

AGENDA



For a meeting of the
SCRUTINY COMMITTEE
to be held on
TUESDAY, 26 NOVEMBER 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 Reginald Howard (Chairman), Councillor Mrs Rosemary Kaberry-Brown, Councillor Michael King, Councillor David Nalson, Councillor Helen Powell, Councillor Bob Russell, Councillor Bob Sampson, Councillor Ian Selby, 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.

Your council working for you

5. ACTION NOTES FROM THE MEETING HELD ON 15 OCTOBER 2013

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. FEEDBACK FROM THE EXECUTIVE

8. QUARTER 1 & QUARTER 2 PERFORMANCE REPORT 2013/14

Report number PPMO06 by the Head of People, Projects and Performance.

(Enclosure)

9. REPORTS FROM WORKING GROUPS

10. WORK PROGRAMME

(Enclosure)

11. REPRESENTATIVES ON OUTSIDE BODIES

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

ACTION NOTES

SCRUTINY COMMITTEE

TUESDAY, 15 OCTOBER 2013



COMMITTEE MEMBERS PRESENT

Councillor Reginald Howard (Chairman)
Councillor Michael King
Councillor David Nalson
Councillor Helen Powell
Councillor Bob Russell

Councillor Bob Sampson
Councillor Ian Selby
Councillor Mrs Judy Smith (Vice-Chairman)
Councillor Ian Stokes
Councillor Frank Turner

OFFICERS

Operations Director (Ian Yates)
Head of People, Projects and Performance (Sue Griffiths)
Head of Community Assets (Paul Stokes)
Head of Housing and Neighbourhoods (Ian Richardson)
Property Development Manager (Neil Cucksey)
Head of Finance (Richard Wyles)
Growth and Business Investment Manager (Paul Thomas)
Economic Development and Regeneration Lead (Corrine Garbett)
Performance Management Officer (Sam Selby)
Community Engagement and Policy Development Officer (Carol Drury)
Principal Democracy Officer (Jo Toomey)

23. COMMENTS FROM MEMBERS OF THE PUBLIC

Mr Worth made reference to an issue he had raised at a previous meeting in relation to car parking signage and enforcement in Market Place, Grantham. A member of the Committee also referred to comments he had received. As the issue did not fall within the remit of the district Council, it was suggested Mr Worth should make his complaint directly to Lincolnshire County Council. Contact details would be supplied by officers.

24. MEMBERSHIP

The Committee was notified that Councillor Ian Stokes would be substituting for Councillor Mrs Kaberry-Brown for this meeting only.

25. APOLOGIES

An apology for absence was received from Councillor Cosham.

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26. DISCLOSURE OF INTERESTS

No interests were disclosed.

27. ACTION NOTES TUESDAY 20 AUGUST 2013

The action notes from the meeting on 20 August 2013 were noted.

28. UPDATES FROM PREVIOUS MEETING

CCTV

At its last meeting, the Committee received a summary of a countywide CCTV project led by Superintendent Vickers. He explained that Procurement Lincolnshire would work in conjunction with the districts to procure new equipment, ensuring that any new purchases were on compatible platforms. Any cost-benefit analysis would be carried out by the relevant district council officers.

Defibrillators

Further to the committee's recommendation about the introduction of defibrillators, a piece of work had been carried out which assessed insurance and risk from an organisational perspective. Officers worked with LIVES to develop a recommendation that 5 defibrillators should be placed in Council premises across the district. Work was underway to identify budget to fund defibrillator provision.

Members were informed that defibrillators would be placed within the Council's buildings where they could not be tampered with. Several members expressed strong concerns that defibrillators should be publicly accessible with 24-hour access. Reference was made to community schemes across the district where defibrillators were available on-street. The Committee was reminded that the remit of the working group was to consider provision for the authority's staff and customers. To support staff, training would be provided on the use of defibrillators and making an initial risk assessment. Officers would be made aware of the location of defibrillators.

29. ANNUAL REPORT 2012/13

The Council's Performance Management Officer presented report number PPMO05 on the 2012/13 annual report: 'celebrating our success'. The report was designed to inform Councillors and members of the public about the Council's performance as well as progress against its projects. Heads of Service were present at the meeting to answer any questions raised by Councillors.

