

Rural and Communities Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Thursday, 18 June 2020 at 2.00 pm
This meeting will be held by remote conferencing using
Skype for Business

Committee Members: Councillor Ray Wootten (Chairman)
Councillor Sarah Trotter (Vice-Chairman)

Councillor Mike Exton, Councillor Mrs Rosemary Kaberry-Brown, Councillor Penny Milnes, Councillor Ian Stokes and Councillor Amanda Wheeler

Invited Cabinet Members Councillor Annie Mason, the Cabinet Member for Communities
Councillor Robert Reid, the Cabinet Member for Housing and Planning

Agenda

Virtual Meeting - Joining Arrangements

Councillors should access the meeting using the link in their calendar.

Members of the press and public can gain access to the meeting by using the following link:

[Rural and Communities Overview and Scrutiny Committee – 18 June 2020](#)

If you are using a smartphone or tablet it may be necessary to download the Skype for Business app before you can enter the meeting; please allow yourself time to do this. If you are using a laptop or desktop computer, you should be able to access the meeting via your web browser.

When you follow the link to the meeting you will enter a virtual lobby; you will be invited into the meeting from the lobby just before the meeting begins. Members of the public should not use the Chat function in Skype for Business. This is for use by Councillors, who will use it to indicate that they would like to speak.

If you have any questions about how to join the meeting, please e-mail democracy@southkesteven.gov.uk.

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☎ 01476 406080

Karen Bradford, Chief Executive

www.southkesteven.gov.uk

1. Comments from Members of the Public

To receive comments or views from members of the public at the Committee's discretion.

2. Register of attendance, membership and apologies for absence

3. Disclosure of Interests

Members are asked to disclose any interests in matters for consideration at the meeting.

4. Action Notes from the meeting held on 20 February 2020

(Pages 3 - 12)

5. Updates from the previous meeting

6. Verbal Update from Cabinet Members

Verbal updates throughout Covid-19 pandemic, on the current situation:

- Garden Maintenance
- Frozen Pipes
- Disabled Facilities Grants
- Housing Repairs
- Homelessness
- Local Lessons from Covid-19
- Stop the Knock

7. SK Community Hub

(Pages 13 - 24)

Report summarising local community response to the Covid-19 pandemic, and what has been learned so far.

8. 2020/21 Committee Work Programme

(Pages 25 - 36)

To populate the draft Work Programme for the Committee for the 2020/21 municipal year

9. Any other business which the Chairman, by reason of special circumstances, decides is urgent

Meeting of the Rural and Communities Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Thursday, 20 February 2020, 2.00 pm

Committee Members present

Councillor Ray Wootten (Chairman)
Councillor Sarah Trotter (Vice-Chairman)
Councillor Penny Milnes

Councillor Ian Stokes
Councillor Amanda Wheeler
Councillor Linda Wootten

Cabinet Members

Cabinet Member for Communities, Councillor Annie Mason
Cabinet Member for Housing and Planning, Councillor Robert Reid
Cabinet Member for Finance and Resources, Councillor Adam Stokes
Cabinet Member for Culture and Visitor Economy, Councillor Rosemary Trollope-Bellew

Officers

Interim Strategic Director Growth
(Harry Rai)
Head of Repairs and Improvements
(Andrew Sweeney)
Head of Customer Experience and IT
(Nova Roberts)
Community Engagement and Policy
Development Officer (Carol Drury)
Scrutiny Officer (Zena West)
Democratic Officer (Lucy Bonshor)

Other Members present

Councillor Bob Adams
Councillor Jacky Smith

37. Membership

The Committee was notified that Councillor Linda Wootten was substituting for Councillor Mike Exton for this meeting only.

38. Apologies

An apology for absence was received from Councillor Kaberry-Brown.

39. Disclosure of Interest

For clarity the Chairman wished to place on record that he sat on Lincolnshire County Council's Children and Young People Scrutiny Committee. Councillor Linda Wootten also stated that she sat on the same Committee as well as the Public Protection and Communities Scrutiny Committee.

40. Action Notes from the meeting held on 16 January 2020

The notes from the previous meeting were noted and agreed.

41. Updates from the previous meeting

The Head of Repairs and Improvements gave an update on the condensate pipes that had been discussed at the September meeting of the Committee and subsequent meetings. Of the 215 properties affected by the big freeze in 2018, 178 properties had the work completed on the boilers and condensate pipes, of the remaining 37, 14 appointments had been arranged. Gaining access to the remaining properties was causing difficulties and statutory powers to gain access would be taken. One Member felt that the boilers were a nuisance especially in relation to access to hot water at intermittent intervals. On the whole Worcester Bosch boilers were good performing boilers and were the most efficient. It was stated that going forward regulations would mean that gas boilers would be phased out. The Chairman asked if an update could be given to a future meeting when the work was completed.

