

AGENDA



For a meeting of the
SCRUTINY COMMITTEE
to be held on
TUESDAY, 19 FEBRUARY 2013
at
10.00 AM
in
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 HELD ON 22 JANUARY 2013

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. FEEDBACK FROM THE EXECUTIVE

8. QUARTER 3 PERFORMANCE REPORT: 'KEEP SK CLEAN, GREEN AND HEALTHY' AND 'LEISURE, ARTS AND CULTURE'

The Committee will receive an update on the Council's performance after the third quarter. This report will focus on the 'Keep SK Clean, Green and Healthy' and the 'Leisure, Culture and Arts' priorities.

(Enclosure)

9. CCTV PROVISION

The Community Safety and Licensing Service Manager will give the Committee an overview of the Council's CCTV provision.

10. REPORTS FROM WORKING GROUPS

11. WORK PROGRAMME

(Enclosure)

12. REPRESENTATIVES ON OUTSIDE BODIES

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

ACTION NOTES

SCRUTINY COMMITTEE

TUESDAY, 22 JANUARY 2013



COMMITTEE MEMBERS PRESENT

Councillor Reginald Howard (Chairman)
Councillor Michael King
Councillor David Nalson

Councillor Bob Russell
Councillor Bob Sampson

OFFICERS

Head of Legal and Democratic Services (Lucy Youles)
Human Resources and Organisational Development Service Manager (Joyce Slater)
Environmental Health Services Manager (David Price)
Community Engagement and Policy Development Officer (Carol Drury)
Principal Democracy Officer (Jo Toomey)
Administrative Assistant for Legal and Democratic Services (Alexandra Jarvis)

1 member of the public was present

46. APOLOGIES

Apologies for absence were received from Councillors Cosham, Mrs Kaberry-Brown, Powell, Mrs Smith and Turner.

47. DISCLOSURE OF INTERESTS

No interests were disclosed.

48. ACTION NOTES FROM 27 NOVEMBER 2012

The action notes from the meeting held on 27 November 2012 were noted.

49. UPDATES FROM PREVIOUS MEETING

At its meetings on 9 October 2012 and 27 November 2012 the Scrutiny Committee discussed the East Midlands Ambulance Service (EMAS) 'Being the Best' consultation. As a result of consultation, EMAS was considering additional options and carrying out further analysis to ensure proposals were viable operationally and financially. Final proposals would be submitted to the EMAS board for consideration on 25 March 2013 (consideration was originally

scheduled for 28 January 2013).

Committee members were pleased that EMAS was taking account of issues raised during consultation and that there would be continued work with staff representatives. The Committee suggested that if anything other than minor changes were made to proposals, further consultation should take place.

Action point

Committee support officer to contact East Midlands Ambulance Service and request that the programme be brought back to the committee for consultation should anything other than minor changes were proposed.

50. MEMBER TRAINING

The Service Manager for Human Resources and Organisational Development gave a presentation on the council's member development programme:

- The member development programme was delivered over four-years, with the front-loading of training for the benefit of new Councillors.
- There had been a number of countywide and regional training programmes which received external funding.
- The first two years of the training programme incorporated induction, core skills, quasi-judicial training, scrutiny committee training and media training.
- Beyond the core training programme further training opportunities were available to members based on their roles and responsibilities.
- Committee-specific training was set up in consultation with the chairman.
- Delivery opportunities for future member training including further collaborative working, self-study options, e-learning and distance learning.

Committee members agreed with the principle of all members having their own training log, so they could identify training that they had completed and training that they required.

One councillor expressed a concern over combining core training sessions for old and new members, suggesting joint arrangements could be intimidating for new members. Combined sessions were designed to give councillors an opportunity to get to know one another and share the experience and knowledge of existing councillors. Members also agreed that it was good all councillors were trained and not just new members.

Attendance at training sessions varied depending on Member availability, interest and timing. With the exception of quasi-judicial committees where untrained members were not allowed to take part in decision-making, the Council could not compel members to attend training. One-to-one sessions between officers and councillors were arranged for those members unable to

attend training or who were appointed after training had been completed. Committee members felt it was important that all members attended training sessions.

51. DEFIBRILLATOR/FIRST AID WORKING PROVISION

The Environmental Health Service Manager presented report number ENV578 which gave a summary of legislative requirements in respect of first aid provision, the Council's current first aid provision, background information on defibrillation and its application and information on the Lincolnshire Integrated Voluntary Emergency Service (LIVES).

Councillors discussed the report and raised a number of considerations:

- As a voluntary service LIVES did not provide cover 24 hours a day.
- The key time that affected the survival rate of patients was between the point of collapse and the first shock.
- LIVES responders target response time was five to six minutes following a 999 call. The likelihood of successful resuscitation could increase if treatment was provided inside that response time.
- The geography of the council offices could add delays getting a LIVES first responder to a patient – there would need to be an agreed meeting point and an officer to take them straight through to the patient.
- Defibrillators were becoming increasingly visible in public places (e.g. shopping centres, railway stations, etc).
- A number of villages were investing in their own defibrillators (Barrowby, Caythorpe and Frieston and Corby Glen)
- Members discussed whether first aid staff would be prepared to accept additional responsibility and, if they were, whether they would be prepared to administer a shock.
- The report expressed concern that staff members might be reluctant to shock a patient. It was further suggested there be an additional fear of litigation.
- The specifications of different defibrillators would need comparing to identify whether it was a common feature that a shock would only be applied when required.

Action point

- 1. That Councillor Sampson be added to the membership of the defibrillator working group***
- 2. The Committee agreed that its defibrillator working group begin investigating whether the council should invest in defibrillators, looking particularly at:***

- ***Research into different types of defibrillators and how they work. This should also include cost and ongoing costs including training, the lifespan of a defibrillator, maintenance, etc.***

- ***Talking to experts and research into the LIVES service and community defibrillator schemes***
- ***Research into the risk of litigation and case law***
- ***Research into training (whether first aid trained staff would be prepared to undergo defibrillator training and whether they would be prepared to apply a shock, the type of training required and the frequency with which it would need to be refreshed)***

52. POLICY DEVELOPMENT GROUP ARRANGEMENTS

The Community Engagement and Policy Development Officer provided an update on improvements to communications between policy development groups, cabinet members and officers. She explained that PDG chairmen and vice-chairmen attended regular meetings with cabinet members, at which issues from the schedule of decisions were allocated to the relevant PDG(s) for consideration. The working practices of PDGs were also discussed at these liaison meetings.

Agenda items were agreed at pre-agenda meetings (actual or virtual) between the chairman, the vice-chairman and the lead officer. Pre meeting briefings were also held for chairmen and vice-chairmen with the officers who would be attending the PDG meeting. These provided the opportunity to brief the chairman on key issues for consideration and on which the PDG needed to make recommendations.

A copy of the work programme for each of the PDGs was circulated to members of the scrutiny committee for their information. The work programmes recorded action points and recommendations against any outcomes and decisions.

