

AGENDA



For a meeting of the
SCRUTINY COMMITTEE
to be held on
TUESDAY, 25 JANUARY 2011
at
10.30 AM
in
**WITHAM ROOM, COUNCIL OFFICES, ST. PETER'S HILL,
GRANTHAM. NG31 6PZ**
Beverly Agass, Chief Executive

Committee Members: Councillor Pam Bosworth, Councillor Robert Hearmon, Councillor Bryan Helyar, Councillor David Higgs, Councillor Trevor Holmes, Councillor Ken Joynson (Chairman), Councillor Mrs Rosemary Kaberry-Brown, Councillor Benjamin Newcombe-Jones, Councillor Bob Russell, Councillor Mrs Judy Smith (Vice-Chairman) and Councillor Mike Williams

Scrutiny Support Officer: Jo Toomey (01476) 40 61 52
j.toomey@southkesten.gov.uk

Members of the Committee are invited to attend the above meeting to consider the items of business listed below.

- 1. COMMENTS FROM MEMBERS OF THE PUBLIC**
To receive comments or views from members of the public at the Committee's discretion.
- 2. MEMBERSHIP**
The Committee to be notified of any substitute members.
- 3. APOLOGIES**
- 4. DECLARATIONS OF INTEREST**
Members are asked to declare an interest in matters for consideration at the meeting.
- 5. ACTION NOTES**

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. FEEDBACK FROM THE EXECUTIVE

8. LINCOLNSHIRE POLICE

Chief Inspector Lee Pache from Lincolnshire Police will discuss the multi-agency response to night time economy crime and the future model for policing in Lincolnshire.

**9. BEST VALUE PERFORMANCE INDICATORS - QUARTER 2
PERFORMANCE FOCUS ON QUALITY LIVING**

Report Number POI049 from the Head of HR and Customer Service.

(Enclosure)

10. UPDATE ON FURTHER EDUCATION AT STAMFORD COLLEGE

11. REPORTS FROM WORKING GROUPS

12. WORK PROGRAMME

13. REPRESENTATIVES ON OUTSIDE BODIES

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

WORKING STYLE OF SCRUTINY

The Role of Scrutiny

- To provide a “critical friend” challenge to the Executive as well as external authorities and agencies
- To reflect the voice and concerns of the public and its communities
- Scrutiny Members should take the lead and own the Scrutiny Process on behalf of the public
- Scrutiny should make an impact on the delivery of public services

Remember...

- Scrutiny should be member led
- Any conclusions must be backed up by evidence
- Meetings should adopt an inquisitorial rather than adversarial style of traditional local government committees

MINUTES

SCRUTINY COMMITTEE
TUESDAY, 28 SEPTEMBER 2010



COMMITTEE MEMBERS PRESENT

Councillor Pam Bosworth
Councillor Robert Hearmon
Councillor Bryan Helyar
Councillor David Higgs
Councillor Trevor Holmes

Councillor Kenneth Joynson
Councillor Mrs Rosemary Kaberry-Brown
Councillor Bob Russell
Councillor Mrs Judy Smith
Councillor Mike Williams

OFFICERS

Head of Human Resources & Customer Services (Jacqueline Chapman)
Head of Finance (Richard Wyles)
Head of Legal & Democratic Services (Lucy Youles)
Consultation & Engagement Officer (Fiona Truman)
Community Safety & Licensing Service Manager (Mark Jones)

1. COMMENTS FROM MEMBERS OF THE PUBLIC

There were no comments from members of the public.

2. MEMBERSHIP

The Committee had not been notified of any substitute members.

3. APOLOGIES

No apologies were received.

4. DECLARATIONS OF INTEREST

No declarations of interest were made at this point in the meeting.

5. ACTION NOTES FOR THE MEETING OF 15TH JUNE 2010

The notes of the meeting held on 15 June 2010 were approved as a correct record of the meeting.