➤ Action Point

That once the work on all the properties affected had been completed an update was given to a future meeting of the Committee.

Another Member stated that all combi boilers were vulnerable in relation to their condensate pipes due to their design. The Interim Strategic Director for Growth informed the Committee that the boilers in Council properties had been checked to ensure that they worked efficiently as part of the gas servicing carried out.

The Chairman referred to the Committee's previous proposals in relation to Stop the Knock which would be revisited later in the agenda. In relation to the Healthy Conversation item, John Turner had indicated that he was happy to give a further update to the Committee at a future meeting.

42. Safeguarding Policy

The Chairman welcomed the Cabinet Member for Communities to the Committee, who introduced the Safeguarding Policy which concerned the development of a joint Safeguarding Policy that had been designed to be

relevant to all seven district councils across Lincolnshire. The policy included a new requirement for Members to complete an e-learning module relating to Safeguarding within their first year in office with extra modules to be completed during their term of office.

The Committee was informed that the policy had been created for all seven district councils with specific “tweaks” for each individual Council. The Policy included a generic overview of safeguarding responsibilities. As a district council, the responsibilities for safeguarding children were the same as those for safeguarding vulnerable adults - to report incidents or concerns to the responsible authority (Lincolnshire County Council) and work with other agencies to ensure the welfare of children and vulnerable adults within the district. The policy also provided guidance on Early Intervention.

The policy covered a three-year period between 2020-2023 and would be reviewed on a three-yearly basis unless legislation or statutory guidance required the policy to be updated in the interim.

The Chairman indicated that Members needed to be aware of the policy in their role as elected Members but stressed that they were not safeguarding officers. They needed to know who the front-line officers were and what they needed to do if they found a safeguarding issue.

A brief overview was then given of each chapter on which Members were given the opportunity to comment.

Chapter 1 – generic overview and who had specific responsibility
Designated Safeguarding Officer, Harry Rai
Prevent Lead, Mark Jones
Operational Lead for Safeguarding and Deputy Prevent Officer, Carol Drury

The level of training and knowledge required was determined by each person’s role and their level of contact to vulnerable persons. Training was completed on a six-year rolling programme and all roles within an organisation had been categorised using the requirements of the National Competencies Framework for Children and Adults. The greater the responsibility, the higher the number of years of training required. Safeguarding was everyone’s responsibility. When Members were first elected, they were given an overview of safeguarding. The policy sets out a new requirement for Members to undertake an e-learning module on Safeguarding with further modules to be undertaken during their term of office. One Member stated that she had undertaken e-learning in her last job, it had been helpful, but she asked if there was anything to assist those who were not technologically confident or had accessibility issues. The Community Engagement and Policy Development Officer stated that the system was user friendly and easy to navigate and help would be available for those who needed it. The face to face briefing that Members had as part of the induction would also be kept in place.

Chapter 2 – Safeguarding Children and Young People. This chapter dealt with all situations within the Council's operation which could potentially involve children or young people. Although people's work may not directly impact on, or relate to, children or young people, everyone had a duty to recognise and respond to a child protection situation or concerns appropriately and people needed to be aware of the policy and its procedures.

Chapter 3 – Safeguarding Adults at Risk. This chapter was in effect a mirror image of Chapter 2 but with Adults as the focus. The Lincolnshire Safeguarding Adults Board was responsible for the development of the multi-agency policy and procedures that were all relevant to organisations in Lincolnshire. Safeguarding adults required people and organisations to work together to prevent and stop abuse or neglect and make sure that the adults' wellbeing was promoted.

Chapter 4 – This chapter dealt with Domestic Abuse in relation to either a child or an adult and came under safeguarding. Reference was made to MARAC which was a Multi-Agency Risk Assessment Conference where victim focused information sharing, and risk management took place and was attended by key agencies where high risk cases were discussed. Sanctuary Schemes were also discussed. Again, this was a multi-agency victim centred initiative which aimed to enable households at risk of violence to remain safely in their own homes. Safeguarding required a multi-agency approach with any criminal activity being the domain of the Police. A question was asked about privately rented housing and it was stated that Social Registered Landlords were responsible for their tenants.

