

AGENDA



For a meeting of the
SCRUTINY COMMITTEE
to be held on
TUESDAY, 22 FEBRUARY 2011
at
10.30 AM
in the
WITHAM ROOM, COUNCIL OFFICES, ST PETER'S HILL, GRANTHAM. NG31 6PZ
Beverly Agass, Chief Executive

Group Members:	Councillor Pam Bosworth, Councillor Robert Hearmon, Councillor Bryan Helyar, Councillor David Higgs, Councillor Trevor Holmes, Councillor Ken Joynson, Councillor Mrs Rosemary Kaberry-Brown, Councillor Benjamin Newcombe-Jones, Councillor Bob Russell, Councillor Mrs Judy Smith and Councillor Mike Williams
Support Officer:	Jo Toomey 01476 40 61 52 j.toomey@southkesteven.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 FROM THE MEETING OF 25 JANUARY 2011

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. FEEDBACK FROM THE EXECUTIVE

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

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

(Enclosure)

9. PARTNERSHIPS

The Partnerships and Communities Officer will brief the Committee on SKDC's partnership working.

10. SCRUTINY ARRANGEMENTS

Briefing note on overview and scrutiny arrangements.

(Enclosure)

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 the adversarial style of traditional local government committees

MEETING OF THE SCRUTINY COMMITTEE

**TUESDAY, 25 JANUARY 2011 10.30
AM**



GROUP MEMBERS PRESENT

Councillor Robert Hearmon
Councillor Trevor Holmes
Councillor Ken Joynson
Councillor Mrs Rosemary Kaberry-
Brown

Councillor Bob Russell
Councillor Mrs Judy Smith
Councillor Mike Williams

OFFICERS

Head of Legal and Democratic Services (Lucy Youles)
Principal Democracy Officer (Jo Toomey)

14. APOLOGIES

Apologies for absence were received from Councillors Mrs Bosworth, Helyar and Higgs. Councillor Holmes sent an apology for lateness.

15. DECLARATIONS OF INTEREST

Councillor Williams declared a personal interest in agenda item 10, the update on further education at Stamford College, because he is a Governor at Grantham College.

16. ACTION NOTES FOR THE MEETING ON 28 SEPTEMBER 2010

The notes of the meeting held on 28 September 2010 were approved as a correct record of the meeting.

17. UPDATES FROM PREVIOUS MEETING

Performance Report – Quarter 1 performance with focus on customer first

The report detailed complaints about the water temperature in the swimming pool. Consequently, the water temperature was adjusted to

thirty degrees. Since then no further feedback or complaints have been received.

Stamford Cellar Bar

At the Committee's previous meeting, Members requested an update on the proposed closure of the Cellar Bar in Stamford Arts Centre. The Council had undertaken public consultation on the proposal, the results of which were being analysed. It was anticipated the results could feed into the Committee's next meeting.

18. LINCOLNSHIRE POLICE

Chief Inspector Lee Pache, Lincolnshire Police's Chief Inspector Community Safety for South Division (South Kesteven and South Holland) was welcomed to the meeting. He spoke to the Committee about multi-agency policing of the night time economy and changes to Lincolnshire Police's structure.

Policing Model

- The force was required to make savings of 20% over a four year period, leading to a reduction in police officer and staff posts.
- Lincolnshire Police would go from three divisions (South, West and East) to a whole force model. Local policing will be managed through four district areas, each led by a Chief Inspector.
- Chief Inspector Mark Housley will take responsibility for the Kesteven district, comprising South Kesteven and North Kesteven.
- The force will structure itself around themed areas: neighbourhood policing, response and patrol, serious crime and protective services.
- Day-to-day management of neighbourhood policing teams was expected to remain with inspectors. From April 2011, the number of neighbourhood police constables in Lincolnshire will increase from 55 to 184. Officers will be attached to specific wards and concentrate on non-emergency calls; focusing on local-area problem-solving and investigation. This should increase local visibility particularly in rural areas.
- Response and patrol will be carried out by a smaller team of officers who will respond to emergency incidents and arrest offenders, who will be handed over to neighbourhood policing officers or the volume crime team to investigate.
- Funding for PCSOs was guaranteed for the next three years. Members were concerned that the hours worked by PCSOs did not match the times when communities had most concerns. Working outside contracted hours was an individual's choice.
- It was unclear what partnership-based funding would be available for the next financial year.
- In response to a Member's question, Chief Inspector Pache said there had been reductions in some aspects of paperwork, however a

certain amount was necessary to ensure the successful prosecution of offenders.