Councillors were encouraged by the changes and commented that they were keen to see PDGs getting involved in policy development at the earliest possible stage. Members recommended that the work programme should identify ongoing issues so that there was an audit trail; this meant it would be easy to identify any recommendations and action points which were not implemented.

Recommendation

That the Community Engagement and Policy Development Officer provide a progress update to the Scrutiny Committee on a three-monthly basis for one year.

53. REPORTS FROM WORKING GROUPS

Reports from members on outside bodies

Councillors King and Sampson presented a draft form on which councillors who

represented the authority on outside bodies could feedback. It was proposed that a copy of the form would be placed in a folder in the Members' Lounge with 6-monthly updates to the Scrutiny Committee.

Councillors acknowledged there were bodies to which the council was required to appoint representatives and sometimes meetings of those bodies would not consider issues that directly affected the district. It was suggested that councillors should still submit a record of those meetings to record attendance and the value of the body for the council.

Recommendation

That the draft form be presented to Council at the annual meeting on 18 April 2013 with the recommendation that all councillors who represent the council on outside bodies use it as a mechanism to report back.

54. WORK PROGRAMME

The work programme was noted.

55. CLOSE OF MEETING

The meeting was closed at 12:03pm.

REPORT TO SCRUTINY COMMITTEE

REPORT OF: Head of People, Projects and Performance

REPORT NO: PPMO 04

DATE: Tuesday 19 February 2013

TITLE:	2012/13 Quarter 3 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 October 2012 to December 2012 and considers any appropriate initiatives or actions that they may wish to request.

2. PURPOSE OF THE REPORT

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

3. DETAILS OF REPORT

The report is in two parts:

- **Part 1 – How are we doing:**
Is an update on two of our priorities: Keep SK clean, green & healthy and Promote leisure, arts and culture.
- **Part 2 - Performance and Projects Quarter 3 (October to December 2012) Update:**
Gives a summary of exceptions and highlights on both projects and strategic performance measures for this period, which includes a full set of tables detailing progress on all projects and strategic performance measures by priority.

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

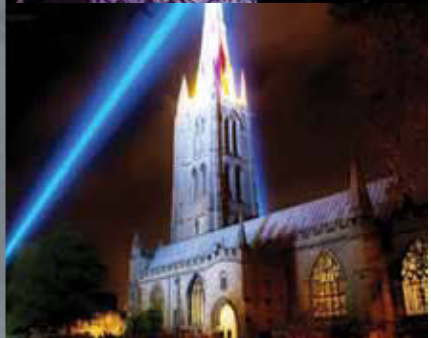
The report forms part of the overall performance management framework of the council. There are no specific financial issues emanating from the data. Cash flow and income implications are managed through either the collection fund or individual departmental budgets.

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.



your council working for you



How are we doing?

An update on performance and projects to keep South Kesteven clean, green and healthy and to promote leisure, arts and culture

Spring 2013

South Kesteven District Council

STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS

Gravity Fields Festival was a huge success



It's a fact

- On the first Saturday of the Festival 7,000 people visited the George shopping centre and this was 2,200 more than on the previous Saturday.
- The weekly increase in shopper footfall in Grantham during the Festival was 11.7%. This compares with a national average weekly increase of 1.9%.
- The Festival marked the start of an on-going campaign to raise the profile of South Kesteven as a place to visit and invest.
- Positive publicity about the town and district was secured not only in the local Press but also on BBC's Look North, East Midlands Today, Radio 4, Classic FM, in national newspapers including The Times and The Independent, in science journals and on Lincs FM. The total value of this positive exposure is estimated at £80,000.
- Based upon this success the Arts Council now want to promote Gravity Fields Festival as a regional event alongside other events across the East Midlands; Derby Feste an outdoor performance festival, SO Festival a world class arts and performance along the east coast of Lincolnshire and the Frequency digital festival in Lincoln.

Our first ever Gravity Fields Festival celebrating the life and work of Grantham's most famous son, Sir Isaac Newton, has been voted a huge success by local people and businesses alike.

The week-long event saw more than 100 shows and talks and 32 of them were complete sell-outs.

The finale evening – called Transformation of the Town – featured an aerial theatre company involved

in the opening ceremony of the Olympic Games who performed an act representing the planets in the skies over the Guildhall.

Police estimated the town centre crowd at between 10,000 and 12,000 and the processions involved 1,000 school children and representatives from local groups who were dressed in costumes they had made over the summer.

Don't make recycling rubbish

working with you will help us save £1000's

Despite great efforts from residents who recycle half of all waste collected in South Kesteven the council could be subject to penalties for contaminated waste.

Our recycling rates are fantastic but we need to encourage more people to think about what they put in silver bins and clear recycling bags.

From August this year councils have to pay penalties for every load of contaminated waste that goes for processing as this will be rejected by our contractor and worse still sent to landfill and not recycled which is detrimental to the environment.

The new contract will mean that if dry recycling contamination exceeds 5% the cash received will be reduced.

Some areas of our district may have contamination levels as high as 15% and an awareness campaign to reduce this is now underway.

SKDC's Head of Environmental Services, Mark Taylor said: "Our residents are great at recycling in the main, but a small number of bins and bags and the non recyclable waste that is placed in them can

have a huge effect.

"Just one resident's contaminated recycling can affect a whole lorry-load of around 8 tonnes which could then have to be sent to landfill and not recycled and turned back into useful materials and cost around £1,200 per lorry load."

Contamination means that the wrong type of material is put into the wrong wheelie bin or bag. The silver recycling bins or clear bags are considered contaminated when non-recyclable items are placed in them. At the moment there is a problem with items such as food waste and nappies being discovered.

To raise awareness, over the next few months our waste operatives hope to assist residents and encourage them to think more carefully about how and what they recycle. As part of this process they will start to be more thorough when emptying silver bins and collecting clear bags to try to avoid contaminating a whole lorry load of waste. If waste is found to contain non recyclable items it will result in it not being emptied and it is the residents' responsibility to remove any contamination.



RAISING THE GREEN FLAG:
Cllr John Smith (right) pictured with Grounds Maintenance Co-ordinator Steve Frisby

Wyndham Park gets even greener

Grantham's Wyndham Park has been awarded a top accolade making it one of the best in the country.

The park has been given Green Flag status and joins 75 other parks in the East Midlands with the prestigious award.

SKDC's portfolio holder for green, healthy and arts, Cllr John Smith said: "This is a fantastic achievement, which provides well deserved recognition of all the hard work and time we have invested in the park.

"This is a wonderful example of collaborative working between the community in Wyndham Park Forum, our contractors Veolia and SKDC."

The Green Flag Award is the benchmark national standard for parks and green spaces in the United Kingdom. The scheme was set up in 1996 to recognise and reward green spaces in England and Wales that meet the highest standards.



Bartec installed to cut costs

New waste technology designed to save money and increase efficiency has been installed to 15 of our refuse vehicles.

The Bartec Waste Collector has cost a total of £70,000 to install and although savings are already being achieved they will not be accurately measured until proposed new rounds are introduced later in the year.