Chapter 5 – Preventing Violent Extremism. There was a duty under Prevent to have due regard to prevent people being drawn into violence and extremism and this sat outside of the criminal space. The Counterterrorism and Security Act enabled local authorities in addition to the Police to refer an individual at risk of being drawn into terrorism for discussion at a Channel panel. Previously this power had only been available to the Police. A support mechanism was available for victims to go through Channel with a mentor to bring them back to a place of safety. 98% of those individuals who were referred within Lincolnshire accepted help.

Chapter 6 – Hate crime and Mate crime. This was a rising issue with the crime not being reported properly or efficiently. Although an incident would be dealt with by the Police, racist graffiti on property would be dealt with by the local authority. One Member asked what Mate Crime was. It was where people were befriended in order to exploit them. It was noted that following the recent motion at Council reference to anti-Semitism and Islamophobia had been included within the policy.

Chapter 7 – Modern Slavery and Human Trafficking. Reference was made to a previous meeting of the Communities and Wellbeing Overview and Scrutiny

Committee at which Detective Chief Superintendent Davison had spoken to the Committee on Operation Pottery, which was the largest modern slavery operation to have taken place in Lincolnshire. Victims were tied in through threat or emotional exploitation and often this was hidden in plain sight, such as within nail bars or car washes. A question was asked about how this could be identified, and mention was made of the Safe Carwash App that was available. Members asked if the name of the App could be e-mailed to them.

➤ **Action Note**

That the name of the App to identify legitimate businesses be e-mailed to all Members of the Committee.

Chapter 8 – County Lines and Cuckooing. These were forms of criminal exploitation and were the responsibility of the Police. This type of exploitation involved children and vulnerable adults. They were geographically widespread forms of harm about which little was known or recognised.

Chapter 9 – Stalking. Stalking in its broadest sense could also be linked with domestic abuse and was a criminal activity. If made aware it must be reported to the responsible authority. This could include both cyber and physical stalking. Everyone had a duty to report it.

Chapter 10 – Mobile Families. The guidance within the Policy was adapted from Mobile Families guidance produced by the Lincolnshire Safeguarding Children Partnership and was aimed at raising awareness. It encouraged vigilance about families that moved frequently and appeared to live transient lifestyles.

A discussion followed with reference being made to homelessness and it was stated that the Safeguarding Policy complemented the Homelessness Policy. The Homelessness Strategy was due to be reviewed by the Committee at its next meeting and this included the Council's homelessness prevention duty.

The Cabinet Member for Housing and Planning referred to the Members handbook and having numbers contained in a flow chart. The Community Engagement Policy Development Officer said that information had been put on to an easy to carry credit card with contact information for children's safeguarding on one side and adults safeguarding on the other. Members asked if these could be circulated to all Members of the Council.

➤ **Action Note**

The Community Engagement Policy Development Officer to circulate the safeguarding credit card to all Members of the Council in their pigeonholes.

Further discussion followed on the use of acronyms within the document and it was asked if these could be reduced. A question was asked in relation to the flow chart contained within the document, and Members requested that a copy be shared with them. It was stated that the process was the same whether it was an officer or a member wanting to report a safeguarding incident.

The Cabinet Member for Communities thanked the Community Engagement and Policy Development Officer for her hard work in putting the document together to make it suitable for South Kesteven. She asked the Committee to consider adopting the policy before them together with the requirement for Members to undertake the e-learning module in their first year of office. The Chairman reiterated her thanks to the Community Engagement and Policy Development Officer for her work in putting the document together. She proposed that Committee agree to the mandatory safeguarding training by e-learning, to recommend that the Cabinet adopt the Policy with fewer acronyms and that the Safeguarding credit cards be circulated to all Members of the Council. This proposal was seconded, and on being put to the vote, was agreed.

Recommendation

- 1) The Committee recommended to Cabinet that Councillors undertake mandatory Safeguarding training by e-learning.***
- 2) That Cabinet adopts the Safeguarding Policy with fewer acronyms and***
- 3) That the Safeguarding credit cards be circulated to all Members of the Council.***

43. Tenancy Strategy

The Cabinet Member for Housing and Planning introduced the item and stated that the Strategy aimed to make the best use of stock provision to meet the housing needs of communities and set clear guidance to other registered providers so that all housing in the district was used to its best ability. The Strategy was to guide social landlords using best practice. Private registered providers were required to publish their own tenancy policies but needed to take account of the Local Authority's Tenancy Strategy. He also referred Members to page 128 of the agenda which gave rent averages for the district.