- To increase visibility, officers were issued with blackberries, so they could complete certain functions without returning to the police station.
- Lincolnshire Police and all the district councils in Lincolnshire would move to a single anti-social behaviour case management system. This would prevent duplication between agencies and provide a better-informed picture across the county.
- There had been a large increase in the number of special constables.
- Lincolnshire Police's community safety activity would be centralised. The unit would have responsibility for the Neighbourhood Watch function.
- Lincolnshire Police were developing an Estate Strategy, which would be used to define the usage of police stations across the county.

Multi-Agency Policing in the night-time economy

- Lincolnshire Police, together with South Kesteven District Council form two partners on the South Lincolnshire Community Safety Partnership (CSP). The CSP covers crime and disorder and community safety issues across South Kesteven and South Holland.
- Partnership structures were being reviewed in the context of organisational restructures. It was anticipated that partnerships would change to reflect new boundaries, however, it was unclear what any new partnership structures would look like.
- South Lincolnshire CSP has thematic groups covering key local priorities, including Violent Crime and Substance Misuse. This group takes a particular interest in the multi-agency response to night-time economy issues. This will continue until any new structure takes effect.
- Operation Hornet is Lincolnshire Police's main tool for policing the night-time economy and incorporates hi-visibility policing in town centres. This often includes a wide variety of partners.
- Police officers are in regular contact with CCTV operators using Pubwatch radios. This allows operators to alert officers of potential flashpoints. Chief Inspector Pache emphasised the value Lincolnshire Police placed on the provision of CCTV and gave examples of its effective use.
- Grantham had an active Street Pastor scheme. This was being replicated in Stamford.
- As part of a pilot scheme in Grantham, running until March, 2011, the County Council commissioned two street wardens, both CRB checked and registered with the Security Industry Authority (SIA). They live within and know the local area. Lincolnshire Police's Licensing Team had responsibility for ensuring Street Wardens behaved appropriately and reporting any concerns to the SIA.
- Chief Inspector Pache reported that both crime categories: assault with injury and assault with less serious injury, recorded decreases in Grantham and Stamford. The total amount of recorded crime within

South Kesteven had also reduced.

The Chairman thanked Chief Inspector Pache for attending the meeting and briefing Members and encouraged him to use the Committee to support local policing.

19. UPDATE ON FURTHER EDUCATION AT STAMFORD COLLEGE

11:53 Councillor Holmes entered the meeting

The chairman welcomed Andrew Patience, the Principal of New College, Stamford to the meeting. Mr Patience had been invited to talk to the Committee about further education provision and subsidised transport.

Further education provision

- New College, Stamford has approximately 1,900 16-18 year old students, 1,000 adults, 300 14-16 year olds and 200 higher education students.
- Roughly half of the students who attended the college came from outside the Stamford area, including bordering counties.
- Based on assessment results in the 2009/10 academic year, the college was amongst the top 10% of further education colleges across all academic levels.
- Students accessing higher education at the college were either participating in programmes run by the college and validated by a university, or as part of a franchise where universities provided degrees that are taught on campuses remote from their hub. Stamford delivers a combination of verified and franchised courses. This includes a partnership with the University of Lincoln. These arrangements ran to the end of the 2010/11 academic year.
- Funding pressures and cuts led partner universities to withdraw verified and franchised programmes from September 2011 for first year students. Second and third year students would be able to complete their degree at Stamford College.
- Members expressed concern that this withdrawal would impact on students who could not travel away to university, including those with caring responsibilities and those who want to study part-time whilst working. Losing this provision could also deter students from poorer backgrounds entering further education.
- Studying at Stamford College provided a cheaper option than conventional universities. Consequently, withdrawal of these courses was expected to impact on the number of local people in higher education, particularly with the 2012 increase in tuition fees.
- The college also provided access to education for people living in areas with poor rural transport, including towns and villages across the south of the district and in South Holland, where residents may struggle to get to University towns and cities.
- Through the local MP, Mr Patience had been in correspondence with

