

Finance, Economic Development and Corporate Services Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Tuesday, 7 September 2021 at 10.30 am
Council Chamber - South Kesteven House, St. Peter's
Hill, Grantham. NG31 6PZ

Agenda Supplement

5. Updates from previous meeting

(Pages 3 - 9)

Document marked 'to follow' on the agenda originally published

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ACTION SHEET

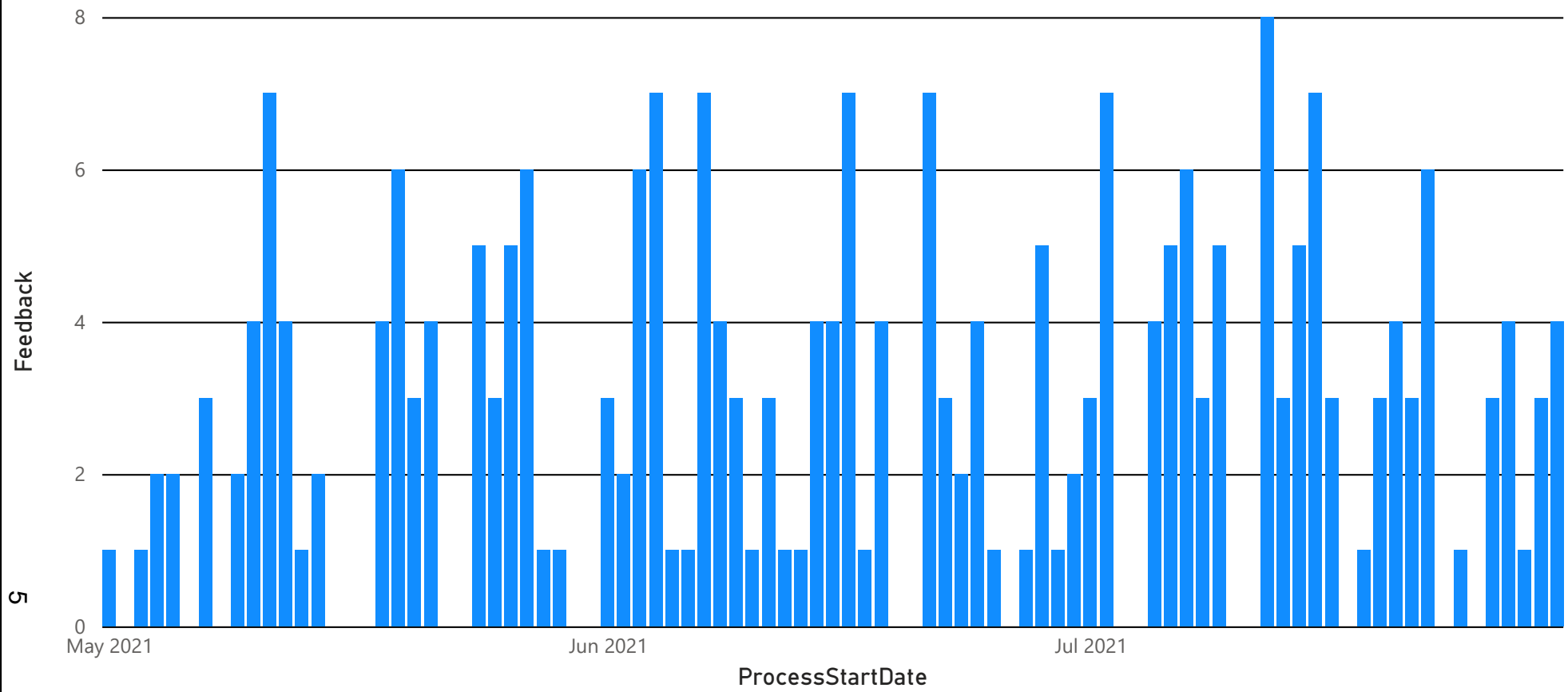
Finance, Economic Development and Corporate Services Overview and Scrutiny Committee

To provide members with an update on actions agreed at the meeting held on 20 July 2021.