Projects highlighted within the report included:

- Olympic torch relay

- Gravity Fields Festival 2012
- A district-wide recycling education campaign
- Wherry's Lane and Bourne Core Area
- Southern Quadrant, Grantham
- Green flag status for Wyndham Park, Grantham
- Local Authority Mortgage Scheme
- Bourne Community Access Point

Improvement plans had been drawn up to augment performance in respect of sickness absence and planning targets. Officers reported that attendance had improved and that as they started to receive reports for 2013/14, Members would notice improved end-to-end times in the determination of planning applications.

The authority had seen an increase in the number of people in receipt of benefits. The weekly average wage had remained stable and there had been a positive increase in the percentage of people who were economically active.

Members were informed that the Council had not met targets on the level of CO2 emissions because of additional heating required throughout the drawn-out winter in 2012/13. This was reflected across the Council's estate and the leisure centres.

Levels of household waste sent for reuse, recycling and composting had fallen below target. It was hoped that a district-wide education campaign would increase performance. Targeted campaigns would also be rolled-out following a detailed audit of the waste in the areas from which a high proportion of contaminated recycling was collected.

Members were invited to ask questions and make comments.

One member asked how income raised through the green bin service was used to support broader clean-up activity. Officers said they would supply this information directly. Reference was also made to street-cleaning in Bourne; an appropriate solution that provided a high quality product would be identified.

Action Point

- ***Information to be supplied on distribution of income from the green waste scheme to conduct broader environmental clean-up work***
- ***Identify a street-cleaning solution for Bourne***

A further question was asked on the number of reports regarding fly-tipping following increases in the cost of skip hire. It was suggested that this should be monitored on an ongoing basis. Officers hoped that high profile publicity of any successful enforcement action would help act as a deterrent.

Officers advised members that they hoped shops at Wherry's Lane, Bourne, would be available for tenants by the end of December 2013. Reference was also made to changes in car parking arrangements as a result of the

development. Five public parking spaces would be lost to residential properties however consideration was being given to whether contractors could use them in the short-term.

Councillors suggested earlier advertising of Gravity Fields 2014 across the district to optimise opportunities for individuals from South Kesteven to attend events. The contribution of community groups to the success of the festival in 2012 was acknowledged.

Members queried why the 2012/13 target for leisure centre visits was lower than the actual number of visits for 2011/12. Officers stated the target was set at a cautious level as the number of visits in 2011/12 was significantly higher than previously experienced.

Councillors were informed that there were a number of measures that were recorded but against which no target was set. These measures recorded performance over which the district council had no influence, for example average rent levels in the private sector. This information was collected as it assisted the delivery of the authority's services. There were also a number of new indicators where there was no target as performance in 2012/13 formed the baseline.

The Committee was informed that it would receive a report on performance in the first half of 2013/14 at its meeting on 26 November 2013.

30. PROCUREMENT LINCOLNSHIRE

The Committee noted the report submitted by the Head of Procurement Lincolnshire which gave a brief update on the recommendations made by the Committee in its scrutiny review of the service. A Procurement Advisor from Procurement Lincolnshire attended the meeting to answer any questions. Issues arising from the recommendations made by the Committee would be considered at a meeting of the Procurement Advisory Board in November 2013.

Members were informed that a Procurement Lincolnshire working group had made recommendations (based on the Committee's review) on revisions to the way in which savings were calculated. It was proposed that three different savings would be recorded: those achieved using the Chartered Institution of Purchasing Supply definition, savings related to process and cost avoidance, and non-monetary benefits (including apprenticeships and opportunities for the long-term unemployed). When calculating savings a confidence rating would be applied to each contract. This would form part of the methodology for calculating the baseline against which savings would be measured. Baselines and savings were signed-off on behalf of the Council by the Head of Finance.

Members were informed that targets going forward would be more challenging; the new target-setting arrangements were applied for calculating 2013/14 savings.

The Committee was advised that district council officers' engagement and participation had improved since the scrutiny review was issued.

The recommendations made by the Committee in relation to Procurement Lincolnshire's Governance arrangements would also be considered at the Procurement Advisory Board in November 2013.

Members discussed the update and recognised that Procurement Lincolnshire had accepted its recommendation in relation to target-setting. Councillors also referred to the time the Committee had had to wait for a response and that consideration of final recommendations would not be completed until November, which was two years after the review started.

Brief comments were made relating to the savings methodology. While members did not challenge Procurement Lincolnshire's achievements, they felt strongly that altering the savings methodology from a cumulative model would help Procurement Lincolnshire accurately demonstrate their success. Reporting the information in a different way would remove any potential for giving a misleading impression of savings achieved by the service.