But the indications are good as other councils are making good savings – Southampton £56,000 a year, Litchfield and

Tamworth £51,000, Harrow £30,500 and Chichester £52,500.

Amongst the benefits of the system are:

- Reduction in missed bins because residents can be challenged
- On board health and safety information for the crews to use and update
- Improved assisted collections – reduces time spent looking for bins
- Increased recycling because data received allows areas to be targeted

Time to rejoin the garden waste service

Re-join Now

your council working for you

Re-join for 2013/2014

If you want to continue having your garden waste collected from April 2013 please re-join our scheme now - it's only £25 per year for the first green bin and a further £10 per year for each extra bin.

If you have already registered with us, thank you. Please remember to put your sticker on the back of your bin.

South Kesteven District Council
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Our campaign to encourage residents to rejoin the garden waste scheme

The new look bin stickers >

We are inviting members of our garden waste collection service to re-join the scheme by no later than 31 March.

The charge for collection has not increased and will continue to be £25 for a single wheeled bin and £10 for each additional bin. The collection period will be from 1 April 2013 to 31 March 2014.

We will continue to provide alternate weekly collections all year round apart from December, January and February when collections will be once a month, due to the lack of green waste at this time of the year.

SKDC's portfolio holder for green healthy and arts, Cllr John Smith said: "As a result of the success of the green waste scheme we introduced last year, SKDC is proposing no increase in the £25 a year charge for collection of a green wheeled bin.

"More than 26,000 residents signed up to the scheme this year and more than 1,000 additional green bins were purchased.

"We are confident that our residents value this service and hope that they continue to support the scheme for 2013/14."

your council working for you

PAID 2013/14
10001

Your garden waste service

YES PLEASE ✓

- ✓ Grass cuttings
- ✓ Hedge clippings
- ✓ Twigs and small branches
- ✓ Weeds with soil shaken off
- ✓ Flowers and plants
- ✓ Leaves and bark

NO THANKS ✗

- ✗ Any food waste
- ✗ Plastic of any description
- ✗ Large quantities of soil
- ✗ Bricks, rubble etc
- ✗ Any household waste
- ✗ Animal waste

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No business like show business!

Jimmy Carr, Strictly stars, the Rat Pack and the Drifters all live at the Meres

Grantham's Guildhall Arts Centre and live shows at the Meres have been a massive hit with audiences over the last year.

Despite the recession, a glittering line up has tempted audiences to part with their cash and many events have been sell out shows and even more have beaten their revenue targets.

Box Office favourites have included a variety of drama, family theatre, music and workshops bringing great quality entertainment to a broad range of ages and interest groups including blues band Paul Jones and Dave Kelly, The Temperance Seven, Ballet Central, Nashville Nights and Dixie Days, Remember When at Christmas and our annual pantomime Sleeping Beauty which took our biggest income to date.

Well-known names have continued to help raise the profile of the venue in the district with the programme featuring acts such as Mitch Benn from The One Show

Complaints Choir, cricket commentating legend Henry Blofeld, journalist, agony aunt and author Virginia Ironside, and TV comedian Jo Caulfield.

The Meres events have continued to attract strong audiences from inside and outside the district, helping promote the leisure economy and boost the morale of residents, with large-scale top-class acts, right on their doorstep.

In the last year the Meres has played host to Solid Silver Sixties featuring Peter Noone, Chris Montez, Brian Hyland and Brian Poole, The Little Big Club featuring characters from children's TV favourites, An Evening with Strictly's Katya and Pasha, the return of top comedian Jimmy Carr with another sell-out show, The Rat Pack Live direct from the West End, the return of Magic of Motown and the Drifters.

Still to come is the return of the sell-out Three Bs (Chris Barber, Kenny Ball and Acker Bilk) and from the West End, An Evening of Burlesque.

Big screen in Stamford packs 'em in!

The cinema at Stamford Arts Centre has again proved it is recession proof!

Several shows were 99-100% sold out and some had to be re-programmed to meet the demand.

Anna Karenina was a sell out and Skyfall was 98% sold out over 16 screenings. The cinema continues to develop and has been accepted as part of the highly prestigious Europa Film Network.

Live Events also performed well throughout the year, such as Gervase Phinn, Equus, Royal Geographical Society Lectures, Orchestra of the Swann, Ballet

Wales and Clare Teal with the busy month of October being particularly successful with several sell out shows.

Satellite screenings have been hugely popular - NTLive almost always selling out and the introduction of METOPERA Live has been particularly popular.

On the literary front, Verse 2012 saw the launch of the first Poetry Festival and from this a keen interest in poetry has grown in Stamford, with popular, regular monthly writing workshops and open-mic performance sessions in the Cellar Bar. The town has even got its first ever Stamford Poet Laureate!

It's a fact

- More than 10,700 people attended Stamford cinema in the last quarter – 3,000 more than the figure recorded for the summer.
- Excellent visitor figures at the Grantham Arts Centre reflect the Gravity Fields effect but the numbers have also been swollen by the popularity of the panto, Sleeping Beauty.
- Stamford Arts Centre had a particularly busy autumn with increased room hire, sell out films and the popular Met Opera broadcast live by satellite from New York.
- Stamford's Music in Quiet Places was one of the most popular series of concerts programmed and although ticket sales suffered due to the very busy Jubilee/Olympics calendar of events locally, regulars still very much enjoyed these relaxing summer church concerts.
- Stamford Senior Youth Theatre for ages 16 – 25 is a unique and innovative project, and has been regarded as one of the flagship schemes for young people by many of Lincolnshire's arts venues.
- The 2012 production Torchbearer was performed on Stamford's theatre stage in April and taken to five schools around the region for SSYT on Tour, alongside In House days where schools visited Stamford Arts Centre for a full day of performance and workshops with SSYT, reaching over 800 students and young people.

South Kesteven was on fire when the Torch Relay came to town!

The spirit of the Olympics was well and truly captured when the Torch Relay came to our district.

The London 2012 Olympic Torch Relay was part of the build up to London 2012, which brought people across the UK together in a massive sporting celebration.

The Torch Relay passed through South Kesteven on three separate occasions – in Grantham on 28 June; Stamford on 3 July and Market Deeping, Thurlby and Bourne on 4 July.

The Torch was also in Stamford earlier in the year as part of the national dress rehearsal for the event.

The district council was responsible for providing security, crowd control and all arrangements to ensure the safe passage of the Torch throughout the district. In addition we held a series of related events, on the days of the relays and throughout the year, that supported the Council's priorities of promoting leisure, arts and culture and also promoting South Kesteven as a key destination.

Thousands of our local residents and



visitors turned out to line the Relay route and cheer on the torch bearers in South Kesteven. Police estimates put the crowd numbers in Grantham and Bourne at 20,000 each; 15,000 in both Stamford and Market Deeping and 5,000 in Thurlby, some 75,000 people in total!

Together with the crowds of people enjoying the spectacle was a network of volunteers from the community who worked closely with Council staff to ensure that the days were a huge success. They dealt with all manner of issues, from lost children to helping drivers plan their routes and keeping the spirits of



the crowd high during some torrential thunderstorms in Grantham.