The Interim Strategic Director for Growth then gave the Committee details on the Strategy. The Localism Act 2011 required all Local Housing Authorities to produce a Tenancy Strategy to help guide social registered providers which operate in their area to make decisions about what type of tenancies to offer. The Council's current Tenancy Strategy was published in 2013. The use of assured or secure and flexible tenancies appropriate to the household's need or property type was supported by the Council. Where flexible tenancies were used the Council wished to see fixed term tenancies of five years or more.

Longer term tenancies tended to create more buy-in by tenants from a financial and social aspect.

Consultation had taken place with all 25 private registered providers of social housing across South Kesteven. Two responses had been received from Cross Keys Homes and Muir Group and these were outlined in the report. Overall the responses were supportive of the criteria for use of fixed term tenancies. Pay to Stay was no longer supported nationally and had been removed from the Strategy. Other amendments to the Strategy were outlined under section 7 and section 5. Subject to comments made by the Committee the Tenancy Strategy was due to go to Cabinet for approval in March 2020.

Discussion on the Strategy followed with the following comments/questions raised:

- SHMA stands for Strategic Housing Market Assessment.
- It was felt that there had been a poor response to the consultation. The Interim Strategic Director for Growth indicated that close working was carried out with some of the registered providers who were already familiar with the document.
- The amendments to section 7, following consultation with Housing Providers – ‘Tenants with large rent arrears (threshold amount would need to be set)’ changed to ‘Tenants with large rent arrears (the threshold amount to align with the amount used by our Rents Team in the serving of a notice seeking possession of the property)’ had not yet been made to the draft strategy presented to Members, as officers were awaiting feedback from the Committee first. These changes would be made following the meeting.
- Facts and figures contained in the document were taken from the 2014 Peterborough Sub Regional Strategic Housing Market Assessment of which South Kesteven was a part.
- Members asked whether the picture on page 132 of the agenda (page 6 of the Tenancy Strategy) could be changed, as it contained elements specific to the American housing market.
- Members requested that the final strategy contain fewer acronyms.

A reference was made to not having lifetime secure tenancies and therefore protecting Council stock. The Interim Strategic Director Growth said that as a Local Housing Authority the Council could not offer assured tenancies, they had to be secured as required under the Housing Act 1985. Social Housing Landlords could offer these types of tenancies but there was a large turnover and a tendency towards shorter term tenancies. A longer tenancy gave more security, with tenants more likely to invest more in the property.

Updates in relation to the impact of changes made to the Strategy were discussed and Members agreed to receive any updates by e-mail.

The recommendations were proposed, seconded and agreed by the Committee.

Recommendation:

The Rural and Communities Overview and Scrutiny Committee recommends:

- 1) That Cabinet approves the amendments to the Tenancy Strategy as set out in 2.5 and 2.6 of the report of the Cabinet Member for Housing and Planning.**
- 2) That Cabinet adopts the updated policy subject to the rewording of 4.1, the reduction of acronyms and that a different picture is used on page 6.**
- 3) That the Committee receives annual updates (by e-mail) on the impact of changes to the Strategy.**

44. Best Practice Policy and Protocol on Debt Collection

At the last meeting of the Committee three recommendations were made and forwarded to the Cabinet. At the Cabinet meeting a request was made for the Committee and Officers to develop those recommendations and create a Best Practice Policy and Protocol on Debt Collection and produce a report with recommendations for the Cabinet to consider in more detail.

The report before Members was to approve a way forward to develop the policy/protocol looking at best practice policies and agree a format to work towards recommendations being put before the Cabinet at its April meeting.

Reference was made to the legal requirement to collect council tax and non-domestic rates, which should be collected as normal.

The Chairman stated that a very long discussion had ensued at the last meeting of the Committee and the recommendations put forward had been unanimously supported. He was happy to recommend that Officers continue to put together a policy/protocol based on work that was currently undertaken and the comments made at the last meeting of the Committee. It was proposed that once the policy/protocol was adopted that six month review was undertaken by the Committee.

The Cabinet Member for Finance and Resources stated that the Council did need to retain the ability to collect council tax and needed processes in place to do this.

The recommendations were put forward, seconded, and agreed by the Committee.

Recommendations:

- 1) ***That Officers are requested to develop an appropriate written policy/protocol on debt collection taking account of the comments made at the January meeting of the Committee.***
- 2) ***That the draft policy/protocol is e-mailed to Members of the Committee including Councillor Baxter for comment.***
- 3) ***That the final policy/protocol is presented to Cabinet in April 2020 for approval.***
- 4) ***That the policy/protocol is reviewed six months after adoption.***

45. Work Programme

The Chairman informed the Committee that Inspector Gary Stewart from Lincolnshire Police had been invited to the meeting but had been unable to attend. It was within the remit of the Overview and Scrutiny Committees to have a Crime and Disorder meeting during the year and he asked if Members wanted Inspector Stewart to be invited to the next meeting of the Committee. Members agreed to have the invitation re-issued, but if Inspector Stewart could not attend, they asked that Mark Jones, Community Resilience Lead be invited to the meeting.