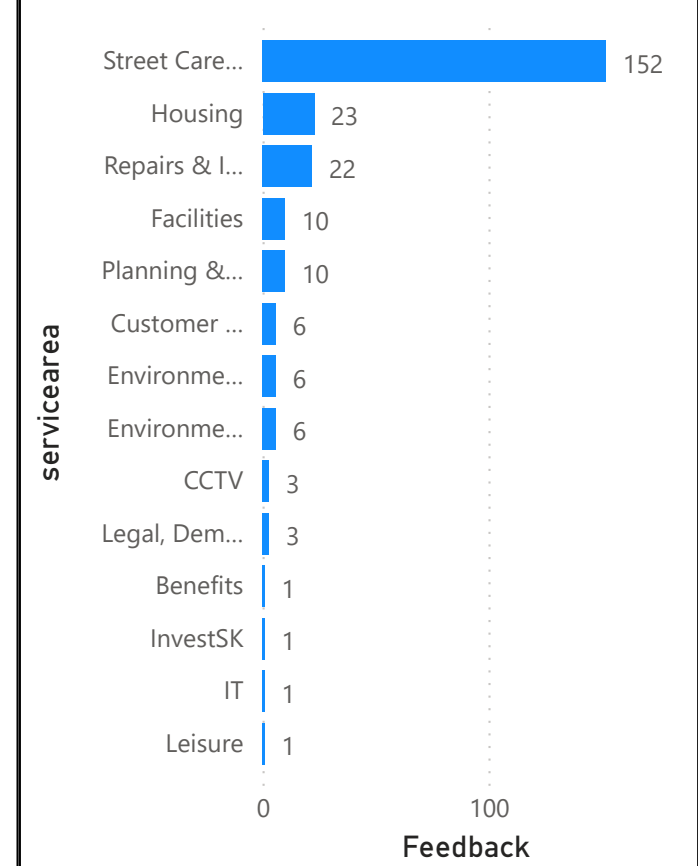
Min No	Agenda Item	Action	Assigned to	Comment/Status	Deadline
17.	Local Council Tax Support Scheme 2022/23	a) That work is undertaken around an equality impact assessment to consider whether additional support is available for vulnerable residents.	Head of revenues and benefits – Claire Moses	A full impact analysis will be undertaken upon closure of the consultation and will be presented within the report for this committee on 23 November 2021.	
17.	Local Council Tax Support Scheme 2022/23	b) To consider reviewing the Top Up Scheme and that these findings be presented as a report to the Committee in the Autumn.	Head of revenues and benefits – Claire Moses	The top-up scheme is to be considered should the removal of the £20 Universal Credit uplift take place. Officers are currently modelling the impact of this on Council Tax Support levels and will report the results to the committee on 23 November 2021.	
18.	Finance Update Report: April-May 2021	a) Following the receipt of the Stock Condition Survey, that the analysis of the results from a financial perspective be added to the Work Programme.	Section 151 Officer – Richard Wyles	This will be reviewed once the findings of the SCS are received	

Min No	Agenda Item	Action	Assigned to	Comment/Status	Deadline
18.	Finance Update Report: April-May 2021	b) That an appendix be included alongside the subsequent report outlining the criteria for how the Covid Recovery Reserve will be utilised.	Section 151 Officer – Richard Wyles	The criteria is included in the Finance monitoring report presented to the Committee on 7 September 2021	
19.	Progress on the New Complaints Procedure	a) For the project initiation document to be presented back to the committee at the next meeting, with updates on the observations outlined during this meeting.	Deputy Chief Executive – Alan Robinson	This document is attached for the 7 th September meeting	
19.	Progress on the New Complaints Procedure	b) For the complaints figures across the whole authority to be provided to committee members.	Deputy Chief Executive – Alan Robinson	Please see separate dashboard information attached with figures for the Committee	
19.	Progress on the New Complaints Procedure	c) For a flowchart to be developed as part of the project, outlining a new procedure for handling complaints.	Deputy Chief Executive – Alan Robinson	The flowchart is on the last page of the draft feedback policy for the Committees consideration.	