the Minister for Higher Education. His response explained that universities were autonomous corporations who were not subject to existing directives, and could not be compelled to behave in any particular way. The response also stated that the government was reviewing this ahead of 2012 in-line with the increase in tuition fees.

- Current arrangements mean course validation can only be undertaken by universities. However, changes were underway as the exam board Edexcel had developed its own degree programme.
- Many students who have studied at Stamford College have gone on to find employment in the local area. Loss of these courses would mean a reduction in skilled workers and affect local economic development.

Committee members were concerned about the potential impact of the withdrawal and recognised that this would be replicated across Lincolnshire. They suggested that the issue's profile should be raised within other districts. Members suggested a key way to raise this awareness was submitting a motion to Council on 3 March 2011. Councillor Hearmon agreed to put forward the motion and Councillor Russell agreed to second it.

Recommendations

- 1. To put a motion before Council to raise awareness about the withdrawal of the University of Lincoln's support from local colleges**
- 2. To send a letter to the University of Lincoln expressing the concerns of the Committee and asking them to review their approach**

12:30 Councillor Williams left the meeting

Transport

Mr Patience went on to speak to the Committee about the ways in which Lincolnshire County Council (LCC) were proposing changes to their transport arrangements from the next academic year onwards.

- For the 2010/11 academic year, students were expected to contribute £202 a year for transport to and from college. An LCC consultation proposed raising this contribution to £390. While this was a sharp increase, Members recognised that the change brought Lincolnshire to the level of other councils.
- Mr Patience explained the withdrawal of the Educational Maintenance Allowance (EMA). Without the EMA students may be unable to afford increased travel costs.
- LCC had proposed changes to the 'three-mile' rule where subsidised transport was provided for students living three miles away from their nearest college that provided the course they wanted to study. Instead the county has been divided up into nine districts. Students

will only receive subsidised travel to colleges within their district regardless of whether it provides the course they wanted to study. This will not affect students who are part-way through courses.

- The Principals of four Lincolnshire Colleges were in correspondence with Lincolnshire County Council.
- A public consultation event will take place at the Guildhall Arts Centre, Grantham on Thursday 3 March 2011. Other consultation events are being held in Lincoln and Louth.

Councillors were concerned that students would lose the freedom to choose where and what they study. Members agreed that they should seek to raise awareness of the proposals, and that Councillor Hearmon should submit a second motion to the Council meeting on 3 March 2011. The Committee also wanted to write to the County Council to express their concerns about the proposals.

Recommendations

- 1. To put a motion before Council to raise awareness about proposed changes to subsidised transport for further education**
- 2. To send a letter to Lincolnshire County Council expressing the Committee's concerns over the proposal that students only receive subsidised transport to prescribed colleges**

12:45 Councillor Russell left the meeting

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

This item was deferred until the Committee's next meeting on 22 February 2011.

21. REPORTS FROM WORKING GROUPS

Councillor Williams proposed the disbanding of the working group that explored night-time economy issues. This was agreed.

22. WORK PROGRAMME

Members considered items for the work programme. Crime and disorder and the Quality Living performance review were on the agenda for this meeting. Scrutiny of budget proposals was placed on the agenda for the meeting on 30 November 2010. The cancellation of that meeting and the budget timeline meant the Committee did not have the opportunity to scrutinise proposals.