Members noted that baselines were calculated for each contract and were interested in receiving further information on the methodology.

Further concerns were expressed about Procurement Lincolnshire's governance arrangements. The consensus of the committee was that the board which included elected members (Strategic Procurement Board) should have responsibility for signing-off decisions made by the officer-only Procurement Advisory Board. They particularly felt that the recommendations put forward by the Committee should have been considered by the group that contained elected members. There was also some criticism that the decisions on how savings would be calculated would be considered by the officer-only board without consultation with the Strategic Procurement Board. The Committee acknowledged the professionalism and specialist knowledge held by officers but felt that they were making decisions which would be more appropriately made by Councillors.

Committee members were informed that at meetings of the Strategic Procurement Board district council interests were represented by Councillor Rick Metcalfe from City of Lincoln Council. Councillors were aware that members should not make individual representations to Councillor Metcalf. Any representation from the Committee would be fed through the chairman of the Scrutiny Committee to the Procurement Lincolnshire Boards.

The chairman thanked the officer from Procurement Lincolnshire for attending the meeting. Members of the Committee looked forward to receiving a full response to their recommendations and hoped that their work would prove instrumental in influencing the positive development of Procurement Lincolnshire.

31. WORK PROGRAMME

The work programme, which was circulated with the agenda, was noted.

32. REPRESENTATIVES ON OUTSIDE BODIES

The Committee's Chairman informed members that he had attended a meeting of the Welland and Deeping Internal Drainage Board. Members discussed the governance arrangements of the internal drainage board. One Councillor, who represented the council on another internal drainage board, explained the rationale behind the composition of the boards.

The Council's representative on the Elsea Park board informed members that work had commenced on the new primary school.

33. CLOSE OF MEETING

The meeting was closed at 12:06pm.

REPORT TO SCRUTINY COMMITTEE

REPORT OF: Head of People, Projects and Performance

REPORT NO: PPMO 06

DATE: Tuesday 26 November 2013

TITLE:	April to September Performance Report: How are we doing?	
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 April to September 2013/14 and considers any appropriate initiatives or actions that they may wish to request.

2. PURPOSE OF THE REPORT

This report shows the year to date performance and a priority update for 2013/14. 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 gives a summary of projects that we have been delivering during the course of the year and provides the results for our strategic performance indicators up to the end of September 2013.

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.



fascinating



memorable

HOW ARE WE DOING?

As an organisation we actively monitor our projects and key corporate performance measures. This report has been developed to outline the progress we have made towards delivering our priorities during the first half of 2013/14.

Autumn 2013



STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS

Stamford Georgian Festival

Thousands attend Stamford Georgian Festival.

During the last weekend of September 2013 thousands of people attended Stamford's Georgian Festival over three days against the backdrop of wonderful sunshine.

Over 40 talks, recitals, shows, tours, rides, and a famous re-enactment of the bull run combined to make it a weekend to remember thanks to partnership working with Stamford Town Council, Burghley House, Shademakers, New College and Cummins Generator Technologies.

The festival's busiest day on Saturday saw thousands follow the wooden bull through the town to a spectacular ceremonial burning on the town's Meadows. Traders embraced the spirit of the event by dressing in costume of the period and volunteers made sure the weekend ran smoothly.

Sunday enjoyed the same perfect weather, attracting hundreds to watch a Georgian style cricket match, and other events including a Georgian tea dance.

"We were very encouraged by the numbers of people that both attended and supported the weekend".

Cllr Frances Cartwright

Cllr Frances Cartwright, SKDC's portfolio holder for Grow the Economy, said some traders experienced record profits.

"Our aim is to drive tourism to Stamford and South Kesteven and we feel this was another positive step towards that goal which has boosted business and also left people with some great memories".

"It's fantastic the town attracted such numbers. The feedback we've had from retailers, many of whom got into the spirit of the weekend and dressed up, certainly reflects it was a great weekend".

"We'd like to thank the residents of Stamford for their support on all three days and the visitors who made the effort to attend."

Facts:

- 22,182 recorded footfall on the Saturday this is 40% increase on a normal Saturday
- 2,509 tickets sold for ticketed shows and events
- Approximately 500 people watched the cricket match on the Sunday
- Stamford Town Hall saw more than 1,000 visitors wanting to view their ancient memorabilia this exceeded expectations
- 40 talks, recitals and shows took place over the 3 day event ■



The Mallard comes to Grantham

It was full steam ahead when residents, rail enthusiasts and the public in general turned out in their thousands for Mallard – the story of speed which for one weekend only, saw the world’s fastest steam locomotive return to Grantham.