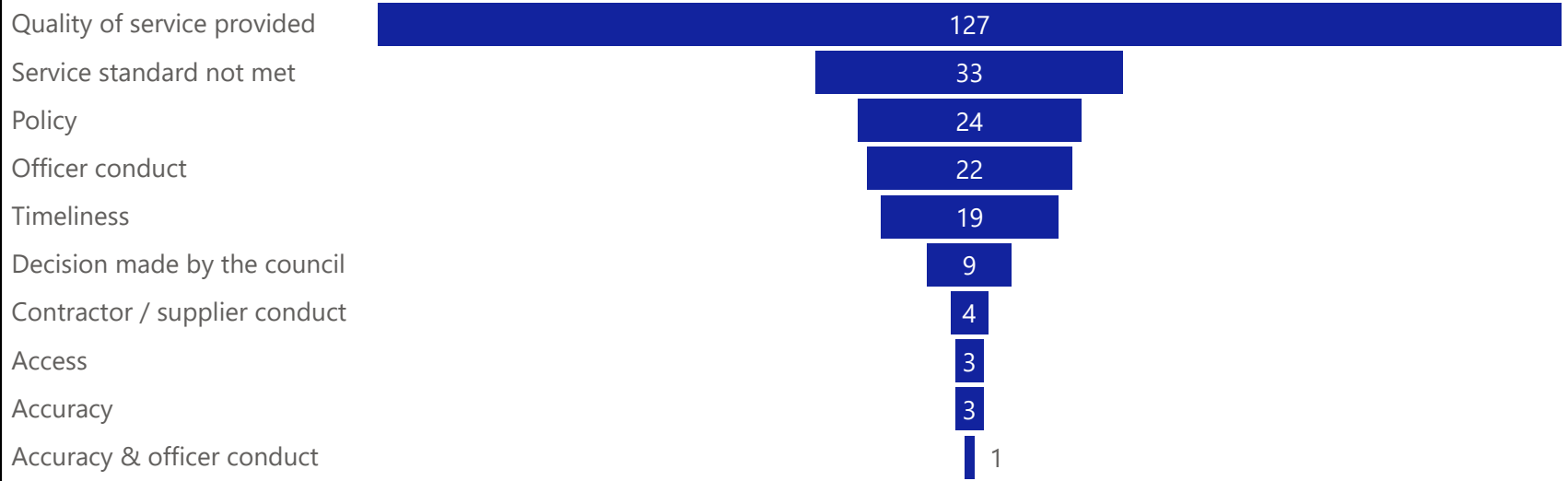
Total Complaints and Compliments Received