6. UPDATES FROM PREVIOUS MEETING

The Community Safety and Licensing Service Manager confirmed in relation to the Action Notes for the meeting of the 15th June 2010 the performance data as follows:

- NI 15 relating to serious violent crime. Twenty two recorded incidents confirmed an out turn 23% down on the previous year.
- NI 16 – Serious acquisitive crime i.e. burglary. There had been a reduction of 27% on the previous year with 343 less offences committed.
- NI 20 – Assault with injury. There has been an increase of incidents of 6.7% on the previous year with 44 more offences occurring. The total for the County is up 3.4% on the previous year. Extra measures have been brought in to encourage night time economy. To-date incidents for this year are down 20% on the same time last year.
- NI 32 – Repeated domestic abuse. The District Council's target is not to exceed 32%. Mr Jones confirmed that domestic abuse statistics related to the whole of the district covering all domestic residences. Councillor Hearmon suggested that the evidence from Police in respect of the crime relating to the night time economy should be taken into account in the planning decision process. Mr Jones confirmed that this was a consideration in respect of Licensing Applications. Planning Applications require the application of material consideration. Confirmation of the position relating to planning applications would be confirmed at the next meeting. Members expressed concern about potential cuts in Police Services. Mr Jones confirmed the intention to invite the Police to attend the next meeting of the Scrutiny Committee as the Crime & Disorder Scrutiny Committee to discuss a range of issues which could include the PCSO function, neighbourhood policing, night time economy actions and community confidence/fear of crime.

The Head of Finance attended to confirm the position relating to the access to services review. A background paper was handed out for members' information. All options were currently being considered to provide District and County seamless working. A business case was being prepared and a meeting with the County was scheduled for October. Mr Wyles agreed to report back to the Scrutiny Committee with updates on progress. Councillor Trevor Holmes declared a personal interest relating to Bourne Town Hall as a member of the Bourne Town Council. Mr Wyles confirmed that the Town Council had been involved and that full consultation would be carried out as soon as a feasibility study had been completed

The Head of HR and Customer Services provided members with an update on the whole organisation system review. She confirmed that a service by service review was considered to be more useful with the current service review being undertaken in respect of Development Control Planning Policy and Building Control.

7. PERFORMANCE REPORT - QUARTER 1 PERFORMANCE WITH FOCUS ON CUSTOMER FIRST

The Head of HR and Customer Services gave the background to the Quarter one performance report with focus on Customer First. She confirmed that the Report had already been to Cabinet but that Scrutiny was important to ensure that any comments were heeded for future reporting and that the changed format of the Report was understood. It was clear that the purpose of the Report was to give information to the public. She detailed the achievements for the period April to June 2010 confirming that Customer Excellence Standards should relate to the whole Council and not just the Customer Service Centre. Mystery shopping had been introduced in association with other Lincolnshire Districts and the information received from that exercise was being analysed. Members challenged the purpose and benefit of the project. It was agreed that those challenges would be applied when considering further mystery shopping.

Details of Customer Complaints and Compliments were explained as detailed in the Report. Members' made a request for further information to be brought back to the next meeting about complaints relating to the temperature of the swimming pools. In future, members' requested a comparison between the number of complaints and the number of compliments.

The Consultation and Engagement Officer provided members with details of the community events provided for members of the public including the Cleaner Greener Safer Campaign by consulting face to face with the public at various community events such as the markets. She confirmed the proposal for a question time panel with six form students and members' of the Council. She confirmed the activity of the Community Focus Groups in respect of hard to reach customers.

Councillor Hearmon stressed the need for the Council to understand that it needs to communicate with customers as to what they want and not what the Council think they need.

Members' discussed the ongoing work relating to the participatory budget process and the consultation exercise undertaken in that respect.

Councillor Mrs Kaberry-Brown left the meeting at 11.45

The Head of HR and Customer Services confirmed additional work being carried out relating to Customer Focus and "getting it right first time" to ensure that queries were dealt with on first contact, ongoing work on plain English, the improvement in call answering times, the review of access options and improvement in the website.

Members were informed that the Performance Monitoring Report to be brought to the next meeting on 30 November 2010 related to the priority theme of

“quality living”.

8. VISIT TO EDITH CAVELL HOSPITAL - CHAIRMAN OF SCRUTINY TO REPORT

The Chairman confirmed the successful visit of members of the Scrutiny Committee and Council to the Edith Cavell Hospital at Peterborough which serves the South of the District. He confirmed that this was the last official visit to the site before the Hospital was due to be opened. The trip was found to be interesting by all members who attended. They felt it was important that they were informed of the services available to the members of the public in the South of the District. An article about the proposed new Hospital was proposed for the next edition of “SK Today”.