Two new items were raised for consideration at the meeting 22 February 2011:

- Partnerships
- Developing the effectiveness of scrutiny

23. REPRESENTATIVES ON OUTSIDE BODIES

Councillor Hearmon had attended the County Council's Scrutiny Committee and the Health Scrutiny Committee. The Health Scrutiny Committee met in Stamford to consider the impact of the development of Peterborough City Hospital and Stamford Hospital, together with service provision in the area.

24. CLOSE OF MEETING

The meeting was closed at 12:52pm

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

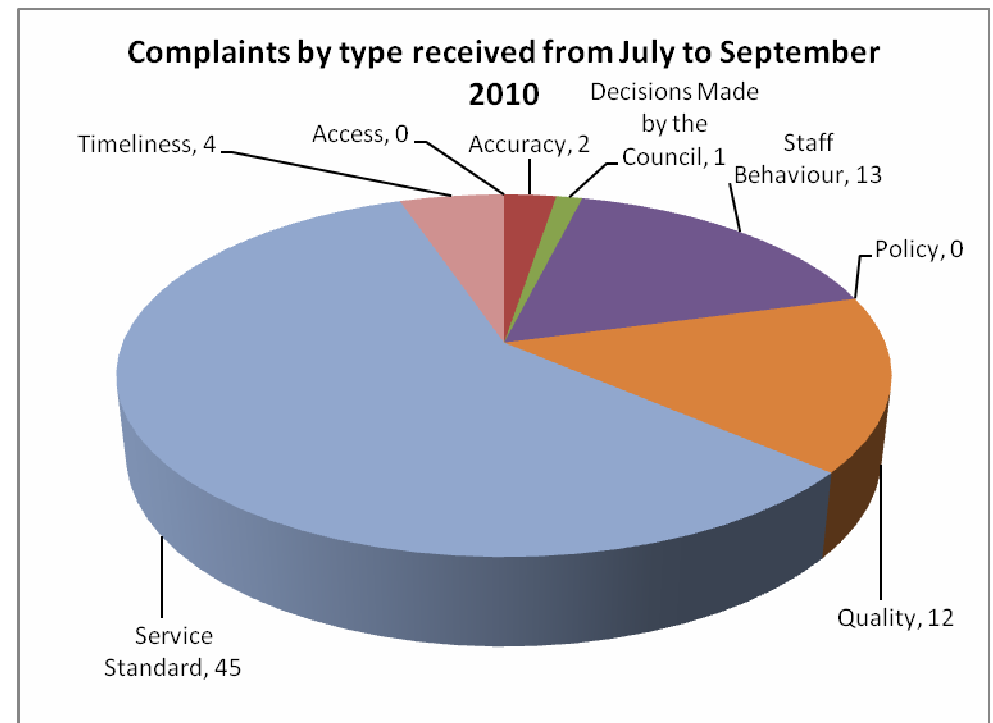
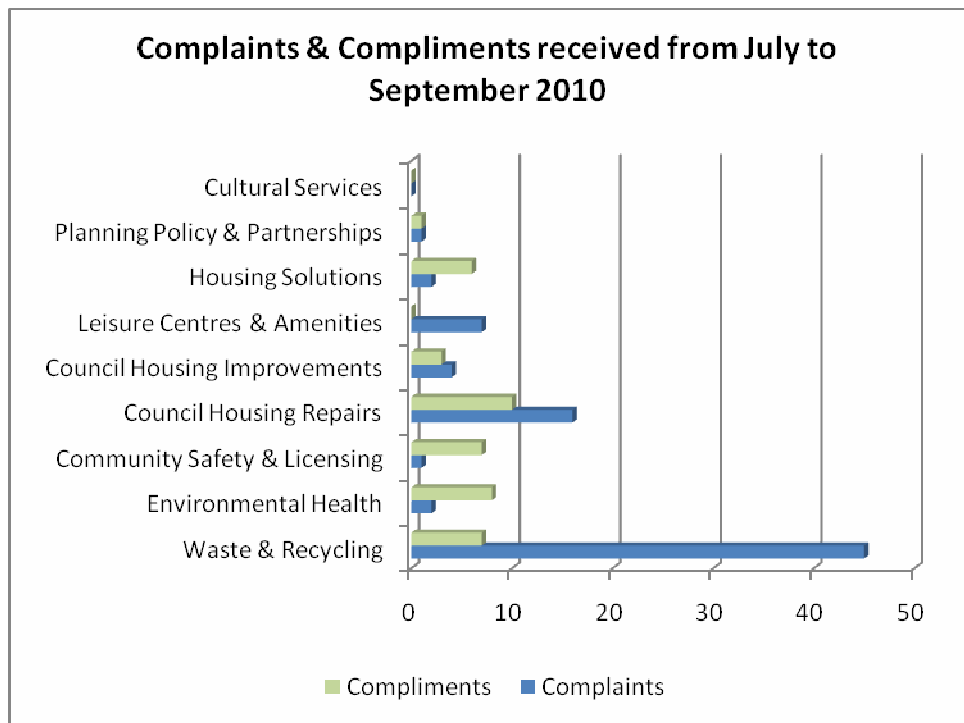