Feedback By Service Area



Incident Category



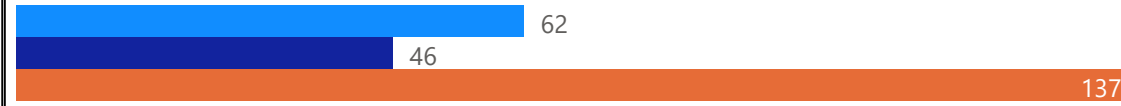
245
Number of complaints Recieved

245

Reached Stage 1

Complaint Stage 1 Upheld / Not Upheld

Complaint Stage 1 Upheld ● Not Upheld ● To Be Determined ● Upheld



Complaint Stage 2 Upheld / Not Upheld

Complaint Stage 2 Upheld ● Upheld

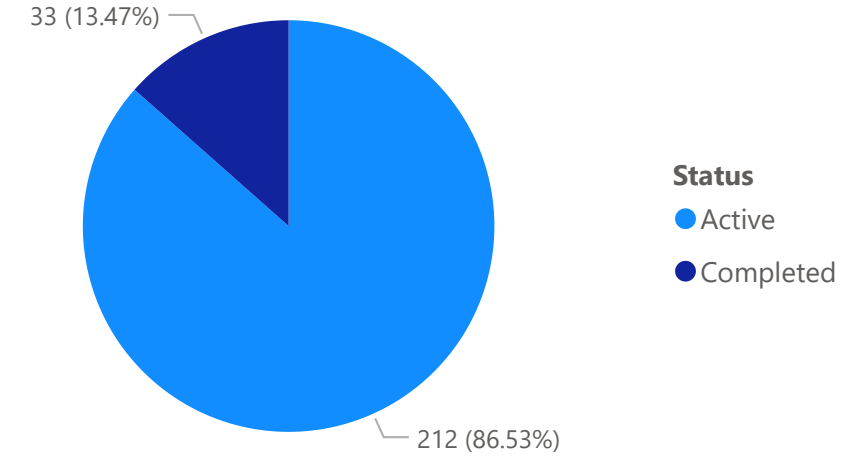


Complaint Stage 3 Upheld / Not Upheld

Complaint Stage 3 Upheld ● Not Upheld