Visitors on Torch Relay days also enjoyed activities and community events put on by the Council to entertain the crowds. This ranged from international cooking demonstrating and sampling, local dance and singing groups and demonstrations by local sports clubs.

The Torch Relay attracted very positive publicity nationally and South Kesteven was particularly mentioned for both its good preparations for the event and the Olympic dressing of the towns with colourful flags and bunting.

It's a fact

- Attendances at the four leisure centres in South Kesteven totalled a massive 604,551 over the last year.
- Top performer was Grantham with 289,583 users, followed by Deeping with 122,427, Stamford with 100,759 and Bourne with 91,782.
- The figures include pool use, dryside, outdoor and school bookings.

Exercise figures fit as a fiddle

South Kesteven is the only place in Lincolnshire where more people are exercising three times a week compared with a year ago.

That's according to figures released by an Active People Survey that show the district was the only place in the county that has seen an increase in adults participating in three 30 minute periods of exercise every seven days.

The figures revealed the numbers of adults participating in three sessions increased to 24.2 per cent from 23 per cent in 2011 whilst there was also an increase in adults exercising for 30 minutes once a week.

There are 3.8 per cent more people getting active with a single half hour's exercise than 12 months ago as figures increased to 37.5 per cent compared to 33.7 per cent last year.

SKDC's portfolio holder for green, healthy and arts, Cllr John Smith said: "These are really positive figures that show South Kesteven residents have embraced the sporting spirit of 2012.

"One of our priorities is to encourage active and healthy lifestyles so it's great to see more people dedicating time to exercise."

The Active People Survey is an annual survey of sport and active recreation participation conducted by Sport England. Data is collected from October to October each year and the results were published in December.

The survey showed 33.7 per cent of adults aged 16 and over in Lincolnshire are now taking part in at least one sports session per week.

PART 2: Performance and Projects Quarter 3 (October to December 2012) Update

Report to Scrutiny Committee – Tuesday 19 February 2013

Summary

This is the third of four reports that has been presented to the Performance & Programme Management Board (PPMB) and Cabinet Briefing on a quarterly basis informing the members of the progress made on our projects and strategic performance measures. The report is broken down by each of the priorities and highlights both projects and performance measures together.

Alongside this a separate update which will focus on one or more of our priorities:

Quarter 1 will focus on Grow the Economy

Quarter 2 will focus on Support Good Housing for all

Quarter 3 will focus on Keep SK clean, green & healthy and Promote leisure, arts & culture






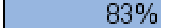

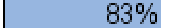
Quarter 4/Year End will focus on Well run council

Exceptions & Highlights

Projects

At the end of quarter 3 there are 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-WR-03 Bartec - Waste Collector System		23-Feb-2012	20-Feb-2013	Project has been completed and closure report is expected at March 2013 PPMB.
	CPP-ED-06 Gravity Fields (Science Festival)		01-Oct-2011	21-Nov-2012	Project closure report drafted awaiting final budget outturn figures due for presentation to PPMB. Arts Council England (ACE) project completion report issued 23 November which has been signed off and final payment released. ACE requested meeting with Council 5th December to discuss future bid for two year funding. Meeting organised with Heritage Lottery Fund (HLF) 8th January 2013 to discuss opportunity for two year bid. Growth bid prepared for 2014.
	BTP-PD-04 CPE - Civil Parking Enforcement		01-Feb-2012	17-Apr-2013	Closure report to PPMB April 2013
	BTP-RC-02 Advertising (Central Advertising Gateway)		01-Mar-2012	20-Feb-2013	New way of working commenced 03/12/12/ Closure report due to go to PPMB March 2013.

Performance

At the end of quarter 3 (October to December 2012) there are a number of performance measures that have continued to show poor performance against targets, these are:








Code & PI Description	Reporting Freq.	Quarter 2/ September 2012		Quarter 3/ December 2012		Annual Target 2012/13	Have we improved YES/NO	Service comments
		Value	Target	Value	Target			
SK 144 Working Days Lost Due to Sickness Absence	M	8.98	10.00	9.81	10.00	10.00		As anticipated, sickness rose considerably towards the end of this quarter with 655.50 days lost. Despite the high incidence of sickness and colds, the main rise was in long term sickness absence with 545 days lost, 83.1% of all sickness. Short term sickness accounted for 16.9% of all sickness. The number of long term absentees increased to 28 cases. The number of absences at the end of this period was 109 which is higher than the comparable figure in 2011 of 97.
SK 209 % of Non-domestic Rates Collected	M	60.98%	60.44%	88.11%	88.45%	98.20%		Although during the last two months of Q3 the collection rate has dropped back to Amber, it should be noted that overall the collection rates are still up on the corresponding month (87.24%) in 2011. This demonstrates that the service continues to improve the rate of collection of Business rates even during the difficult economic environment that local businesses are facing.
SK 432 Number of days taken to determine householder planning applications (end to end times)	M	52	45	50.4	45	45		In this category with the exclusion of the longstanding applications, the average end to end time of 47.3 days (which remains in the amber range of 45-55 days).
SK 429 Number of days taken to determine major planning applications (end to end times)	M	121.6	90	142.4	90	90		The underlying performance excluding the longstanding applications following the improvement actions is demonstrating a shortening in end to end times. As forecast the concerted action to determine longstanding applications, has led to a short term deterioration in the cumulative figures. For major developments with the longstanding applications excluded from the calculation the end to end time is 101.9 days (which is within the amber range of 90-120 days).
SK 430 Number of days taken to determine minor planning applications (end to end times)	M	73	55	74.6	55	55		In this category with the exclusion of the longstanding applications, the end to end time is 65.5 days (which is within the amber range of 55-70 days).
SK 431 Number of days taken to determine other planning applications (end to end times)	M	68	50	66.7	55	50		In this category with the exclusion of the longstanding applications, the average end to end time of 58.4 days (which is within the amber range of 50-60 days).

In addition to the above measures there are some that have shown improvement these are:







Code & PI Description	Reporting Freq.	Quarter 2/ September 2012		Quarter 3/ December 2012		Annual Target 2012/ 13	Have we improved YES/NO	Service comments
		Value	Target	Value	Target			
NI 192 Percentage of household waste sent for reuse, recycling and composting	M	53.1%	50%	51.7%	50%	50.00%		Performance is showing a decrease which likely is due to the move to monthly green waste collection. In light of customer feedback the green waste service will not instigate a monthly collection as early in 2013. There is now in place a waste advisor to visit and inform our customers on good recycling practice which we hope will increase recycling across the district.
SK 368 NI 184 % of Food establishments in the area which are broadly compliant with food hygiene law	Q	88.4%	93%	90.6%	93%	93%		Performance is improving as unrated premises are being contacted/inspected
SK 393 Number of requests to remove fly tipping	M	172	312	266	468	625	Yes	The number of fly tipping incidents is significantly less than anticipated despite the changes in opening hours to Household Waste Recycling Centres and the introduction of Green Waste Charging, both of which might have been expected to lead to an increase in fly tipping. In the same period in 2011 there had been 479 incidents of fly tipping.
SK 449 Number of days of total "void" lettings and repairs	M	28	29	25	29	29	Yes	Void turnaround times have improved during December and are within our target times. This figure is a combined figure with lettings and therefore the teams work closely together to improve the overall void turnaround time.