Working in partnership with Lincolnshire County Council, Carrillion PLC, Pinza and local heritage voluntary groups, the weekend celebrated the 75th anniversary of the rail speed record broken by the A4 Class steam locomotive just south of the town.....a record which still stands today.

The festival, at the beginning of September, gave visitors the chance to get a close up of the steam icon as well as a Deltic locomotive – Mallard’s high speed diesel successor – plus streamlined racing cars of the 1930’s (which inspired the Mallards design) and examples of Grantham’s engineering heritage.

There were many other attractions including a replica of a 1930’s carriage interior, miniature train rides, vintage bus travel and local heritage society displays as well as children’s rides and food. The festival's spirit continued for much of September at The George Centre in the town when a pop up LNER shop showing exhibits and regalia of Grantham station's past.

Facts:

- Actual footfall in the town centre on the Saturday was 21,253
- Footfall increased by 20% on the Saturday compared to a normal trading Saturday
- 15,000 people over two days visited the Mallard at Grantham train station ■

Traders told us that they had a really good business day.



Shop Front Improvement Scheme Giving our towns a facelift

Shops across South Kesteven have been given much-needed makeovers thanks to SKDC's shop front regeneration scheme.

The aim of the scheme is to improve the overall appearance of our retail areas whilst at the same time retaining and enhancing the character of our town centres.

The grant, for up to a 75% of eligible costs, covers new shop fronts, repainting, repair and reinstatement of frontage especially original features. The remaining 25% is sourced by the applicant.

So far the scheme has been open to businesses in Bourne and Grantham but has now extended to include Stamford and Market Deeping. We have recently been successful in a bid to secure funding from English Heritage, which has enabled us to extend this further to businesses within Grantham town centre.

We have a full allocation of applications to be approved.

Facts:

Number of applications received and awaiting final approval for 2013/14 scheme

- Stamford: 3
- Market Deeping: 2
- English Heritage extension to Grantham town centre: 5



After

Before

Green Waste Service 2013

This is our second year providing a chargeable green waste service and despite the slow start due to the extreme cold weather, we have seen an increase of the number of customers who have chosen to rejoin the scheme.

More than 13,000 existing green waste customers were contacted by email for the first time as part of our bid to encourage residents to rejoin their garden waste service for 2013/14. Online method of payment was also available to our customers.



Facts:

- 7.9% increase compared to 2012
- Charges held for 2013 at £25
- 26,087 customer bought into the service
- 578 new customers
- 1,444 new green bins purchased by customers
- Almost back to pre-charge membership of 27,000

Green Flag status in our Parks

Wyndham Park Grantham awarded Green Flag status second successive year



Following the annual assessment of Wyndham Park by Green Flag judges the park was awarded Green Flag status for the second successive year.

The council and its grounds maintenance partner had to demonstrate continuous improvement to retain the award, including making sure it is a welcoming place, healthy, safe and secure, clean and well maintained.

It also had to tick all the boxes on grounds of sustainability, community involvement, being marketed correctly and on its overall management.

“A Green Flag flying overhead is a sign to visitors that the space boasts the highest possible standards, is beautifully maintained and has excellent facilities and we’re proud Wyndham Park has these qualities.”

Round Optimisation

During May and June we carried out a review of our waste collection routes to help us meet the growing demand of the increasing households in the district.

These changes were designed to meet a number of improvements to operational arrangements including making the most efficient use of our vehicles and fuel but also to allow for past and future growth in the district.

This also allowed for changes to our disposal and recycling arrangements to be improved.

From July, 1,600 homes out of 61,000 in the district incurred a change in collection day, which also highlighted the need to increase our rounds from 12 to 14. We wrote to the households that were affected by these changes. No service issues were experienced.

We are now in a position that we can support residential growth across the district up to 2017.



Sustaining and improving our neighbourhoods

We took the opportunity to participate in a national project which was facilitated by the Chartered Institute of Housing and involved social housing providers to consider how best to secure a successful and sustainable future for our neighbourhoods.