➤ ***Action Note***

That Inspector Gary Stewart be invited to attend the next meeting of the Committee, if he is unavailable, Mark Jones, the Community Resilience Lead to attend.

Other items for the March meeting to include Homelessness and Community Cohesion.

Items for the April meeting to include the Assisted Garden Maintenance Scheme and rural access to leisure facilities. Disabled Facilities Grants and the Community Infrastructure Levy to be referred to future meetings of the Committee.

The Chairman stated that if any Member had an interest in a particular area within the remit of the Committee that they wished the Committee to look at then they should e-mail him direct.

A suggestion was made that those areas already discussed by the Committee should be deleted from the work programme.

46. Extra meeting of the Rural and Communities Overview and Scrutiny Committee

The Committee agreed to hold a further meeting on Thursday 19 March 2020 at 2:00pm.

➤ **Action Note**

That a further meeting of the Rural and Communities Overview and Scrutiny Committee to be held on Thursday 19 March 2020 at 2:00pm.

47. Close of meeting

The meeting closed at 4:04pm.



**SOUTH
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COUNCIL**

Rural and Communities Overview and Scrutiny Committee

18 June 2020

Report of: Councillor Annie Mason

Cabinet Member for Communities



SK Community Hub

This report provides a brief overview of the SK Community Hub and considers how the Council can use this as a positive launchpad to ensure community engagement, infrastructure support and volunteering opportunities are maintained and developed beyond the COVID-19 lockdown period to build a lasting legacy.

Report Author

Carol Drury, Community Engagement and Policy Development Officer



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Corporate Priority:	Decision type:	Wards:
Administrative	Administrative	All Wards

Reviewed by:	Paul Stokes, Corporate Operations Lead	27 May 2020
Approved by:	Gary Smith, Strategic Director Commercial and Operations	29 May 2020
Signed off by:	Councillor Annie Mason, Cabinet Member for Communities	5 June 2020

Recommendation (s) to the decision maker (s)

1. It is recommended that Members of the committee note the contents of this report and agree to participation in a workshop to explore future working with the voluntary and community sector.
2. Rural and Communities Overview and Scrutiny Committee is asked to recommend to the Cabinet Member for Communities the approval of the transition of the inbound call handling element of the SK Community Hub to the Customer Service Centre.

1 The Background to the Report

- 1.1 The SK Community Hub was established in the third week of March 2020 when guidance from Government advised that people should not travel to work unless they worked in essential, front-line services. The guidance also advised that the vulnerable in society, which included people identified by the NHS as clinically vulnerable (i.e. those 'shielding' and people aged 70 and above (i.e. those in social isolation), should remain at home.
- 1.2 Originally operating between the hours of 8am and 10pm (reduced to 8am to 7pm in the third week of operation) the SK Community Hub was collectively staffed seven days a week by a team of seventeen people redeployed from across Corporate Operations, Arts and Leisure Services.
- 1.3 Prior to lockdown, communication went out to our communities to determine the level of local support available. Response from communities was swift. From the first weekend of operation for the SK Community Hub we began to develop a register of Mutual Aid and Community Groups so that we had a means of directly responding to the needs of our vulnerable residents during lockdown.
- 1.4 A process flow and an internal frequently asked questions document was developed with customer services, to ensure consistency of responses with one shared version kept up to date with the latest information.
- 1.5 The SK Community Hub worked in collaboration with the Lincolnshire Resilience Forum which was tasked with coordinating the County's response.
- 1.6 The Resilience Forum had contacted all of the town and parish councils in Lincolnshire to determine the level of community support available and worked with the Lincolnshire County Council's Wellbeing Service to coordinate that support.
- 1.7 The clinically vulnerable were identified via the NHS and provided with emergency food parcels and other practical and social support. This was mobilised and managed by the LRF.
- 1.8 The role of the SK Community Hub was to provide advice and signposting as well as assist those in immediate need of assistance that fell outside of the formal classification of clinically vulnerable, so although the focus was on those isolating, support was available to anyone who required it. The vulnerable and their needs for support were varied and there are case studies at appendix A to provide a small insight into some of the interventions that were needed.
- 1.9 The incredible response from the community meant that the SK Community Hub had 55 groups from across the district to direct people to for help. Pre-existing and new COVID-19 support groups were identified covering all four of the district's towns and 61 of our 80+ villages with provision across 29 of our 30 electoral Wards. The only Ward with no support group registered with either the SK Community Hub or the Lincolnshire Resilience Forum was Belmont Ward. This, however, does not mean that support was not available for its residents. This Ward, as with many throughout the district, could have groups working independently and, given its proximity to Grantham, would also be covered by the town's community provision.
- 1.10 Individual volunteers also came forward and, in the early days, we utilised these volunteers to do shopping and collect prescriptions etc for people that had no support network around