Customer Feedback

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.

Overview and Scrutiny Briefing Note

Introduction – the legislation

Scrutiny arrangements were introduced in the Local Government Act 2000 as part of the modernisation agenda. It included the following requirements for the scrutiny function within district authorities:

- Scrutiny must be given powers to review or scrutinise decisions or action taken and to make reports/recommendations on actions/decisions taken by the executive or other bodies. These powers do not solely have to be used for functions of the Executive
- Call-in decisions made by the Executive or individual members of the Executive
- Scrutiny committees must be politically balanced. Non-councillors (co-optees) can sit on scrutiny committees but not vote. Church and parent governor representatives can vote at committee so long as the committee includes jurisdiction for education.
- Scrutiny must be completely separate from the Executive. Committees can require Executive Members and officers to attend meetings. Representatives from partner organisations may be invited but cannot be required to attend.

The role of Scrutiny was broadened with the Police and Justices Act 2006 and the Crime and Disorder (Overview and Scrutiny) Regulations 2009. This placed a duty on local authorities to establish a crime and disorder scrutiny committee to look at crime and disorder issues.

It is anticipated that the Localism bill will clarify and strengthen the powers of scrutiny.

Scrutiny was designed for the following purposes:

- To exercise public accountability
- Keep a check on powerful Executives
- Improve public services
- Represent the voice of the public
- Provide a meaningful role for non-executive councillors

Four Principles of Good Scrutiny

1. Provides critical friend challenge to executive policy makers and decision makers
 - Constructive, robust and purposeful challenge
 - Non-aggressive to create optimum conditions for investigative evidence based process
2. Enables the voice and concerns of the public

- Meetings conducted in public which invite public participation
 - Innovative public communication, consultation and feedback
3. Carried out by independent minded councillors
 - Councillors actively engage in the scrutiny function to drive improvement
 - Areas are reviewed in an apolitical atmosphere
 4. Drives improvement in public services
 - Promotes community well-being and improves the quality of life
 - Strategic review of corporate policies, plans, performance and budgets

Working practices

Scrutiny should be member-led, with any member able to put an item on the agenda for a meeting. The overall working structure for the Committee should revolve around a work programme, ideally set at the beginning of the year and updated on an ongoing basis to reflect new and changing issues.

When a work programme is put together, it is helpful to include some time frames and have a clear idea of the desired outcome.

Members can use a variety of mediums to consider issues including full meetings, working groups and scrutiny reviews. The key to good scrutiny is gathering evidence to make informed recommendations. The method chosen should be dictated by the topic and the desired outcomes.

When there are competing issues, the Committee must prioritise what it looks at. Some councils have a list of criteria to help scrutiny members prioritise topics, looking at issues including has the issue been raised by members of the public, is there a high level of user satisfaction/dissatisfaction with a service, whether there is high level of budgetary commitment, if it falls within the council's priorities or whether there has been any new government guidance and legislation.