In view of the information available to the members from the Edith Cavell Hospital in Peterborough, it was felt that the United Lincolnshire Hospitals Trust serving the North of the District should be given the same opportunity to brief the committee on the services available in the Grantham region.

Councillor Mrs Pam Bosworth left the meeting at 12.20.

9. REPORTS FROM WORKING GROUPS

Councillor Mike Williams confirmed that he was waiting to hear from Lincolnshire Police for a further visit in relation to the night time economy. He confirmed that an addendum would be added to his original report following that visit.

10. WORK PROGRAMME

The Head of Legal and Democratic Services confirmed a proposed work programme relating to:

- The annual report to Council.
- Crime & Disorder Scrutiny
- Performance monitoring and priority actions on quality living.
- Budget Proposals

The Chairman confirmed that further work would be needed in respect of proposed economies relating to the comprehensive spending review due at the end of October.

11. REPRESENTATIVES ON OUTSIDE BODIES

Councillor Hearmon confirmed his position on the Joint Scrutiny Panel and referred to the proposed meeting on the 13 October 2010. Councillor Hearmon would be unable to attend on the 13 October. Councillor Bryan Helyar agreed to attend in his place. It was confirmed that nothing further had been heard in relation to the proposed task group on procurement scrutiny.

Councillor Hearmon confirmed his position on the Joint Health Scrutiny Panel. It was agreed that members' of the Scrutiny Health sub-committee – Councillors Higgs, Hearmon, Mrs Jalili, Mrs Bosworth were to meet to discuss a proposed response on the issue relating to consortiums of G.P's.

Councillor Trevor Holmes confirmed his representation on the Citizens Advice Board. Concern was expressed about the increased workload of the Citizens Advice and a decrease in Local Authority funding.

Councillor Hearmon confirmed a personal interest in the matter of the Citizens Advice Bureau as a former Treasurer of that organisation.

Councillor Joynson confirmed that a new Principal had been appointed at Stamford College.

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

Stamford Cellar Bar

All members had been handed a copy letter received from a member of the public in Stamford who was concerned about the proposed closure of the Cellar Bar at the Stamford Arts Centre. It was confirmed that no decision had been made to the Cellar Bar. Members' requested a report to the next meeting of the Scrutiny Committee to brief them on the current position relating to any proposals to properly address the concerns of the member of the public.

13. CLOSE OF MEETING

The meeting closed at 12.40 pm.

Scrutiny Committee

REPORT OF Head of HR and Customer Service

REPORT NO: POI 49

DATE: Tuesday 25th January 2011

TITLE:	Quarter 2 Performance – focus on Quality Living	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:	N/A	
PORTFOLIO HOLDER: NAME AND DESIGNATION:	Cllr Ray Auger: Access and Engagement	
CONTACT OFFICER:	Sam Selby, Performance Management Officer, Performance, Consultation and Communications	
INITIAL IMPACT ASSESSMENT: Equality and Diversity	Not required	Full impact assessment Required: No
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Local Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS		

1. RECOMMENDATIONS

That Scrutiny Committee notes the performance and progress achieved for the period April to September 2010 and considers any appropriate initiatives or actions that they may wish to request.

2. PURPOSE OF THE REPORT

As part of our performance management arrangements the Cabinet has agreed a number of performance actions to help assess and monitor our progress against each of the priority themes (Customer First, Good for Business, Quality Organisation and Quality Living).

This report shows the progress on actions contributing towards the Quality Living theme for the period April to September 2010. Also included in this report is a summary of customer feedback for the relevant services which contribute towards Quality Living.

3. RESOURCE IMPLICATIONS

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

4. RISK AND MITIGATION (INCLUDING HEALTH AND SAFETY AND DATA QUALITY)

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

5. ISSUES ARISING FROM EQUALITY IMPACT ASSESSMENT

None to report.

6. CRIME AND DISORDER IMPLICATIONS

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

7. COMMENTS OF SECTION 151 OFFICER

No specific financial comments to be made. From a governance perspective I welcome the production of the report and members are invited to scrutinise performance where appropriate.

The report forms part of the overall performance management framework of this council.

8. COMMENTS OF MONITORING OFFICER

This report is made to Cabinet to inform it of the progress being made on the performance measures relating to the customer first priority action plan. One of the 4 priority themes will be targeted for consideration during each quarter period. This report will be presented to the Scrutiny Committee for consideration and recommendation if required.

