potential - Goals				
	CPP-HR-06 Unlocking our Potential - Performance	<input type="text" value="41%"/>	01-Aug-2011	29-Mar-2013	Focus on uncompleted PDR's by service to ensure 100% coverage of those planned
	CPP-HR-05 Unlocking our Potential - Skills	<input type="text" value="42%"/>	01-Aug-2011	31-Dec-2014	Work ongoing to develop solutions for customer service and leadership skills.

This next table shows the current results for each of the strategic performance measures that monitor this priority.

Stat us	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 429 Number of days taken to determine major planning applications (end to end times)	8.16	77.5	90	121.6	90	90	No	Only a small number of decisions in this category (12 since 1 April 2012) and 1 application at 367 days has had a significant impact on the average. Concerted efforts to determine long standing applications now underway. These will be progressed in October/November and will significantly impact on end to end times. Planning performance agreements are to be used as appropriate.	Pat Reid
	SK 430 Number of days taken to determine minor planning applications (end to end times)	61.0	70.6	55	71	55	55	No	Many of the applications in this category are contentious and require more proactive management to secure s106 agreements on a timely basis. Improved management measures and procedures in place to improve the determination of all applications. In addition a corporate performance clinic has been held and will continue to assess effectiveness of measures to ensure that future performance improves.	Pat Reid
	SK 431 Number of days taken to determine other planning applications (end to end times)	56.26	76.3	50	68	50	50	Yes	Performance in this category has evidenced improvement during the last three months; however, the overall average will be affected by determination of long standing applications. Improved management measures and procedures in place to improve the determination of all applications. In addition a corporate performance clinic has been held and will continue to assess effectiveness of measures to ensure that future performance improves.	Pat Reid
	SK 432 Number of days taken to determine householder planning applications (end to end times)	50.91	53.3	45	52	45	45	Yes	Householder development (which accounts for 40% of our applications) is averaging 52 days and the prospect is to continue to see improvement in this measure in the coming months.	Pat Reid
	SK 144 Working Days Lost Due to Sickness Absence	10.92	10.20	10.00	8.98	10.00	10.00	Yes	The number of days lost is at its lowest figure since April 2011 although the cumulative calculation is affected by the high number of days lost in May 2012 (580.70). Sickness levels have improved since reporting in quarter	Joyce Slater

Performance and Projects Quarter 2 (July to September 2012) Update

Stat us	Code & PI Description	2011/12 Year End Results	June/Quarter 1 2012		September/Quarter 2 2012		Annual Target 2012/13	Has performance Improved	Update	Responsible Service Manager
			Value	Target	Value	Target				
									1, some of the actions that have contributed to this improvement are: <ul style="list-style-type: none"> • New Occupational Health company trialled has seen improvements • Sickness triggers being actively chased up by HR • Wellbeing week organised (16/7/2012) to encourage health promotion and improvements • Specialist manual handling training organised for high risk areas 	
	SK 345 % of creditor payments made electronically	89.07%	91.36%	90%	92.34%	90%	90%	Yes	Performance remains constant and remains green overall	David Scott
	SK 610 % of calls that are abandoned within all core customer contact centre's	n/a	11%	5%	4%	5%	5%	Yes	Work to improve this performance across all customer service teams has included closer monitoring on an individual basis, ensuring appropriate resource to take calls, reminders to staff on the importance of answering calls and an improvement on staggering lunch time cover.	Hayley Kent-Simpson
	SK 428 Number of days determining large scale major planning applications	n/a	0		0		Data only	-	No applications to date have been received that would have been processed through this mechanism.	Pat Reid
	SK 534 Number of Complaints received	367	80		70		Data only	Yes	Over the coming months as we start to define what a complaint is and change the culture surrounding customer feedback we are likely to see this figure increase.	Hayley Kent-Simpson

Agenda Item 12

SCRUTINY COMMITTEE WORK PROGRAMME 2012-15

12 June 2012	Future service provision at Grantham hospital	<i>A special meeting scheduled on 11 July 2012</i>
	Performance - Q4 report	<p>The report included a summary of measures, performance against them and direction of travel</p> <p>The Committee noted in particular, the indicators which related to: long-term sickness absence, fly-tipping, ticket sales for live events, market occupancy in Grantham and the collection of non-domestic rates.</p>
	Procurement Lincolnshire - feedback	<p>Consideration of report by Strategic Director – Corporate Focus which summarised responses to recommendations made in the Committee Scrutiny Review.</p> <p>The Committee asked for clarification of the governance structure and that representatives from Procurement Lincolnshire’s boards attend a future meeting to directly respond to the recommendations made in the Committee’s review.</p>
	Wind energy	<p>A question was received from a member of the public, which Committee members considered.</p> <p>The council was in the process of developing a supplementary planning document.</p> <p>There were concerns that parish clerks had not received consultation documents and the Committee recommended that the process to adopt an SPD should not continue until all parish council were given the opportunity to participate in consultation.</p> <p>The Committee set up a working group to scrutinise the process used to develop the SPD.</p>
11 July 2012	Future service provision at Grantham	Representatives from the South West Lincolnshire Clinical Commissioning Group and Grantham Hospital gave committee members a presentation on the Shaping Health Mid Kesteven, which included information on services at Grantham hospital’s accident and emergency department. They gave a further presentation on the provision of mental health services across Lincolnshire.