Grow the Economy

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



Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Update
	CPP-ED-02 Station Approach	<div style="width: 35%;"><div style="background-color: #4F81BD; width: 35%;"></div></div> 35%	18-Aug-2008	31-Dec-2014	Compulsory Purchase Order (CPO) decision awaited. The ERDF team have been informed of grant of planning permission for the BIC and the CPO process.
	CPP-ED-03 Southern Quadrant	<div style="width: 38%;"><div style="background-color: #4F81BD; width: 38%;"></div></div> 38%	01-Oct-2007	01-Jan-2016	Southern Quadrant Masterplan scheduled for Cabinet decision in February. Pre-application discussions being held with Lincolnshire County Council on submission of planning application for the Southern Relief Road, including bridge design. Continuing to work with landowners towards submission of a planning application for the residential development.
	CPP-ED-04 Grantham Business Innovation Centre	<div style="width: 47%;"><div style="background-color: #4F81BD; width: 47%;"></div></div> 47%	20-Jan-2010	30-Jun-2015	Planning permission has been granted. CPO decision awaited and the tendering process is underway.
	CPP-ED-05 Shop Front Scheme - phase 2	<div style="width: 64%;"><div style="background-color: #4F81BD; width: 64%;"></div></div> 64%	01-Feb-2012	29-Mar-2013	In Grantham 5 now completed 4 to be finished by deadline for completion on 31/03/13. Phase 1 Grantham, take up has been poor with 2 completed schemes, Grantham Growth Point to review what to do with residual funding at meeting 11/01/13. In Bourne 6 schemes completed with 5 remaining, 3 of which will not be finished by 31/03/13 but will be substantially committed.
	CPP-ED-10 Destination SK	<div style="width: 0%;"><div style="background-color: #4F81BD; width: 0%;"></div></div> 0%	01-Nov-2012	01-Apr-2014	Project brief and OBC completed. Board established and met twice. Remit of purpose discussed in board and at management team in order to better understand the difference between Destination SK being the whole process of project - service plans in order to achieve the 2021 vision; and/or being the overall promotion / marketing of the whole. Picking up on the individual comms plans of each project ie. products to market as well as sustaining the positive benefit of the area. Work continues to produce quick wins and key marketing messages and business engagement strategies.
	CPP-HR-02 Apprenticeships - Internal	<div style="width: 33%;"><div style="background-color: #4F81BD; width: 33%;"></div></div> 33%	01-Apr-2012	01-Apr-2013	OBC acceptance at January 2013 PPMB. PID to focus on 3 themes (i) Internal apprenticeships (ii) Social Enterprise (iii) Influence on external bodies e.g. College
	CPP-PD-02 Strategic Capital Investment Strategy - Service Land (phase 1 & 2)	<div style="width: 75%;"><div style="background-color: #4F81BD; width: 75%;"></div></div> 75%	03-Oct-2011	31-Mar-2014	Draft contract received awaiting final quote from Western Power over sub station .

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








Status	Code & PI Description	Reporting Freq.	Quarter 2/Sept 2012		Quarter 3/Dec 2012		Annual Target 2012/13	Have we improved YES/NO	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 209 % of Non-domestic Rates Collected	M	60.98%	60.44%	88.11%	88.45%	98.20%	-	Although during the last two months of Q3 the collection rate has dropped back to Amber, it should be noted that overall the collection rates are still up on the corresponding month (87.24%) in 2011. This demonstrates that the service continues to improve the rate of collection of Business rates even during the difficult economic environment that local businesses are facing.	Craig Scott
	SK 482 Occupancy rates of retail units in town centres	Q			13%		Data only	-	These results are a snapshot of vacant units in Grantham only, however this is below the average rate across the East Midlands (17%)	David Mather
	SK 483 Number of items appearing in all national media	M	15		5		Data only	Yes	Very quiet period	Geoff O'Neill
	SK 484 Number of households in receipt of benefit	Q	10,986		10,986		Data only	-		Craig Scott
	SK 491 Youth unemployment rate	M	645		590		Data only	-	Quarter 3 data is the current rate as of November and has seen a reduction compared to the previous period. Source: Nomis	David Mather
	SK 485 Total footfall within key shopping areas	4M	52,040		68,634		Data only	-		David Mather

Keep SK clean, green and healthy

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

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	BTP-WR-01 Round Optimisation	<input type="text" value="10%"/>	01-Apr-2011	01-Aug-2013	Project team meeting held, new risk added and Governance reviewed.
	BTP-WR-04 Green Waste Charging 2013	<input type="text" value="44%"/>	25-Oct-2012	28-Jun-2013	All documentation and literature signed off and ordered ready for distribution. Request for additional resources for Customer Services approved and recruitment underway. Email trial completed and changes to incorrect information being resolved. 13000 emails held on records ready for reminder launch in February. Risk log updated to reflect current risk status.

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





Status	Code & PI Description	Reporting Freq.	Quarter 2/Sept 2012		Quarter 3/Dec 2012		Annual Target 2012/13	Have we improved YES/NO	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	Q	88.40%	93.00%	90.6%	93%	93.00%	Yes	Performance is improving as unrated premises are being contacted/inspected	David Price
	NI 192 Percentage of household waste sent for reuse, recycling and composting	M	53.10%	50.00%	51.70%	50%	50%	No	Performance is showing a decrease which likely is due to the move to monthly green waste collection. In light of customer feedback the green waste service will not instigate a monthly collection as early in 2013. There is now in place a waste advisor to visit and inform our customers on good recycling practice which we hope will increase recycling across the district.	Pat Swinton
	SK 393 Number of requests to remove fly tipping	M	172	312	266	468	625	Yes	The number of fly tipping incidents is significantly less than anticipated despite the changes in opening hours to Household Waste Recycling Centres and the introduction of Green Waste Charging, both of which might have been expected to lead to an increase in fly tipping. In the same period in 2011 there had been 479 incidents of fly tipping.	Pat Swinton
	SK 501 % of streets that meet clean streets standard	4M			79%		Data only	-	This is the percentage of transects that have passed the clean streets standard on all 4 criteria: Litter, Detritus, Graffiti, Dog Fouling.	Pat Swinton
	SK 502 % of households that participate in the Green Waste Service	M	89.5		89.9		Data only	-	Continued to maintain number of customers.	Pat Swinton
	SK 503 All Crime	Q	23.44		35.4		Data only	No	Provisional figures from Lincolnshire Crime Reduction Unit	Mark Jones
	SK 505 Domestic Burglary rate per 1000 population	M	1.3		2.02		Data only	No	Provisional figures from Lincolnshire Crime Reduction Unit	Mark Jones