Quality Living in South Kesteven

Looking after where we all live

Our progress September 2010



Your council working for you

Looking after where we all live

So far this year we have reported on our Customer First theme in September this second report, is looking at how we are progressing towards the actions that we set out in our Quality Living theme report.

The aim of our Quality Living theme is to create an attractive and sustainable environment for the community to enjoy, with a street scene that is green, clean, safe and well-maintained.

As well as planning for the future, it is important that we look at what already has been achieved. We constantly monitor our achievements which helps us to measure how well we are doing and strive to make a valued difference to lives of local people with the services we provide.

The following sets out our projects, successes and what we plan to do next. Many of the projects have been influenced by the comments and contributions we have received from our customers, which we always welcome.

The aims of our Quality Living priority theme are:

- Reduced Environmental impact of waste disposal
- Reduced level of carbon emissions in the community
- Protection of local communities from the adverse effects of server weather events
- Stronger communities with clean and safe places to live
- Development of a range of housing to meet the needs of all residents
- Improved health and well-being and encouragement of healthy lifestyle choices



What we achieved April – September 2010

Reduced environmental impact of waste disposal – aim to achieve 55% recycling/composing of household waste by March 2011

We do this by being clear about the service standards we aspire to achieve in waste management and recycling and to promote and encourage householders to manage their waste in a more sustainable manner.

Project	Progress	What next
<p>To deliver ongoing education campaigns to raise resident’s awareness of waste minimization and the opportunities to re-use and recycle waste.</p>	<p>We are working with schools to explain to children the importance of recycling and how we use our black and silver bins. We have been actively promoting recycling through the delivery of community events as well as several features in SK Today.</p>	<p>We will continue to encourage people to use the service and direct even more waste away from landfill by working on “A Love food hate waste” campaign to help our residents to save approximately £50 per month by helping them to cut down their food waste which will result in diverting their waste from landfill.</p> <p>The Christmas issue of sktoday will feature an article on the “Love food hate waste” campaign.</p>
<p>Support the delivery of objectives detailed in the Joint Municipal Waste Management Strategy for Lincolnshire.</p>	<p>We are working to ensure that our policies are in line with our County wide partner groups and that we provide collection and disposal of waste in a cost effective way.</p>	<p>The collection rounds are currently being reviewed to improve efficiency and support the introduction of Lincolnshire County Councils energy from waste plan in 2013. We will continue to monitor the best ways of working in the future.</p>

We're making a difference.....

- 54.2% of households waste has been recycled, reused or composted so far this year
- So far 44.6% of the district now have a green waste collection
- Our waste crews make 72,295 refuse/green collections per week

We're working on.....

- Encouraging people to throw less food waste away and save money
- Explore kerbside collection of batteries
- Improving the efficiency of our waste collection services
- Reviewing the use of on-street litter bins to encourage people to recycle even more waste.



Reduced level of carbon emissions in the community and protection of local communities from the adverse effects of severe weather events

We do this by working with our partners across the county to look at the increasing risks being placed on our daily lives and put in place a policy to ensure we can effectively adapt the way we live over the coming decades. We aim to do all we can to plan and prepare for severe weather events and protect and promote wildlife habitats in our area.

Project	Progress	What next
Work with our public sector partners to develop a Climate Change Strategy for Lincolnshire.	South Kesteven has prepared a draft local action plan highlighting actions that residents and businesses can do to reduce carbon emissions. We are also working with Lincolnshire County Council and other partners groups to develop a long term strategy for the whole County.	The aim of the strategy is to provide a joined up approach across the county to understand all of the major risks and more local issues as well.
Develop and implement a local climate change action plan to encourage our communities to reduce CO2 emissions.	To assess the present level of CO2 emissions, we have been gathering information from lots of different sources, for example, community road shows held over the last 6 months. This information has helped us to build an action plan for the future.	The action plan will provide residents and businesses with details on what guidance is available to help the environment and reduce energy costs. It will also sign post advice organisations such as the Energy Saving Trust.
Embed climate change adaptation into Council service plans and policies. Work with other Councils and partners to identify severe weather risks and responses to priority areas.	Adaptation is the planning process that is happening now to enable us to deal with the changes that are already happening to the climate. We are required to collect data and report progress to central Government, so it is important that it is a consideration in everything we do.	We are working with Lincolnshire County Council, other Councils and agencies to identify key risks for Lincolnshire and are planning for flood and heat wave events.
Identification and protection of existing habitats and potential new	To allow us to protect these special areas, we are currently seeking expertise that can provide this	Our aim is to survey existing and potential sites of interest across the district.