The approach consisted of a number of simple concepts:

- understanding at the neighbourhood level the issues that impact on neighbourhood management
- resident satisfaction and to improve
- recognising the involvement in the neighbourhood by other agencies and residents
- understanding the resources available and how best they can be utilised to secure a thriving future to protect investment in the neighbourhood

The Earlesfield area in Grantham was used as a pilot neighbourhood the first 'neighbourhood improvement plan' is currently in development. Once finalised, it is intended that the plan will inform our actions and interventions to provide a methodology for us to use.

Taking part in the national project and working with other housing providers, has enabled us to share good practice and build a network of contacts. The key outcome of taking part will ensure a more rigorous and methodical approach to neighbourhood management and an improved communication with our residents with a view to being able to demonstrate improved performance and resident satisfaction.

The intention is that this approach will be rolled out across the district.

Housing Strategies and policies

We have undertaken a review of key housing strategies and policies; ensuring that we take account of all our statutory responsibilities and changes in legislation so that we can best serve the future housing needs of people living in our area.

A Housing Strategy was agreed following consultation it sets out our housing ambitions and priorities for the next five years. There are four strategic priorities within the strategy:

- High quality new affordable homes available to buy or rent
- Improved housing standards across the district and for all tenures
- Access to housing and wellbeing services
- Promotion of sustainable neighbourhoods and communities.

Tenancy Strategy and Tenancy Policy

We talked to and listened to feedback from members, residents and stakeholders when putting together our Tenancy Strategy and Policy.

The Tenancy strategy provides information on tenure types, demand and affordability together with our expectations of what we expect to be taken into account when deciding the nature of tenancies to be granted. This strategic guidance is designed to ensure that best use is made of all available social housing in our area.

To support the strategy a Tenancy policy has been developed in response. The policy provides information on matters including:

- Tenancy types and duration
- Paying rent
- Tenancy reviews
- Succession rights
- Mutual Exchanges.



Subsequently a delivery plan has now been developed and is being monitored through our Housing Steering Board.

Our Allocations Policy has also been reviewed as part of the programme. This policy sets out the basis on which housing applications and transfer requests will be assessed and prioritised for the purpose of allocating available council housing and making nominations to other registered providers of social housing in our area. Based on need, the policy provides information on acceptance criteria, about the housing register (waiting list) and about the prioritisation of applications.

During the review we replaced the system of prioritisation based on 'points' with a system based on 'banding'; introducing an 'emergency' band and bands 1 – 4.

New supporting literature has been produced; guidance and staff training undertaken. Further related communications was also delivered using key messages to applicants and the various other stakeholders.

Unlocking our potential

We believe SKDC is a great place to work and with the Unlocking our Potential programme we have seen many improvements for both our customers and staff. Now we want to be a top employer and the best council in the country.

We are ambitious and have a strong delivery on our priorities. We want everyone to be part of this so we have produced our People Strategy to make sure we offer the best support to all staff, opportunities to develop and be involved and activities to look after well being.

The Unlocking our Potential brand is widely recognised by staff throughout the council and has been a catalyst for change. We now have an embedded set of values through the introduction of the Behavioural Framework so that everyone understands what is expected of them and in turn how they are supported.

We have almost completed our Customer Access Strategy which explains how we should interact and communicate with customers and how customers in turn access our services.

Through the performance appraisal process we monitor and support the performance of all individual members of staff through personal development reviews (PDR's), 1 to 1's and regular team meetings. This is clearly linked to the council's priorities and values and staff have access to support and development.

We are also committed to ensuring our staff have the right skills so that they can achieve our priority aspirations. By means of the Learning and Development programme as well as on the job skills development and coaching, all staff will be equipped and developed as the business demands.

The brand remains strong and has successfully permeated into the SK culture through the implementation of the People Strategy to support a high performing workforce.



We are ambitious and have a strong focus on delivering our priorities.

We want everyone to be a part of this.

ICT base Review

Earlier in the year a review was undertaken of our key customer facing applications to enable senior managers to have informed and clear strategic discussions around future ICT system requirements of services and the council as a whole.

This report was based on a simple Red, Amber or Green status taking into account various factors. This provided us with a health check for each of our key operating systems.

Some development and efficiency opportunities have been highlighted and aligned with our emerging Customer Access Strategy and Agile Working approach to give us a clearer picture of the future.

This document is also being used as part of the updated ICT Strategy which is being developed. We have factual information on licences and contracts of varying description, a greater understanding of our systems and what is available in the market place and opportunities to simplify and update our system portfolio.



Civil Parking Enforcement (CPE)

During September 2012 the council adopted the South Kesteven District Council Civil Enforcement Off-Street Parking Places Order 2012 as a result of changes to legislation.