Promote leisure, arts and culture

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





Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
No Projects to report					

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












Status	Code & PI Description	Reporting Freq.	Quarter 2/Sept 2012		Quarter 3/Dec 2012		Annual Target 2012/13	Have we improved YES/NO	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 402 % of licensed premises with a low (good) risk rating for management	Q	100.0	95.0	100.0	95.0	95.0	-	Two joint agency intelligence led inspections were carried out during this quarter. These visits proved to be effective, both Licence holders engaged with the licensing team and have modified their behaviour accordingly. No further inspections are scheduled they will be carried out upon concerns being brought to the attention of this Authority or of partner agencies.	Mark Jones
	SK 453 Number of visits through our leisure centres	Q	420,954	350,000	604,551	525,000	700,000	Yes	On track to exceed target by some 16% which is pleasing and shows longer term trend of increasing participation in sport and fitness in line with Sport England National Surveys. Due also to good promotion on behalf of Leisure Connection to increase usage across the four sites. Note, that figures for December estimated as not available at the time of input, will be adjusted to account for final year's performance figure end of quarter 4.	Susie McCahon
	SK 508 Total number of visitors that attend events/shows at SKDC Arts Centres	Q	18,796		29,793		Data only	Yes	Performance is higher than last quarter following a successful autumn season in the arts centres where we had increased room hires, sell out films and acts such a James Bond & Jimmy Carr plus high pantomime sales.	Graham Burley
	SK 512 Total footfall at key events/festivals where SKDC has invested resource (i.e. Gravity Fields)	M	46,680				Data only	-	The Gravity fields event attracted over 37000 participants during the festival. <ul style="list-style-type: none"> • 6500 tickets sold • A total of 27 schools took part • 1000 school children and local community groups took part on the finale procession • 150 volunteers supported the festival • 30 community groups were engaged in the festival • 120 businesses directly participated in the festival • Over £80,000 worth of publicity was secured 	David Mather




Support good housing for all

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

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	BTP-HM-04 Neighbourhood Sustainability Project	<div style="width: 33%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 33%	20-Sep-2012	30-Sep-2013	The project is on target with key milestones as set out with the Chartered Institute of Housing (CIH). The current focus is to agree the data sets which will then be used to assess the impact of the project.
	BTP-PS-03 Mobile Working	<div style="width: 77%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 77%	30-Apr-2012	28-Feb-2013	An implementation plan has now been agreed with the software supplier. Hand-held units have been selected following demonstrations and testing in various areas, allowing the software supplier to proceed within agreed timelines.
	CPP-PD-01 Bourne Core Area	<div style="width: 77%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 77%	31-Oct-2011	31-Jul-2013	Work continues well on site. Only 2 Flats in the mill remain available for sale at present.
PRO-HM-01	Housing Programme		13-Aug-2012	31-Mar-2017	The next Steering Board meeting is to be 11th February. The Tenancy Strategy was agreed by Cabinet on 7th January and the Tenancy Policy, Allocations Policy and Housing Strategy are scheduled for Cabinet's meeting on 4th March. The Allocations Policy and Housing Strategy will be discussed at Communities PDG on 10th January. There is no current concrete news on the future of Supported Housing: this impacts on the timetable for review of SH services. A consultation meeting with PRS landlords is scheduled for 29th January.
	SR-HM-04 Review of Housing Governance	<div style="width: 0%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 0%	31-Aug-2012	29-Mar-2013	Opportunities have been advertised to which 120 responses have been received. Information and application forms will be sent out to interested applicants during February 2013. Assessment of the completed applications will be carried out during March 2013.
	STR-ES-01 Review of PRS Renewal Policies and Related Strategies	<div style="width: 22%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 22%	03-Sep-2012	29-Mar-2013	A consultation meeting with PRS landlords is scheduled for 29th January. Env Health working with the Lead on the Housing Strategy to ensure unified approach.
	POL-HM-01 Tenancy Policy	<div style="width: 22%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 22%	14-Jan-2013	31-Mar-2013	Communities PDG have a range of housing issues including factors that will inform the development of the Tenancy Policy
	POL-HS-01 Allocations Policy	<div style="width: 0%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 0%	03-Sep-2012	31-Mar-2013	Briefing Communities PDG 10.01.13 and seeking recommendations and views on key allocations policy principles.
	STR-PP-03 Tenancy Strategy	<div style="width: 100%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 100%	01-Mar-2012	15-Jan-2013	Cabinet approved draft strategy at meeting on 7th January, subject only to the EIA being slightly amended and approved directly by the Cabinet lead on Equalities, Cllr. Cartwright, and the Portfolio Holder for Good Housing, Cllr Bryant.
	STR-PP-04 Housing Strategy	<div style="width: 87%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 87%	01-Mar-2012	29-Mar-2013	Stakeholder consultation event held 5 Dec 2012. This headline strategy will be further developed with Communities PDG.
	SR-HM-01 Supported Housing Service Review	<div style="width: 22%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 22%	28-Mar-2012	30-Nov-2013	There has been discussion of the contractual position between the Leader of SKDC and the Leader of LCC work is in hand to reach agreement on the situation and the way forward.
	SR-HM-03 Housing Business Plan	<div style="width: 0%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 0%	03-Sep-2012	29-Mar-2013	A strategic review of HRA assets commenced in January 2013 which will inform the subsequent review of the HRA Business Plan










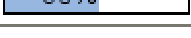





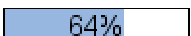






Performance: This table shows the current results for each of the strategic measures that monitor this priority.

Status	Code & PI Description	Reporting Freq.	Quarter 2/Sept 2012		Quarter 3/Dec 2012		Annual Target 2012/13	Have we improved YES/NO	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 449 Number of days of total "void" lettings and repairs	M	28	29	25	29	29	Yes	Void turnaround times have improved during December and are within our target times. This figure is a combined figure with lettings and therefore the teams work closely together to improve the overall void turnaround time.	Liz Bishop
	SK 529 % of SKDC housing stock that meets the national Decent Homes Standard	M	97%	97%	97%	97%	97%	-	The Decent Homes figure remains at 97%. Programmes are in place for this financial year including kitchens and bathrooms, re-roofing and electrical works; inputting of the remaining works due to be completed this year should result in this figure increasing by year end.	Liz Bishop
	NI 154 Net additional homes provided	M	310		419		Data only	Yes	The number of new dwellings completed during the third quarter of this year is greater than that of the corresponding period in 2011/12. However, the cumulative number of completions is below the apportioned target for completions expected by this point in the year. 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.	Karen Sinclair
	SK 522 Volume of house sales	Q	194		217		Data only	Yes	This is an estimate for quarter 3 as data currently only available for October & November 2012.	David Mather
	SK 523 Number of private sector rented properties that have been improved through advice or intervention	Q	27		24		Data only	-	2 private rented properties received Decent homes funding, 16 properties improved through enforcement and 6 rented properties received external wall insulation through CESP	David Price
	SK 525 Number of mortgage repossession claims leading to orders	M	19		19		Data only	-	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. (it is not a measure of how many new possession orders there have been during the month)	Craig Scott
	SK 519 Average property price for a Detached property across the district	Q	£222,117		£223,837		Data only	Yes	This data is based on the average house prices for October and November only, data for December not yet released.	David Mather
	SK 520 Average property price for a Semi-Detached property across the district	Q	£142,165		£137,845		Data only	No	This data is based on the average house prices for October and November only, data for December not yet released.	David Mather
	SK 521 Average property price for a Terraced property across the district	Q	£129,579		£173,250		Data only	Yes	This data is based on the average house prices for October and November only, data for December not yet released.	David Mather
	SK 611 Average property price for a Flat property across the district	Q	£87,800		£97,633		Data only	Yes	This data is based on the average house prices for October and November only, data for December not yet released.	David Mather
	SK 528a Private sector average rent levels within Grantham	Q	£532		£529		Data only	No	This figure is based on an average rental of all property types. Benefit entitlement is capped based on the number of bedrooms the rental property has. For Grantham the benefit entitlement for a 3 bedroom property is £475.02 Source:Home.Co.UK Grantham Market Rent Summary	Craig Scott