We're making a difference.....

- In a recent community mapping process carried out in partnership with the Environment Agency 70% of adults with in the district agreed with the statement "I personally can help to limit the effects of climate change"

We're working on.....

- Over the last year Stamford transition town movement has been slowly gathering pace. They are following the national template for the transitions town movement (<http://www.transitiontowns.org/> (definition: a town striving to develop a higher standard of living and an environmentally friendly future)). They have recently held their "grand unleashing" week long event at the Arts Centre in Stamford, which involved informing local residents all about the projects they are working on, recruiting more volunteers and gaining the backing of local businesses

Stronger communities with clean and safe places to live

Our aim is to build a strong, safe South Kesteven where everyone feels included. Through our efforts in the community safety teams, leisure and cultural services, housing services and other partners including the police and health services, we have been involved in different types of projects to promote to communities how to improve their neighbourhoods.

Project	Progress	What next
Work in partnership with parish and town councils to maximize levels of street cleanliness.	We are presently in touch with parish councils across the district, to assess demand for the introduction of 2 new ride path sweepers. We hope that developing these partnerships will enable parish Councils to enhance street cleaning in their neighbourhoods.	Once we have received all of the responses from parish councils the demand and resource will be analysed and the programme promoted locally.
Work with the police and other partners to raise awareness about activity being carried out to deal with crime and anti-social behavior across the district.	South Kesteven is actively working with Lincolnshire Police and the community to raise the profile of crime initiatives (CCTV, Neighbourhood watch, Shop watch, pub watch and street pastors). We feel it is important to have a unified approach with our partners, so that community confidence is raised. A recent success was the 'University Square' clear up, which helped to promote a clean and safe environment for the local community. We are planning post event meetings to work with local people to build on this success.	Our communication team is putting together a community questionnaire for use at community events. We will continue to work with our partners to raise community confidence by raising awareness of achievements.
Work with partners to provide a series of events showcasing cultural	Grantham has a changing population and through Community Cohesion projects we are building strong	We have planned to participate in several new projects from Autumn 2010 including:

traditions and providing opportunities for people from diverse groups to learn more about each other. This will include the delivery of a multi cultural event and a range of arts activities.

relationships and equality in our communities. Our creation of 'Flash dance' during the Grantham and Stamford carnivals proved to be a great success. This choreographed dance involving 200 people from local communities was recorded and made available on DVD. We also produced a DVD involving young people from diverse backgrounds; this has now been shown to many audiences and is very well received in schools. The Council is working with youth and community groups as well as national agencies which enable communities to improve their own neighbourhoods, for example, through community grant funding.

- "Keep Safe" a project which establishes safe zones for people with learning difficulties
- International family support group – this pilot is funded by SKDC
- Multi Cultural Network for the south of the district
- "First Contact" which supports the over 60's, helping them to live independently

We will continue to support community and youth projects through proactive contact with schools, Grantham College, partners and agencies.

We're making a difference.....

- To reduce the number of assaults with serious injuries. Current figures indicate that we have reduced this to 2.20 per 1,000 population this year compared to the same period last year when we reported 2.79 per 1,000 population
- In a recent "public confidence" survey carried out by the Lincolnshire Police 56.8% of residents in South Kesteven agreed that "the Police and local council are dealing with the anti social behavior and crime issues that matter to this area" compared to previous results of 52.2%

We're working on.....

- Making partnerships work more efficiently. For example the Community Safety and Licensing Team are conducting training courses on Disorder and Anti Social Behaviour which includes and involves our partners such as the Police
- Combining our efforts with other organisations to tackle anti-social behaviour (in all its forms) in your neighbourhoods – working together to get things done. We call this 'Hot Streets'.
- As the festive season approaches the community safety team will be using the drug testing equipment on entry to pubs and clubs, they will also be helping club owners by providing drug mapping and advice.



The development of a range of housing to meet the needs of all residents

We are all more conscious, these days, of the need to make savings and of the technology that is available to build and heat homes. We aim to support our community housing needs by helping residents adapt their homes to maintain their independence and to make homes decent.