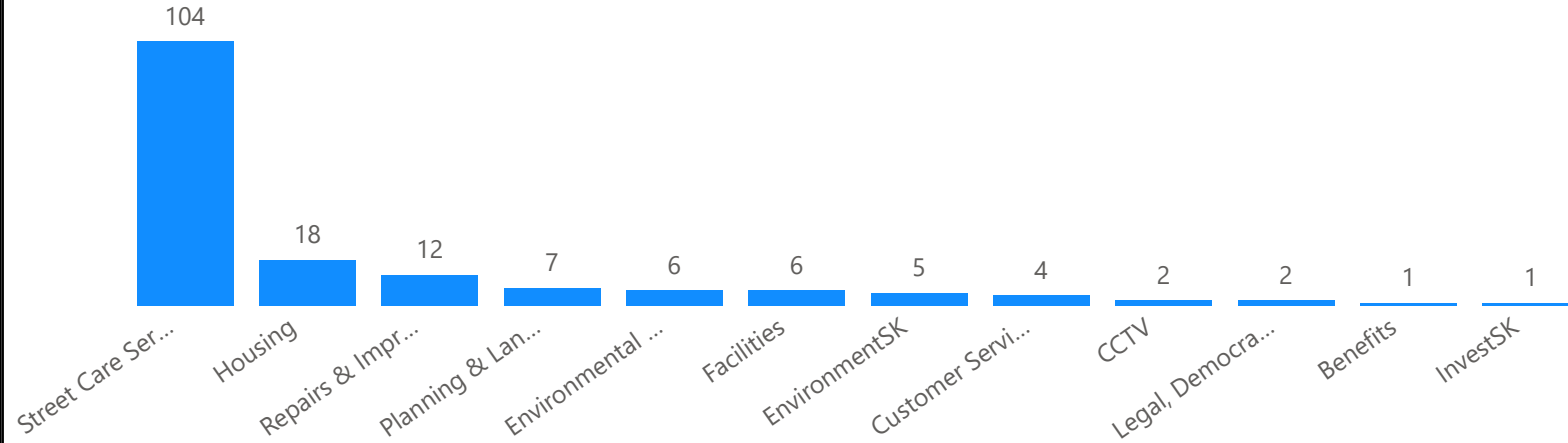
Complaint/Compliment Status



Status
● Active
● Completed

168

Stage 1 Complaints Lasting > 15 Days

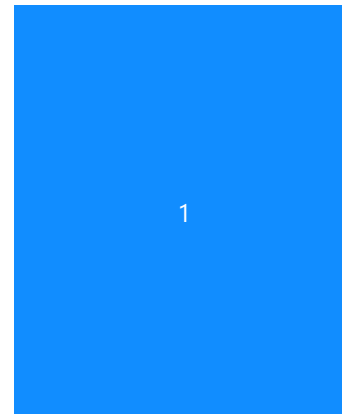


68.57%

% Late @ Stage 1

1

Stage 2 Complaints Lasting > 15 Days



Repairs & Improvements

100.00%

% Late @ Stage 2

1

Stage 3 Complaints Lasting > 15 Days

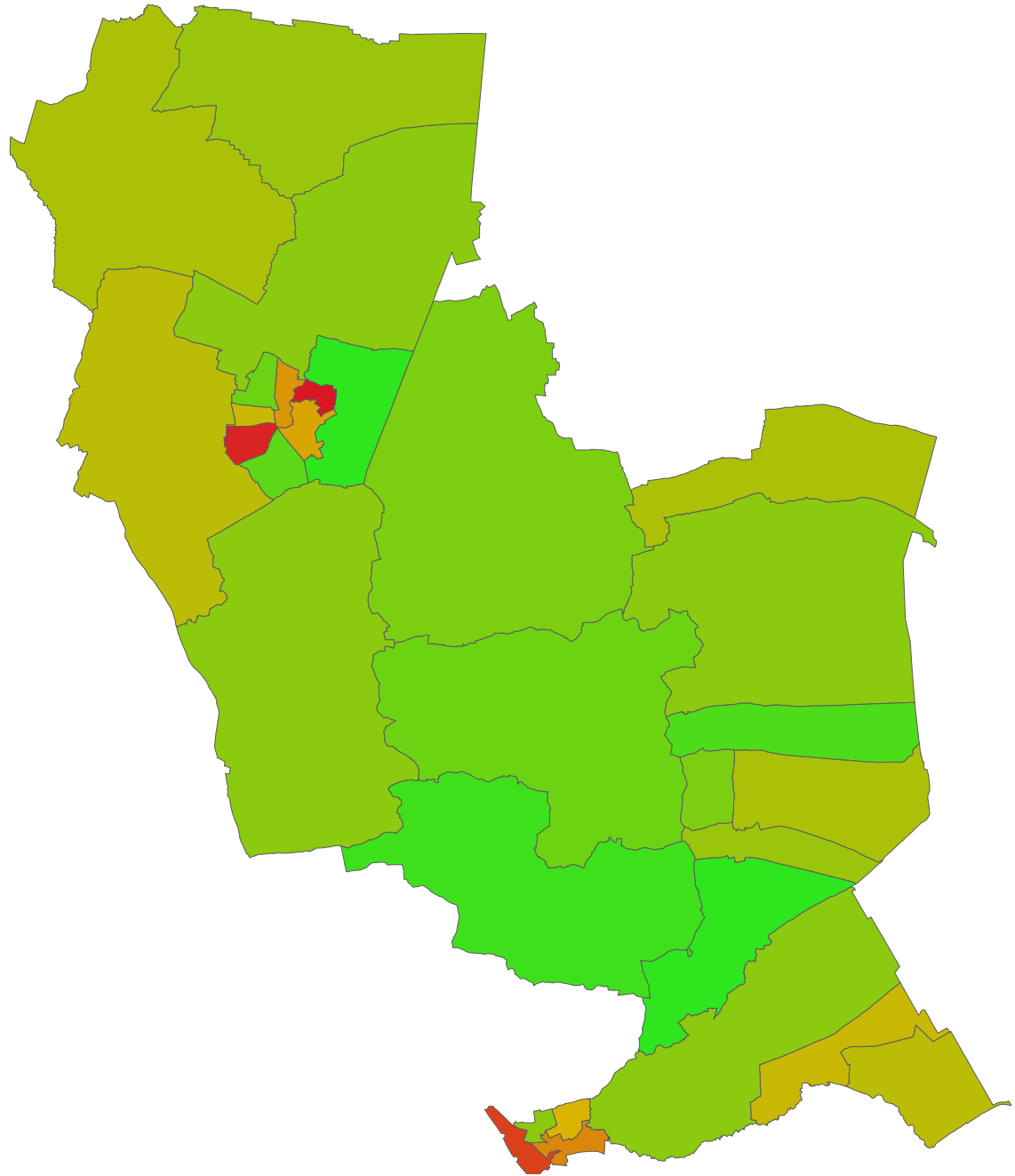


Repairs & Improvements

100.00%