them. As much as possible and practicable we tried to match these volunteers with an already existing, established group, that had registered with the LRF through the SK Community Hub. This gave the volunteers greater support and, through the umbrella of that group were covered by LCC indemnity insurance. We quickly identified a gap in Grantham as, initially, there was no community coordinating group for volunteers to operate through in the town. Working collaboratively with the South Lincolnshire Blind Society we were able to effectively fill this gap and the Society's B Hive operational arm became the coordinator for Grantham and many of its volunteers. Across the district we had a pool of around 1500 volunteers and as of the end of May had responded to more than 1700 requests for help and information.

- 1.11 However, this is only part of the picture – not every group or individual volunteer registered with the SK Community Hub. Faith groups, parishes, neighbours and local Councillors from across our district all stepped up to provide stand-alone community aid and many communities had no need to contact the SK Community Hub for help because it was right there, on their doorstep.
- 1.12 Faith groups in particular picked up many of the people who weren't officially identified as vulnerable – from those in financial crisis requiring the support of a Foodbank, migrant communities employed in restaurants, car washes, nail bars etc not able to work because of lockdown through to circus performers not able to work because of visa restrictions who were kept in food and toiletries by the good will and generosity of local unsung heroes.
- 1.13 As lockdown is eased the need for the SK Community Hub, in its current form, will be lessened. It will be necessary to maintain reactive support for vulnerable residents and community enquiries and this can be transitioned through our pre-existing customer service centre and out-of-hours offer. Officers will have access to the database and information held by the SK Community Hub of support services available to residents to ensure continuity and we are working with community organisations to ensure the befriending service is developed and maintained once council staff return to their usual roles within the Authority. This will require sensitive handling of information and strict adherence to GDPR requirements.
- 1.14 Since its inception the SK Community Hub has taken an average of 19.82 calls per day. The greater volume of calls occurs during weekdays. An average of 4.9 emails have been received per day. Again, the greater number of email contacts takes place during weekday opening hours. Analysis of call volumes and a snapshot of averages of calls handled at 15 minute intervals can be found at appendix B.
- 1.15 The transition of inbound call handling from the SK Community Hub to our Customer Service Centre will be planned and managed carefully. This will also align with the release of redeployed staff back to their substantive posts as their services recommence or to redeploy them to other COVID-19 related activities.
- 1.16 As our customer offer moves to this transitional position, we must remain mindful that, should a second wave of COVID-19 outbreak occur and lockdown rules reintroduced, the SK Community Hub and its operating hours may need to be reinstated to continue to meet the needs of our communities.
- 1.17 Crucial to the continuation of effective community engagement is the need to stay connected to the groups we have built a database of and relationships with during the pandemic. It is accepted that some of the groups – specifically those borne out of the crisis may cease once support for communities is no longer needed. It is also envisaged that some of these groups

will remain but adapt and grow with the changing needs of the communities they have served. Many will go back to 'business as usual'. The voluntary and community sector will remain at the forefront of local activity and now, more than ever, is the perfect time to review our working relationship with this sector to explore opportunities to increase collaboration in the delivery of local services.