Project	Progress	What next
Engage with developer and registered social landlords to deliver a minimum of 150 affordable homes in the district and ensure that we have policies in place to allow us to deliver more in the future.	134 new affordable housing units have been delivered to date and the anticipated delivery schedule of several affordable housing schemes across the District should ensure that the target of 150 new affordable homes this year will be met.	Through our proactive relationships with housing providers and parish council, we will continue to undertake housing needs surveys to assess the level of need in the area. We also assess the supply and location of potential sites for affordable housing for our communities.
Review how we can assist householders on improving energy efficiency of their homes.	Our research is now completed and a draft report has been produced to identify areas of focus. In September 2010 we also adopted the Lincolnshire Affordable Warmth Strategy.	Through a targeted campaign which outlines availability of free or low cost energy efficiency improvements, free energy advice and possible financial assistance to improve properties. We will be using mail shots, website, radio adverts, presentations to groups and stands in local shopping centres to engage with our local communities.
Provide advice and where appropriate, grant assistance to improve the condition or fuel efficiency of at least 260 privately owned homes each year.	176 households have received assistance in the first 6 months of the financial year.	We will be continuing with the Council's Better, Warmer Homes campaign offering free property surveys and possible grants to improve homes and to reduce such things as excess cold.
Deliver a programme of	We are in the process of delivering a number of	We will continue to deliver improvements to heating, kitchens and

<p>improvement work to SKDC 's own housing stock to ensure they meet the Decent Home Standard and improve the average SAP rating of the council-owned housing stock from 5 to 66.</p>	<p>improvement programmes working towards raising property standards for residents. The improvements also include insulation improvements which save energy costs for tenants and help the environment. We are also trialing under floor insulation in 2 properties.</p> <p>The SAP (Standard Assessment Procedure) is a figure for valuing the energy efficiency of a dwelling. The Council have currently installed loft insulation into 608 properties, carried out 284 boiler replacements and installed 9 ground source heat pumps, which have been completed in order to increase the SAP rating.</p>	<p>bathrooms through the remainder of the financial year.</p>
<p>Pilot renewable energy technology initiatives in Council owned housing stock to inform our future investment programmes.</p>	<p>Our aim is to install ground source and air source heat pumps into 16 of our properties this year. We have also installed energy efficient boilers in some of our Bourne properties and are about to commence installation at some Stamford properties. This will benefit tenants in terms of reliability and energy costs.</p>	<p>We are planning to install Solar heating panels to a sheltered housing scheme early in 2011 as part of a trial for future improvements to our properties. This installation is for 4 solar panels to be fitted to the roof at a sheltered housing scheme, which will serve 9 homes including communal facilities. These panels will provide year round hot water with boiler back up as and when required. We will continue to look at ways in which we can make improvements to our properties.</p>
<p>Adapt a minimum of 700 homes to enable disabled or older people to live independently each year by March 2012.</p>	<p>We have adapted 160 council owned properties so far this year, which has enabled older people to live more independently in their own homes.</p> <p>In addition to this we have completed 39 private sector disabled facilities grants and approved 30 others. This is helping people to adapt their home to suit their individual needs.</p>	<p>We have an ongoing commitment to assist disabled residents live independently in their own homes.</p> <p>Our aim is to continue to work with the occupational therapy service and the Lincolnshire Home Improvement Agency to deliver adaptations for eligible households via mandatory disabled facilities grants within our district.</p>

We're making a difference.....

- We have, so far, adapted 199 homes across the district to enable disabled or older people to live independently.
- 287 additional new homes have been completed so far this year within the district of which 134 are affordable homes.
- We joined the Home Energy Lincolnshire Partnership (HELP) scheme at the beginning of September; so far we have made 82 direct referrals to the scheme in addition to those that have been given the freephone telephone number. We have already completed 40 installations of cavity wall and/ or loft insulation since the scheme began.

We're working on.....

- We have identified the most fuel poor areas in the District for the HELP scheme so that assessors can visit residents on a street by street basis. This means that insulation is offered to those households most in need, at either reduced prices or for free where eligible.
- We are continuing to approach community groups and parish councils to promote energy efficiency and the HELP scheme, as well as Decent Homes grants.
- Providing guidance to local communities, developers and affordable housing providers on our approach to the affordable housing delivery throughout the production of the Supplementary Planning Document

Improved health and well-being and encouragement of healthy lifestyle choices

As a Council, we are striving to support residents and businesses in their lifestyle choices and provide information or give details of other agencies that can help improve the quality of our day to day lives.