% Late @ Stage 3

Feedback By Ward



17

Lives Out of Area or No Address

289

Feedback Given

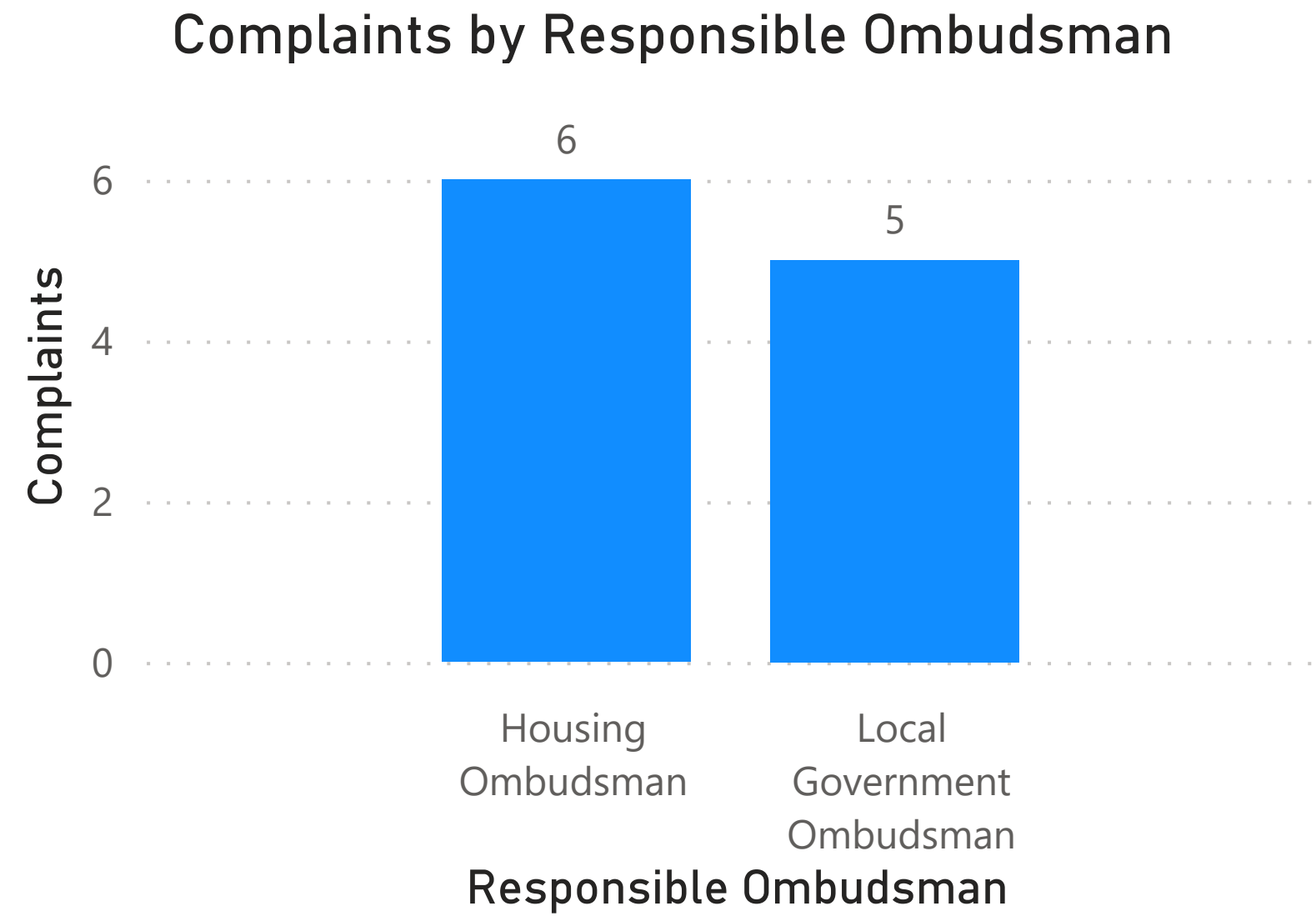
245

Number of complaints Recieved

Wards

Aveland	Casewick	Grantham Barrowby Gate	Isaac Newton	No Address	Toller
Belmont	Castle	Grantham Earlesfield	Lincrest	Peascliffe & Ridgeway	Viking
Belvoir	Deeping St James	Grantham Harrowby	Lives out of our area	Stamford All Saints	