Status	Code & PI Description	Reporting Freq.	Quarter 2/Sept 2012		Quarter 3/Dec 2012		Annual Target 2012/13	Have we improved YES/NO	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 528b Private sector average rent level within Bourne	Q	£617		£636		Data only	No	This figure is based on an average rental of all property types. Benefit entitlement is capped based on the number of bedrooms the rental property has. For Bourne the benefit entitlement for a 3 bedroom property is £549.99 Source: Home.Co.UK Grantham Market Rent Summary	Craig Scott
	SK 528c Private sector average rent levels within Stamford	Q	£710		£711		Data only	No	This figure is based on an average rental of all property types. Benefit entitlement is capped based on the number of bedrooms the rental property has. For Stamford the benefit entitlement for a 3 bedroom property is £549.99 Source: Home.Co.UK Grantham Market Rent Summary	Craig Scott
	SK 528d Private sector average rent levels within Market Deeping	Q	£703		£659		Data only	Yes	This figure is based on an average rental of all property types. Benefit entitlement is capped based on the number of bedrooms the rental property has. For Market Deeping the benefit entitlement for a 3 bedroom property is £549.99 Source:Home.Co.UK Grantham Market Rent Summary	Craig Scott




Well run council

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

Project status	Project Code & Title	Progress completed to date	Start Date	Due Date	Service Update
	BTP-FR-06 Employee Self Service (Phase 2)		05-Dec-2011	31-Jan-2013	System set up work has been complete for all service areas and timetable shared regarding submission deadlines. The launch of the personal details module is linked to the HR migration project which due to their timescales and requirements has been put back to January for expected roll out. The additional work has been maintained with the overall IT budget.
	BTP-HM-03 Social sector size criteria (Bedroom Tax)		15-Oct-2012	20-May-2013	Letters have been sent out to affected tenants. Identified a range of options to assist tenants.
	BTP-HR-01 Integrating HR into the Payroll System (Phase 3)		01-Dec-2011	31-Jan-2013	We have had a response back from TEAMSPIRIT that the email problem we were trying to resolve is actually a system software bug. It will not be fixed until February 2013 and will be issued as part of a system update. They have advised us not to go live on online recruitment and we will continue to use the snowdrop recruitment system until we can test the "fixed" team spirit online recruitment.
	BTP-LD-02 Constitution Review		13-Jun-2012	31-Dec-2014	OBC reviewed by November PPMB and option 3 accepted
	BTP-PD-05 Postage Cost & Management of Post Room		22-Feb-2012	31-Dec-2012	Change request accepted by the December PPMB. Awaiting new project brief.
	BTP-PF-01 Bourne Community Access Point (CAP)		07-Nov-2011	31-Jul-2013	The name 'South Kesteven community Point and Library' has been agreed with LCC. Draft lease that had previously been agreed with BTC has been rejected by their solicitors. This has been queried and further instructions have been issued by BTC to their solicitors to accept the lease. a proposed funding model payment schedule has been developed and requires agreement by LCC to release financial contributions to SKDC in 2012/13.
	BTP-PD-02 Agile working		09-Mar-2012	27-Dec-2013	Following presentation of the Agile Detailed Design Document at December PPMB, this project will be promoted to a programme facilitating delivery of the four key themes and supporting projects.
	PRO-HR-01 Unlocking our Potential (UoP)		01-Aug-2011	31-Mar-2015	
	CPP-HR-03 Unlocking our potential - Values		01-Aug-2011	31-Mar-2015	PDR template agreed for both managers and staff at the UoP Board meeting held on 18 Dec 2012. 1:1 template was agreed at the January 2013 UoP Board meeting. Unfortunately this has meant that there are 2 milestones that are only half completed and are therefore behind schedule.
	CPP-HR-04 Unlocking our Potential - Goals		01-Aug-2011	30-Sep-2014	Everything is still currently on target
	CPP-HR-05 Unlocking our Potential - Skills		01-Aug-2011	31-Dec-2014	Everything is still currently on target
	CPP-HR-06 Unlocking our Potential - Performance		01-Aug-2011	29-Mar-2013	Staff Survey milestone is behind schedule a change control form will be signed off at the next UoP board meeting on the 15/1/2013. Proposals for a more rounded approach to employee engagement were agreed at Management Team on 15/1/2013.

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

Status	Code & PI Description	Reporting Freq.	Quarter 2/Sept 2012		Quarter 3/Dec 2012		Annual Target 2012/13	Have we improved YES/NO	Update	Responsible Service Manager
			Value	Target	Value	Target				
	SK 429 Number of days taken to determine major planning applications (end to end times)	M	121.6	90	142.4	90	90	No	The underlying performance excluding the longstanding applications following the improvement actions is demonstrating a shortening in end to end times. As forecast the concerted action to determine longstanding applications, has led to a short term deterioration in the cumulative figures. For major developments with the longstanding applications excluded from the calculation the end to end time is 101.9 days (which is within the amber range of 90-120 days).	Pat Reid
	SK 430 Number of days taken to determine minor planning applications (end to end times)	M	71	55	74.6	55	55	No	In this category with the exclusion of the longstanding applications, the end to end time is 65.5 days (which is within the amber range of 55-70 days).	Pat Reid
	SK 431 Number of days taken to determine other planning applications (end to end times)	M	68	50	66.7	50	50	Yes	In this category with the exclusion of the longstanding applications, the average end to end time of 58.4 days (which is within the amber range of 50-60 days).	Pat Reid
	SK 432 Number of days taken to determine householder planning applications (end to end times)	M	52	45	50.4	45	45	Yes	In this category with the exclusion of the longstanding applications, the average end to end time of 47.3 days (which remains in the amber range of 45-55 days).	Pat Reid
	SK 144 Working Days Lost Due to Sickness Absence	M	8.98	10.00	9.81	10.00	10.00	No	As anticipated, sickness rose considerably towards the end of this quarter with 655.50 days lost. Despite the high incidence of sickness and colds, the main rise was in long term sickness absence with 545 days lost, 83.1% of all sickness. Short term sickness accounted for 16.9% of all sickness. The number of long term absentees increased to 28 cases. The number of absences at the end of this period was 109 which is higher than the comparable figure in 2011 of 97.	Joyce Slater
	SK 345 % of creditor payments made electronically	M	92.34%	90%	92.33%	90%	90%	Yes	Performance continues to improve for the 3rd month in a row and remains above target overall	David Scott
	SK 610 % of calls that are abandoned within all core customer contact centre's	M	4%	5%	4%	5%	5%	No	Performance has dropped compared to last month because: Enforcement (Ctx & NDR) 11% : Reasons for poor performance are due to a temporary reduction in staff available to take calls due to a combination of sickness and staff training sessions. Also, there are remaining technical issues with the phone system which is resulting in too many calls being abandoned prior to the voice mail system intercepting a waiting call. A fix for this problem is being obtained. Repairs 5.4% : the increase in December was due to staff taking holidays/sickness and the phased return of one team member from sick leave, all of which accounted for approximately 80% attendance during the period.	Hayley Kent-Simpson Craig Scott Liz Bishop
	SK 428 Number of days determining large scale major planning	Q	93		153.8		Data only	No		Pat Reid