Project	Progress	What next
Deliver on behalf of the Primary Care Trust (and other partners) a range of initiatives to tackle health and obesity	We have supported walks in three priority wards in Grantham and have more than 100 patient referrals as well as working with partners in the SKDC Fit Kids campaign.	We are planning an expansion of the exercise on the referral scheme and working on a range of community based projects to improve diet and nutrition: <ul style="list-style-type: none"> • Continuation of “Fit Kids” aimed at young children • Working on a project funded by “County Health and Well Being” to create 2 community gardens in Grantham to encourage residents to grow fruit & vegetables
Deliver targeted advice to food business with one star or less	We are taking a proactive approach and helping businesses to improve standards. This action has resulted in improved standards when re-scoring has taken place.	We are continuing a programme of accelerated revisits to premises scoring poorly so that advice, guidance and where necessary speedy enforcement and improvement of standards can be effected. In addition we continue to offer rescoring of businesses for a fee and at their request before the next due date for rescoring would normally occur. Such rescoring visits are unannounced and enable businesses to improve their rating.
Promote the opportunities for residents to take part in leisure activities provided in the Council’s leisure centres and cultural facilities and develop a county wide Cultural Strategy.	We work closely with schools and regularly review funding opportunities. The securing of funding for some activity types has enhanced the range of facilities that we have been able to offer. As a result more residents have benefitted, for example, an Inclusive Fitness Initiative which has provided	We are in continued discussions with West Grantham Federation with a view to ongoing weekday use of facilities Whilst the Government’s free swimming initiative has now ceased, we are working in partnership with Leisure Connection to continue to support residents who requested membership to the scheme. We

additional facilities at Stamford and Grantham Leisure Centres via Grant Funding obtained in conjunction with Lincolnshire Sports Partnership.

As a Council, we have been working with Lincolnshire County Council to agree a County wide Cultural Strategy.

are continuing to explore all funding opportunities for the benefit of our local communities.

We're making a difference.....

- We have reduced the number of food businesses with 1 star rating or less by 51%
- 75% of all food businesses in the district have received a 4 star rating or above
- Since April the facilities in our Leisure Centres have been used 292,000 times
- By providing a season of 5 concerts entitled "Music in Quiet Places" which were held in village churches. We also part fund the Lincolnshire Rural Touring scheme which enabled 12 theatre companies to put on performances in village halls across the district

We're working on.....

- A project funded by the "County Health and Well Being" fund to promote the growing of fruit and vegetables in community gardens, homes and schools. Also providing advice on diet and nutrition
- Providing training online for people working in local food businesses