Scrutiny Arrangements – South Kesteven

Part 2, Article 6 of the district council's constitution provides terms of reference for the scrutiny committee. It is attached at appendix A of this briefing note.

Arrangements in South Kesteven have seen the separation of pre-decision and post-decision scrutiny. Any pre-decision scrutiny and policy development is undertaken by one of the three policy development groups (Resources, Engagement or Communities). All other aspects of scrutiny – post-decision scrutiny, call-in, performance management, scrutiny of external agencies, etc. are the responsibility of the Scrutiny Committee.

Conclusion

Good scrutiny can assist the council in delivering high quality services that are used and valued by our communities, and that deliver value for money. Scrutiny also

provides opportunities for Councillors to challenge external bodies about the work they are doing. When used properly, scrutiny should have a significant impact in bringing about the best outcomes for our communities.

SOUTH KESTEVEN DISTRICT COUNCIL CONSTITUTION

ARTICLE 6 – SCRUTINY COMMITTEE

6.1 Scrutiny - Introduction

- (i) The scrutiny function is central to this Constitution. The Scrutiny Committee meets in public (except in the case of an exempt item) to review and scrutinise the performance of the Council and can also hold the Cabinet to account for its actions. It has a key role in considering other matters of local concern.
- (ii) In respect of its duty under the crime and disorder legislation, the Committee may co-opt additional members to serve on the Committee in accordance with Section 3 of the Crime and Disorder (Overview and Scrutiny) Regulations 2009.^{09/09}

6.2 Terms of Reference of the Scrutiny Committee

- (i) The Council will appoint a Scrutiny Committee to discharge the functions conferred by section 21 of the Local Government Act 2000 or regulations under section 32 of the Local Government Act 2000.
- (ii) The Committee will also discharge the functions of Section 19 of the Police Justices Act 2006 and the Crime and Disorder (Overview and Scrutiny) Regulations 2009.^{09/09}

6.3 General Role

Within its terms of reference, the Scrutiny Committee will:-

- (i) review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions;
- (ii) make reports and/or recommendations to the Council and/or the Cabinet and/or any joint or area committee in connection with the discharge of any functions;
- (iii) consider any matter affecting the area or its inhabitants; and
- (iv) exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the Cabinet and/or any area committee.
- (v) To consider Councillor Calls for Action.^{06/09}

6.4 Specific functions

The Scrutiny Committee may:-

- (i) review and scrutinise the decisions made by and performance of the Cabinet and/or Committees and Council officers both in relation to individual decisions;
- (ii) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- (iii) question members of the Cabinet and/or Committees and appropriate officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
- (iv) make recommendations to the Cabinet and/or appropriate Committee and/or Council arising from the outcome of the scrutiny process;
- (v) review and scrutinise the performance of other public service bodies in the area and invite reports from them by requesting them to address the Scrutiny Committee, and local people about their activities and performance; and
- (vi) question and gather evidence from any person (with their consent).
- (vii) members of the Scrutiny Committee should channel enquiries for scrutiny information and support via democratic support officers
- (viii) shall meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions as the committee considers appropriate but no less than once in every twelve month period. .^{09/09}
- (ix) The Scrutiny Committee may co-opt additional members from those persons and bodies who are responsible authorities within the meaning of Section 5 of the Crime and Disorder Act 1998, and from those persons and bodies with whom the responsible authorities have a duty to co-operate under Section 5(2) of that Act (the "co-operating persons and bodies") subject to the provisions set out in that regulation. .^{09/09}

6.4.1 Finance

The Scrutiny Committee may exercise overall responsibility for the finances for the provision of democratic services made available to them in order to perform their scrutiny function.

6.4.2 Annual Report

The Scrutiny Committee must report annually to the Council meeting on its workings.

6.5 Proceedings of the Scrutiny Committee

The Scrutiny Committee will conduct their proceedings in accordance with the Scrutiny Procedure Rules set out in Part 4 of this Constitution.