- 1.18 To aid a sustainable legacy for the SK Community Hub that can adapt and grow we need to cement the connections already made and build new connections to create an ecosystem of the groups and the types of support available within our communities. Intelligence gained during the development and operation of the SK Community Hub will be the starting point of the ecosystem. Mapping the provision will enable us to identify gaps; duplication of effort; opportunities to partner and gateways to volunteering. As part of this, the Council will want to review and realign its existing voluntary and community sector grants and funding sources.
- 1.19 There is also an opportunity to further strengthen relationships with parish and town councils, many of which have also played an active role to support their communities during COVID-19.
- 1.20 Consideration can be given to establish some kind of voluntary and community sector forum to enable a strategic, sector wide dialogue that can help to shape this relationship, joint working and support. Such a forum could also be used to identify areas of support needed by groups (governance, funding, etc) and to promote volunteering opportunities for groups and individuals to complement the work of the Council and also for Council employees to be made aware of community volunteering opportunities.
- 1.21 As community advocates, elected Members are at the heart of this process and have local knowledge at a grassroots level that can help identify the gaps and determine the direction of travel toward a stronger, more sustainable connection with the voluntary and community sector across South Kesteven.
- 1.22 There is also a need to recognise the personal impact the lockdown, required to manage the COVID-19 crisis, has had on individuals. Enforced social isolation has resulted in increases in loneliness. The befriending service that has provided a lifeline for many during lockdown has helped to ease the impact of loneliness, however, as lockdown eases people will need to physically reconnect within their own communities and beyond and many may be nervous of doing so.
- 1.23 Prior to lockdown officers were working with a local faith group on a funding application to support the operation of a chat café. The provision of a chat café was, in this context, to provide opportunity for people whose first language is not English to practice the language outside of their formal lessons. The funding application for this project is currently on hold as funders concentrate their resources towards the COVID-19 community response. The group has been assured however, that the application will continue its journey once restrictions are eased.
- 1.24 Going forward, we may want to consider exploring ways of developing chat café-style initiatives utilising already established facilities across the district and working with local businesses, social prescribers and the voluntary and community sector to ease people back into society.

- 1.25 The Committee is therefore asked to participate in a workshop to explore this topic. The workshop would be held virtually and will require information and intelligence gathering with Members prior to the committee workshop taking place. Potential topics to explore include:
- **Councillors:** Considering the important role that Members play
 - **Voluntary and community sector forum:** Could enable a strategic dialogue to help to shape the relationship
 - **Regular communications:** Could provide a regular newsletter or similar to voluntary and community sector groups to provide updates
 - **Volunteering:** Consider ways to promote volunteering opportunities, particularly where there are gaps
 - **Voluntary and community sector groups:** Considering ways to support and enable groups, particularly where there are gaps
 - **Grants and funding pots:** Options to streamline and refocus the Council's grants and funding pots
 - **Innovation:** Explore opportunities to better integrate the delivery of services between the local authority and the voluntary and community sector
 - **Celebrating community heroes:** Considering ways to recognise and thank community heroes and good neighbours to complement and build on the acknowledgements made during Volunteer Week 2020.

2 Consultation and Feedback Received, Including Overview and Scrutiny

- 2.1 To be gathered through the suggested workshop with Members of Rural and Communities Overview and Scrutiny Committee.
- 2.2 Consultation has begun with some of the key voluntary groups in the district to determine how we can continue to collaborate throughout the transition from response to recovery and beyond.

3 Available Options Considered

- 3.1 The SK Community Hub could simply be disbanded when redeployed staff return to their substantive posts and services, but this would risk vulnerable residents in need not getting the support they require. It would also fail to take advantage of the unique opportunity to build on the renewed and strengthened relations with the voluntary and community sector and local volunteers to reshape the Council's ongoing relationship and consider how best the Council can continue to support or enable the voluntary and community sector and volunteers as the district moves from 'response' to 'recovery' and beyond.

4 Preferred Option

- 4.1 To mainstream the inbound call handling aspects of the SK Community Hub by transitioning this to Customer Services. In addition, to explore opportunities and to get a steer from Members as to how to continue to build on the positive relationship, befriending service and joint working with the voluntary and community sector and volunteers.

5 Reasons for the Recommendation (s)

- 5.1 To respond to the changing needs and to consider how best to transition the successful elements of the SK Community Hub to put them on a sustainable footing when redeployed hub staff return to their substantive posts and services.

6 Next Steps – Communication and Implementation of the Decision

- 6.1 Subject to agreement, a virtual Member workshop will be scheduled in July for the Rural and Communities Overview and Scrutiny Committee.

7 Financial Implications

- 7.1 The financial considerations of the migration of the Community Hub to Customer Services will be met from existing budgets and therefore there will be no additional financial implications arising from the recommendations that are set out in the report.

Financial Implications reviewed by: Richard Wyles, Interim Director of Finance

8 Legal and Governance Implications

- 8.1 There are no legal implications. The Council has led good practice to address the challenges brought by Covid-19, pooling its resources, responding to new problems and innovate solutions. It is essential to consider future support for the community as we move from the lockdown period and beyond.

Legal Implications reviewed by: Mandy Braithwaite, Legal Executive

9 Equality and Safeguarding Implications

- 9.1 Equitability and the safeguarding of vulnerable individuals from harm is at the forefront of the services delivered through the SK Community Hub and will continue throughout transition and beyond. In order to ensure that equality and safeguarding considerations remain at the heart of our service delivery, impact assessments on individual projects and evolution into business as usual will be conducted throughout transition and into the legacy of the SK Community Hub.