Bourne Austerby	Dole Wood	Grantham Springfield	Loveden Heath	Stamford St George's	
Bourne East	Glen	Grantham St Vincent's	Market & West Deeping	Stamford St John's	
Bourne West	Grantham Arnoldfield	Grantham St Wulfram's	Morton	Stamford St Mary's	

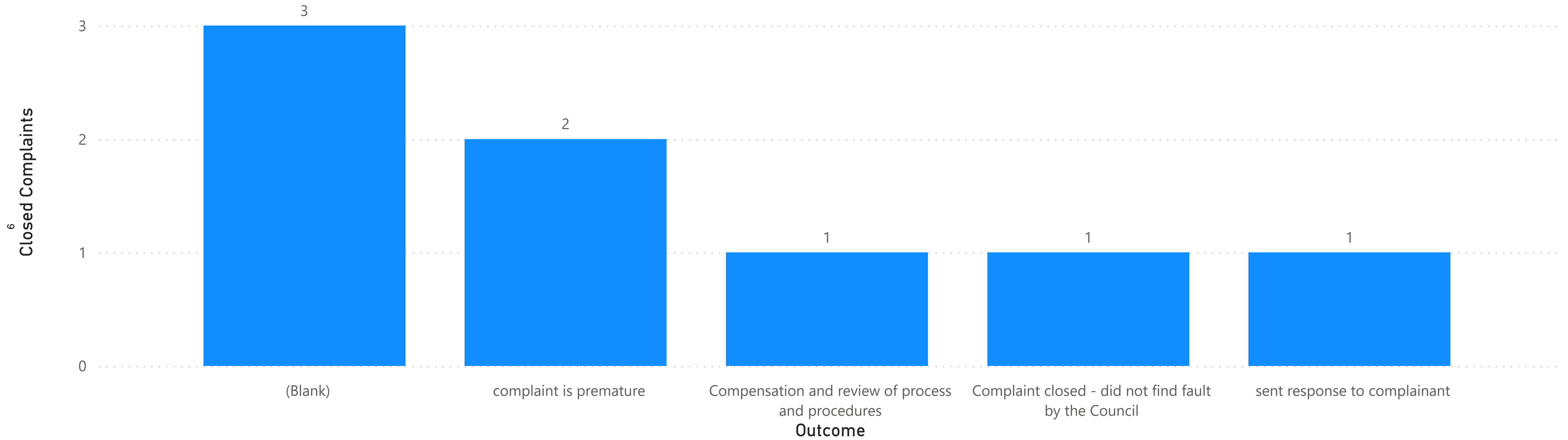
11
Complaints reported to
Ombudsman in the Last 12 Months



8
Closed Complaints

4
Open Complaints

Closed Complaints by Outcome



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