We joined forces with seven authorities and Lincolnshire County Council to deliver on and off street enforcement in a consistent way. Illegal parking is now a civil offence not a criminal offence. This applies equally to on and off

street parking. A contractor now administers the enforcement of parking fines in SK off street car parks on our behalf.

We also considered how local residents felt about the changes and listened to their views. Members recognised the need to address these in the Car parking Strategy under resident parking schemes. Working groups were set up to look at parking in each of our main towns and extensive consultation took place. A permanent residents parking permit is currently being developed.

There has also been a change in parking behaviour as a result of the new enforcement arrangements which has resulted in changes in income levels to the council. We continue to listen and monitor customer feedback as a result of the changes along with building on the lessons learned during the transitional arrangements.

There has also been a change in parking behaviour as a result of the new enforcement arrangements which has resulted in changes in income levels to the council.





How do we measure success?

As well as our projects which you have read about in the first part of this report, we also monitor a set of performance measures that help us to determine whether we are on target to deliver our priority outcomes.


Performance overall up to the end of September has remained steady.

Grow the Economy

Performance has seen improvements across all the measures for this priority especially footfall in our key towns and the percentage of planning applications approved. We have introduced two new measures that monitor our car park usage.




	Code & PI Description	Quarter 1 2013 April -June		Quarter 2 2013 July - Sept		Annual Target 2013/14	Have we improved	Performance Summary
		Results	Target	Results	Target			
	SK 433 Percentage of planning applications approved	92.5		93.1		Data only measure/s - target/s have not been set	Y	The percentage of applications where planning permission was granted has remained unchanged at between about 91% and 93% for the last 6 months. Historically, this authority approves more than the national average, which was 89% granted over this period.
	SK 482 Percentage of retail units in town centres that are occupied	91%		93.2%			Y	The occupancy of retail units in our four main towns has overall improved by 2.2%. •Grantham occupancy increased to 88.3% •Stamford is 98.2% •Bourne has increased to 92.7% •Market Deeping is 92.4%
	SK 485 Total footfall within key shopping areas	61,050		66,935			Y	This measure is a snapshot of footfall within our key shopping areas. Overall we have seen an 8.8% increase compared April 2013; •Grantham was down by 2.6% •Bourne saw an increase of 22.5% •Stamford saw an increase of 14.8% •The Deepings saw an increase of 29.2%
	SK 624 Number of car park tickets sold : duration of under 2 hours	24,388		30,645				Since the introduction of Civil Parking Enforcement in December 2012. We have been closely monitoring the income levels in our off street car parks. There has been a noticeable change of parking behaviour particularly in Stamford. One and two hour parking bays are now freely available on street at no cost and therefore we have introduced these two new indicators to track the pattern of behaviour between the under and over 2 hour ticket sales.

Scrutiny Committee Report

	Code & PI Description	Quarter 1 2013 April -June		Quarter 2 2013 July - Sept		Annual Target 2013/14	Have we improved	Performance Summary
		Results	Target	Results	Target			
	SK 625 Number of car park tickets sold : duration of over 2 hours	21,105		26,491		Data only measure/s - target/s have not been set		As above


Support good housing for all

Overall performance of this priority is mixed both measures relating to new homes are experiencing results below expectation these are unfortunately dependant on housing developers building new homes. We have introduced a new measure around households on our housing register that are being assessed as having a housing need.

	Code & PI Description	Quarter 1 2013 April -June		Quarter 2 2013 July - Sept		Annual Target 2013/14	Have we improved	Performance Summary
		Results	Target	Results	Target			
	NI 155 Number of affordable homes delivered (gross)	18	25	31	50	100	Y	During the last quarter an additional 13 affordable homes have been completed (10 rent;3 shared equity). This is in line with the development programmes for those affordable housing schemes currently on site.
	NI 154 Number net additional homes provided	151		251		Data only measure/s - target/s have not been set	N	The number of completions recorded in September (28) was below the monthly apportioned target figure (57). Overall the cumulative total of completions is 27% below target figure expected for this point in the year.
	SK 623 Number of households on the councils housing register assessed as having a housing need.			936				This new measure was introduced at the end of quarter two. 44% of housing applicants were classed as requiring housing need. This is determined by the guidance given in our Allocations Policy.


Keep SK clean, green and healthy

Performance measures are showing a good results versus target.