		<p>Councillors asked questions of the panel on subjects including: possible reasons for public concerns, service delivery models, ambulance provision, paediatric services, staff recruitment and retention, governance, customer satisfaction, stroke care and consultation.</p> <p>Committee members agreed after the meeting to produce a press release which stated they felt reassured by what they were told. Reference was made to the release in the Grantham Journal on 13 July 2012.</p>
28 August 2012	Performance - Q1 report	<p>The Head of HR, Customer Services and Performance (Sue Griffiths) summarised report number PPMO2, which provided a summary of performance and project progress during the first quarter.</p> <p>The Strategic Director – Development and Growth (Ian Yates) gave a presentation on the progress of work within the Grow the Economy priority.</p>
	Scrutiny Committee annual report 2011/12	<p>The draft annual report was approved for submission to the council meeting on 18 October 2012.</p>
	Stamford and Rutland Hospital Clinical Strategy	<p>The Medical Director for Peterborough and Stamford Hospitals NHS Foundation Trust (John Randall) gave a presentation on the proposed Clinical Strategy for Stamford and Rutland Hospital.</p> <p>Councillors asked questions on the presentation and Mr Randall explained the next stages in producing the proposed Clinical Strategy.</p>
	Procurement Lincolnshire	<p>Representatives from Procurement Lincolnshire presented their 2011/12 annual report.</p> <p>The Committee agreed that the Chief Executive should be asked to facilitate the following</p> <ol style="list-style-type: none"> 1. To take the Scrutiny Committee's recommendations to a meeting of the Procurement Advisory Board and the Strategic Procurement Board for discussion and to make resolutions 2. Request that the chairmen of the Procurement Advisory Board and the Strategic Procurement Board attend a

		future meeting of the Scrutiny Committee to go through their feedback
9 October 2012	East Midlands Ambulance Service Consultation	Resolution agreed: "This committee believes that the principle of reorganisation advocated, based on a system of dispersal, is very sound however there are a number of errors and problems with presentation. Presentation needs to be much clearer (including the feedback form and the maps) if the public is to understand it. The committee also felt that given the principle of dispersal and fast response more information on the number and types of ambulances and investment in them is required. The committee also stressed concerns about catering for major emergencies for example on the A1 road and east coast mainline railway or tourism along the coast in the summer (seasonal adjustment). The Committee expressed concern that consultation sessions may not be available to people who work because of their timings and suggested that additional events should also be scheduled to allow all interested parties to take place in the consultation exercise." Rep to be invited to the next meeting
	Procurement Lincolnshire	The Strategic Director, Corporate Focus explained that the Committee's Scrutiny Review of Procurement Lincolnshire was sent to the Procurement Advisory Board in April/May 2012. The report was resubmitted for consideration by the board at its meeting in September 2012. It was also scheduled that the Procurement Steering Board would consider the report at its meeting in October 2012. The chairmen of both boards had been invited to attend a future meeting of the Scrutiny Committee to present their feedback.
	Relationship between portfolio holders, officers and PDGs	A presentation was given by the Community Engagement and Policy Development Officer and the Principal Democracy Officer. As a result a recommendation was made that the Schedule of Decisions (which replaced the Forward Plan) should cover a 4-month period. The Strategic Director Corporate Services and the Community Engagement and Policy Development Officer were tasked to devise a feedback mechanism. It was also agreed that

		an update would be provided for the Committee in October 2013.
	Ratification of work programme	The Committee ratified the draft work programme and the membership of working groups
27 November 2012	Performance - Q2 report	Good housing focus.
	Grounds maintenance – contract monitoring <i>Issue raised by Bourne Town Council and through Resources PDG</i>	The property Development Manager invited to attend the meeting
	East Midlands Ambulance Service	Lynn Rutland e-mailed to find out if someone can attend – 16.10.12
22 January 2013	First stage report of defibrillator/first aid working group	
	Grantham Area Action Plan & Site Allocations DPD (if required)	
	Member training	Summary of feedback of Councillor training programme run after 2011 election
19 February 2013	Performance - Q3 report	
	Final report of CCTV working group	
9 April 2013	Final report of the defibrillator/first aid provision working group	
June 2013	Performance – Q4 report	
	Impact of the self-financing of the HRA	
August 2013	Performance – Q1 report	
October 2013	Update on relationship between Cabinet, officers and PDGs	
November 2013	Performance – Q2 report	

January 2014		
February 2014	Performance – Q3 report	
April 2014	Improving Broadband in rural areas	Review work undertaken by onLincolnshire
June 2014	Performance – Q4 report	
	Conclusion of work on Member Development	
August 2014	Performance – Q1 report	
October 2014		
November 2014	Performance – Q2 report	
January 2015		
February 2015	Performance – Q3 report	
April 2015		

Specific topics from the housing programme of work and items relating to planning matters will be programmed in as they emerge