Status	Code & PI Description	Reporting Freq.	Quarter 2/Sept 2012		Quarter 3/Dec 2012		Annual Target 2012/13	Have we improved YES/NO	Update	Responsible Service Manager
			Value	Target	Value	Target				
	applications									
	SK 534 Number of Complaints received	M	22		15		Data only	Yes		Hayley Kent-Simpson
	SK 535 % of projects on time and within resource	M	58%		61%		Data only	Yes		Sue Griffiths
	SK 537 % of PI's that have met their targets	M	67%		60%		Data only	Yes		Sue Griffiths

South Kesteven District
Council
Community Safety Team
CCTV Monitoring Function

Mark Jones

Service Manager Community
Safety and Licensing



Your council working for you

The Team

- How Many
- Trained and Licensed
- Not just CCTV



System Specification

- **Monitoring Centre**
 - Data Transfer
- **Cameras**
 - How Many
 - Locations
 - Types



Purpose

Crime

- **Prevention** (better than cure)
 - Monitor known offenders
 - Live incidents Operator Actions
- **Detection**
 - Investigation procedure
 - Warrants



Purpose

Public Safety

Not just about Crime

- **Other agency involvement**
 - Fire
 - Ambulance
 - Emergency Planning
 - LCC Highways Dept



Purpose

- **ANPR** (Automatic Number Plate Recognition)
 - Bigger Picture
- **Resources**
 - Dependant upon appropriate resources being available to deal with hits



Purpose

Mobile Unit

- Prevention and Detection in locations without a CCTV infrastructure
- Lincolnshire Police, West Division
- Staffed by Police Staff



Purpose

External Partners

- Police/PCSO
- Pubwatch
- Shopwatch
- North Kesteven District Council

Internal Partners

- Community Safety Team
- Licensing
- Housing



Statistics

- Number of incidents
- Number of arrests
- Data seized by the Police and statutory enforcement agencies
 - HSE
 - Royal Mail investigations team
 - British Transport Police



Visits

- Schools
- Local Community Groups
- Magistrates
- Trainee Police/PCSO



Future Installations

- Based on need
- Supported by incident statistics
- Re-deployable
- Amalgamated control rooms




Any Questions?



Your council working for you

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Agenda Item 11

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	<p>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>

		<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	<p>The Performance Management Officer (Sam Selby) summarised report number PPMO3, which provided a summary of performance and project progress during the second quarter.</p> <p>The Head of Development and Growth summarised work that had been done to improve performance within Development Management.</p> <p>The Head of Housing and Neighbourhoods (Ian Richardson) talked about work around the 'Good Housing for All' priority.</p>
	<p>Grounds maintenance – contract monitoring</p> <p><i>Issue raised by Bourne Town Council and through Resources PDG</i></p>	<p>The Team Leader for Operations from Property and Facilities and the Grounds Maintenance Supervisor outlined the current grounds maintenance contract, which was due to end in 2013.</p> <p>Over the summer officers received reports that there were occasions when the contractor had not performed the cutting of verges within the contract specification. Officers were working on developing a new, more robust and enforceable contract.</p>
	East Midlands Ambulance Service	<p>Three representatives from EMAS attended the meeting:</p> <ul style="list-style-type: none"> • Jon Sargent – Director of Finance • Lynn Rutland – Service Delivery Manager • Greg Cox – Operational Support Manager, Lincolnshire <p>They outlined their 'Being the Best' consultation which proposed changes to the way EMAS operates.</p> <p>Councillors were reassured that the changes would not see a decrease in cover in the district and that the location of Community Ambulance Posts should be based on statistical analysis of possible strategic deployment points. Members were keen that representatives should take advantage of local knowledge.</p> <p>Councillors discussed the proposals and</p>

		asked a number of questions of the representatives who attended.
22 January 2013	Presentation in preparation for first stage report of defibrillator/first aid working group	The Committee considered report number ENV578 which provided background information on first aid legislation, LIVES and defibrillators. The Committee identified key lines of enquiry for the working group to investigate and on which to report back.
	Member training	Summary of feedback of Councillor training programme run after 2011 election
	Representatives on Outside Bodies	The working group presented a draft form designed to assist members who represent the council on outside bodies in reporting back. The Committee recommended that the draft form be presented to the annual Council meeting on 18 April 2013 with the report requesting the council make annual appointments.
	Update on relationship between Cabinet, officers and PDGs	The Community Engagement and Policy Development officer gave an update on the communication mechanisms introduced to improve the effectiveness of the policy development groups. The Committee recommended three-monthly updates for a year.
19 February 2013	Performance - Q3 report	
	Presentation on CCTV to scope purview of CCTV working group	
9 April 2013	Procurement Lincolnshire	Manjeet Gill, Alan Thomas and Sharon Cuff will attend the meeting and answer the Committee's questions on procurement Lincolnshire on behalf of the strategic and steering boards.
	Final report of the defibrillator/first aid provision working group	
	Update on relationship between Cabinet, officers and PDGs	
June 2013	Performance – Q4 report	
	Impact of the self-financing of the HRA	
August 2013	Performance – Q1 report	
	Update on relationship between	

	Cabinet, officers and PDGs	
October 2013	Update on relationship between Cabinet, officers and PDGs	
November 2013	Performance – Q2 report	
	Update on relationship between Cabinet, officers and PDGs	
January 2014		
February 2014	Performance – Q3 report	
	Update on relationship between Cabinet, officers and PDGs	
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

Working Group

Working Group	Members
Defibrillator/First Aid Working Group	Councillor Paul Cosham Councillor Mrs Rosemary Kaberry-Brown Councillor Mrs Judy Smith
Planning matters	Councillor Helen Powell Councillor Paul Cosham Councillor Alan Davidson Councillor David Nalson
CCTV working group	Councillor Helen Powell Councillor Alan Davidson Councillor Reg Howard
Representatives on Outside Bodies Working Group	Councillor Michael King Councillor Bob Sampson