	Code & PI Description	Quarter 1 2013 April - June		Quarter 2 2013 July - Sept		Annual Target 2013/14	Have we improved	Performance Summary
		Results	Target	Results	Target			
	NI 192 Percentage of household waste sent for reuse, recycling and composting	52.4%	50%	50.8%	50%	50%	N	To improve performance we have launched an education campaign to target high contamination areas across the district. We have started by distributing leaflets reminding our residents of what can and cannot be placed in each of our bins, billboard advertisements have also been used to deliver our key messages on "together we can be a recycling champion". We will continue to target all areas until contamination is at a minimum level.





Promote leisure, arts and culture

Performance is continuing to improve with high numbers of people visiting our leisure centres.

	Code & PI Description	Quarter 1 2013 April - June		Quarter 2 2013 July - Sept		Annual Target 2013/14	Have we improved	Performance Summary
		Results	Target	Results	Target			
	SK 453 Number of visits through our leisure centres	209,547	187,500	425,085	375,000	750,000	Y	Leisure Connection has increased their emphasis on sales and marketing and this is driving up footfall across the centres. Their sales and promotional offers particularly the £19.99 monthly membership fees have been particularly successful and the figures reflect this.

Well run council

Performance overall for this priority has been mixed. Our abandoned call rate being over target we have reviewed and improved our process. Working days lost to sickness has shown signs that performance is beginning to worsen we are working with services that are experiencing these issues to prevent further decline.

	Code & PI Description	Quarter 1 2013 April - June		Quarter 2 2013 July - Sept		Annual Target 2013/14		Performance Summary
		Results	Target	Results	Target			
	SK 610 Percentage of calls that are abandoned within all core customer contact centre's	5%	5%	7%	5%	5%	N	Overall performance of all our core customer contact centre's abandoned calls are currently 2% above target of 5%. Further investigation found that each contact centre had different processes. This has now been resolved and all calls received are held in a queue and given the same options at the same point in all of our contact centres.
	SK 144 Projected number of Working Days Lost Due to Sickness Absence	8.43	10.00	9.44	10.00	10.00	N	During the first half of the year we have seen a steady increase in the number of working days lost due to sickness. Services that have the highest level sickness have been proactively managing the issues using: •Management tools •Health checks •Sharing performance data within team
	SK 534 Number of Complaints received	29		22		Data only measure/s - target/s have not been set	Y	During the first half of the year we have seen a steady flow of feedback which we monitor closely. All feedback received is dealt with in accordance to our customer feedback procedures.
	SK 582 Number of compliments received	21		30			Y	



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Agenda Item 10

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	<p>The working group presented a draft form designed to assist members who represent the council on outside bodies in reporting back.</p> <p>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.</p>
	Update on relationship between Cabinet, officers and PDGs	<p>The Community Engagement and Policy Development officer gave an update on the communication mechanisms introduced to improve the effectiveness of the policy development groups.</p> <p>The Committee recommended three-monthly updates for a year.</p>
19 February 2013	Performance - Q3 report	<p>The quarter 3 performance report was presented which provided a summary of performance and project progress during the reporting period. It concentrated on the priority themes: 'Keep SK Clean, Green and Healthy' and 'Promote Leisure, Arts and Culture'.</p> <p>An update was given on performance within the Development Management Team. Councillor asked about feedback from the Gravity Fields Festival and requested that the evaluation of the festival (including short-term and long-term gains) be included on a future agenda.</p> <p>There was also discussion about the cleanliness of the street scene within town centres and the funding of work by monies collected through the green waste scheme. Councillors asked for a breakdown showing the use of the funding in creating cleaner town centres.</p>
	Presentation on CCTV to scope	The Community Safety and Licensing Service