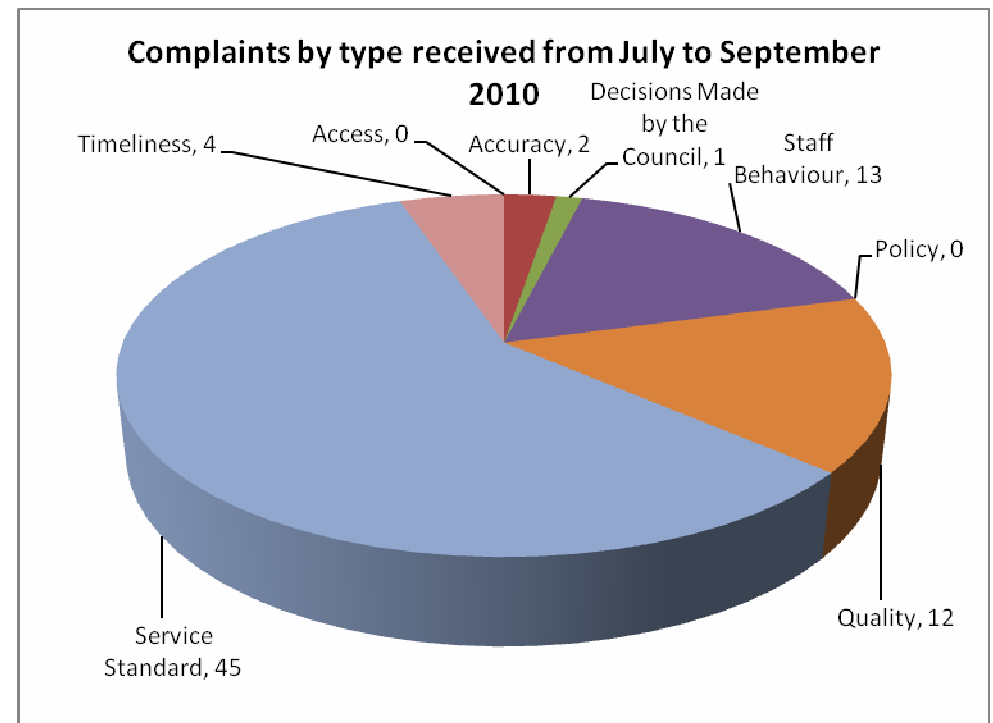
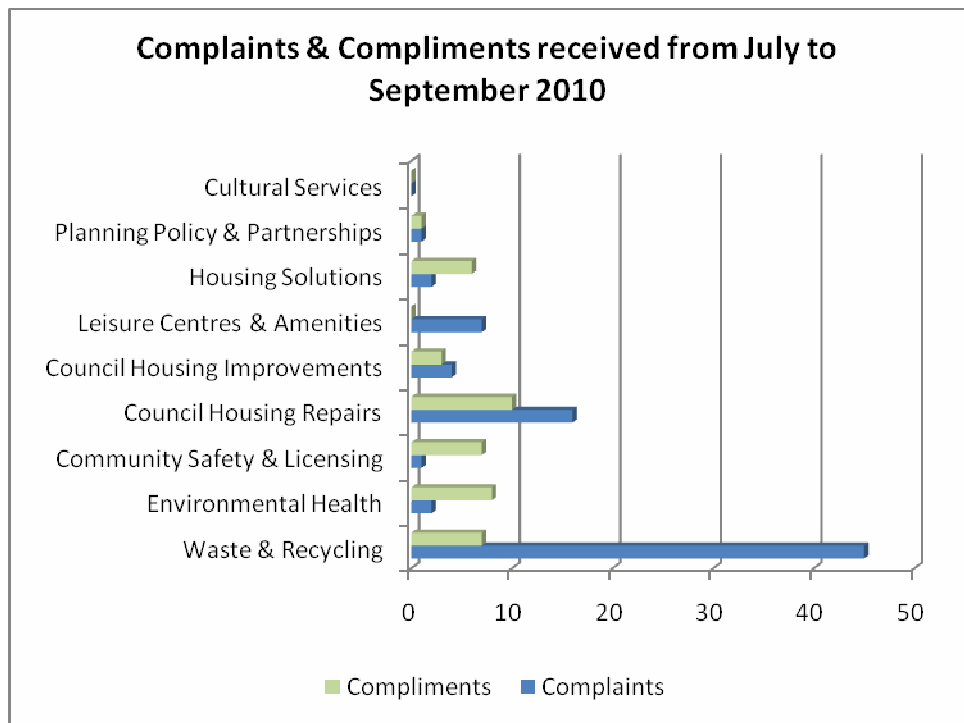


Customer Feedback

Listening to our customers is at the heart of what we do. We always try to get things right first time. However, we appreciate this doesn't always happen. We welcome comments from our residents so we address the things that are most important to them.

During the 3 months from July to September we received 78 customer complaints and 42 compliments in our services that work towards Quality Living. We will use your comments to try and improve our services.

The actual numbers of complaints received by our Waste and Recycling team appear higher than the average received by other service teams. However, when analysed the majority of complaints received relate to "missed bins" this is 0.03% of the 72,295 collections that take place every week across the district.



Customers told us:

- About the lack of advice and information available on what to do on the death of a council tenant. We have tackled this by working with the customer to produce an advice leaflet that is appropriate and understandable, this is now available.
- One of our customers told us how we had provided a "professional, efficient and courteous service" when resolving a drainage issue.
- "I would like to say a grateful thank you. The grounds maintenance workmen did a good job. I have lived here for 17 years and have always found our council very kind and helpful."
- "The support and help I received from all areas of SKDC has been absolutely outstanding and I would like to sincerely thank everybody. Wonderful, caring and sympathetic staff who helped me through a very difficult situation with the utmost of ease."

Priorities, actions and performance

This is our second report of the year focusing on our Quality Living theme, the next report which will be due February/March 2011 will look at the progress we have made on our Good for Business priority theme.