	purview of CCTV working group	<p>Manager gave a presentation on CCTV. He told the committee about the equipment, the different types of cameras the team monitored and additional services provided by the team including Shopwatch and Pubwatch schemes as well as the Council's out of hours telephone service.</p> <p>Committee members identified the key beneficiaries of CCTV as the police and felt strongly that they should make a financial contribution for the running of the service. The committee asked Councillor Wootten as chairman of the Lincolnshire Police and Crime Panel to put an item on the agenda of a future meeting to gauge support from other districts and consider putting forward a collective request.</p>
9 April 2013	Procurement Lincolnshire	Alan Thomas and Sharon Cuff (representing Procurement Lincolnshire) attended the meeting and addressed the recommendations made within the Committee's Scrutiny Review. After five years in operation, PL was reviewing its targets and the definitions behind its performance measures. On completion of the review, PL's reps agreed to submit a report to the Committee in September 2013.
	Interim report of the defibrillator working group	<p>Date for final report pushed back to allow continued investigation.</p> <p>The Chairman of the working group provided a summary of its key lines of enquiry, how it was addressing them and plans for further investigation.</p>
11 June 2013	Performance – Q4 report	Moved to 20 August 2013 as "annual report"
	Impact of the self-financing of the HRA	To be considered at a later date that complements the work being undertaken by Resources PDG.
	Procurement Lincolnshire – Governance Arrangements	Discussion around the governance arrangements and scrutiny of Procurement Lincolnshire. The Committee took account of the history of PL and the way its structure developed. It made 2 recommendations on the membership of the Procurement Advisory Board and requesting that PL feedback on this issue when responding to the Committee's other recommendations.
	Pre-application planning advice	The issue was raised at the meeting on 9 April 2013. The Development Management Service Manager and the Chairman of the Development Control Committee attended

		the meeting. The Committee asked a number of questions about how the scheme worked in practice, whether the Development Control Committee should have been included in the decision to introduce pre-application advice charging and the views of the Development Control Committee Chairman.
	Final report of the defibrillator working group	The Committee considered the report and recommendations of the working group. A number of small adjustments were made to the wording of the proposed recommendations and an additional recommendation was added. The Committee endorsed the report, which was then submitted to Cabinet for its consideration.
	Annual review of PDGs	The Community Engagement and Policy Development officer gave a summary of the work completed by the Policy Development Groups
20 August 2013	Gravity Fields - evaluation	The Economic Development and Investment Service Manager and the Economic Development and Regeneration Lead presented a report on the outcomes of Gravity Fields 2012 and gave a presentation on plans for Gravity Fields 2014.
	CCTV	Supt. Vickers from Lincolnshire Police attended the meeting to talk about a countywide CCTV project. He informed councillors that the early intention had been to move to a one or two control room model, however, partners' preferred model was individual control rooms. Supt Vickers explained that the county's Safer Communities Team was working with Procurement Lincolnshire so that, as district councils replaced their equipment they would be brought onto a compatible platform. In that way, any future exercise to reduce the number of control rooms would be simplified. The Committee asked through a follow-up letter for a copy of the technical studies that had been produced to support the work and a written copy of the brief given to Procurement Lincolnshire. They also asked who would carry out any cost benefit analysis on the letting of future contracts.
	Defibrillators	Following consideration by Cabinet, a number of follow-up questions were asked. The Committee tasked officers to supply this information to Cabinet.

15 October 2013	Performance – annual report 2013/14	<p>The annual performance report for 2012/13 was presented to the Committee. The report highlighted key projects that took place during the reporting period. Members noted that throughout the year two performance improvement plans had been prepared: one relating to staff sickness and the other to the amount of time taken to determine planning applications. Improvements in performance had subsequently been reported in both areas.</p> <p>During discussion the committee raised a number of different subjects, which included: street scene in Bourne, CO2 emissions, fly-tipping, recycling campaigns, Bourne Core Area, Gravity Fields 2014 and leisure centres.</p>
	Procurement Lincolnshire - feedback	The Committee received an update report from Procurement Lincolnshire. The update covered recommendations that had been made by the Committee as part of its scrutiny review of the service. The Procurement Advisory Board was scheduled to formally consider topics relating to the Committee's recommendations at its meeting in November 2013.
26 November 2013	Performance – Q1 & Q2 report	A report on performance during the first two quarters of 2013/14.
18 February 2014	Performance – Q3 report	
8 April 2014	Improving Broadband in rural areas	Review work undertaken by onLincolnshire
	Gravity Fields – review of long-term outcomes	
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 Membership

Working Group	Members
Defibrillator/First Aid Working Group COMPLETED. REPORTED TO COMMITTEE ON 11/06/13	Councillor Paul Cosham Councillor Mrs Rosemary Kaberry-Brown Councillor Bob Sampson Councillor Mrs Judy Smith
Planning matters	Councillor Helen Powell Councillor Paul Cosham Councillor Alan Davidson Councillor David Nalson
CCTV working group DISBANDED	Councillor Helen Powell Councillor Alan Davidson Councillor Reg Howard
Representatives on Outside Bodies Working Group COMPLETED. REPORTED TO COMMITTEE ON 22/01/13	Councillor Michael King Councillor Bob Sampson