10 Risk and Mitigation

- 10.1 No high-level risks identified.

11 Community Safety Implications

- 11.1 None.

12 How will the recommendations support South Kesteven District Council's declaration of a 'climate emergency'?

- 12.1 Not applicable to this report.

13 Other Implications (where significant)

- 13.1 None.

14 Background Papers

- 14.1 None.

15 Appendices

15.1 Appendix A – Case Studies.

15.2 Appendix B – Call Volumes

Report Timeline:	Date of Publication on Forward Plan (if required)	Not applicable
	Not previously considered by another Committee	Not applicable
	Final Decision date	18 June 2020

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SK Community Hub - Case Studies

Overview

Since it opened on Saturday 21st March 2020 the SK Community Hub (known as the Hub) has dealt with over 1800 requests for help, offers of help and general advice enquiries. During its first few weeks the Hub received a remarkable response from local people – some connected to existing community groups; some individually putting themselves forward and all offering to help those in need. Many of the early calls centred around what type of help would be available to people and, with an ever-growing database of community support, the Hub was able to provide reassurance from the earliest stage that, when people needed help, it would be there. The Hub has dealt with contacts that have by turns been, heart-breaking and heart-warming.

Helping the Stranded

In its first week the Hub had contact from two sets of ‘stranded’ people. One – a couple from Guernsey who had been on a cruise and had stopped off in England to visit friends in Lincolnshire. Then, because travel restrictions and lockdown were introduced, they weren’t allowed to return to the Channel Islands so had set up temporary home in South Kesteven. The husband was classified as clinically vulnerable and, while the wife was able to go shopping, she, a retired nurse, felt it would put her husband at greater risk if she mixed with people from outside their household. As a clinically vulnerable person the husband was eligible for a Government-provided food parcel. Registering for a food parcel also allowed people access to supermarket delivery slots so the Hub provided details of how and where to register and our visitors from Guernsey stayed safe. The second case was much more complicated. On the second Saturday of the Hub’s existence contact was made by a person representing nine Cuban circus performers stranded just outside Grantham and having to live in the truck they would have been touring the country in had they been able to work. They weren’t able to work because their visas only allowed them to perform in the circus and they had been told they couldn’t fly home to Cuba because no flights were going into South America at that time. As freelance performers they had no access to financial support and no access to food or supplies. Foodbank would have been the obvious solution but that wouldn’t open again until Monday and these people were desperate. The Hub called a local faith group to see if there was any chance they could help. Within a couple of hours they delivered what they thought would be enough food to keep these nine individuals fed for a week – only to discover that there were fourteen others, including children, living on the circus winter quarters with no support. The remarkable dedication and outstanding generosity of that faith group has kept all of those people fed for 10 weeks. The Hub has arranged support for additional food and toiletries through Grantham Foodbank. The Hub emailed the Cuban Consulate in the hope that some support would be available for its people but received no response. The local MP then took up the case.

Foodbanks

South Kesteven’s four Foodbanks have all had to adapt their operations in order to continue to meet the needs of those in financial crisis at this time. Voucher systems have either been suspended or amended to allow for referrals by phone (vouchers completed at Foodbanks for audit purposes) or via electronic vouchers sent through prior to opening times. All of the Foodbanks have offered delivery services to those who are self-isolating or are unable to travel to the Foodbank to collect a food parcel. In Grantham we facilitated a partnership between the Foodbank and Rotary Club so that this service could be provided within a 10 mile radius of the town. Under normal operating circumstances Foodbank vouchers are issued by a number of front-line organisations – Job Centre+, schools, faith groups etc and via a number of SKDC service areas (Housing, Benefits for example). These would be paper vouchers signed by the person issuing and the person needing a Foodbank parcel. Stamford, Bourne and Deepings Foodbanks all continued to work with their existing partners but many of the usual issuing agencies were either closed altogether or working remotely potentially closing off avenues of support for people in need. Systems were quickly adapted in order that they could continue to meet the needs of the financially vulnerable. Once lockdown was introduced Grantham foodbank

supplied e vouchers so that no contact between issuer and recipient was needed. From week one of lockdown all vouchers issued via SKDC were coordinated through the Hub and, once the delivery service became operational the Hub became the sole issuer of delivery vouchers for the Grantham Foodbank. Since week one of lockdown the Hub has issued Foodbank vouchers/deliveries of food, toiletries and other essential supplies in support of 114 adults, 65 children, 4 cats and 3 dogs.

BHive and Evergreen

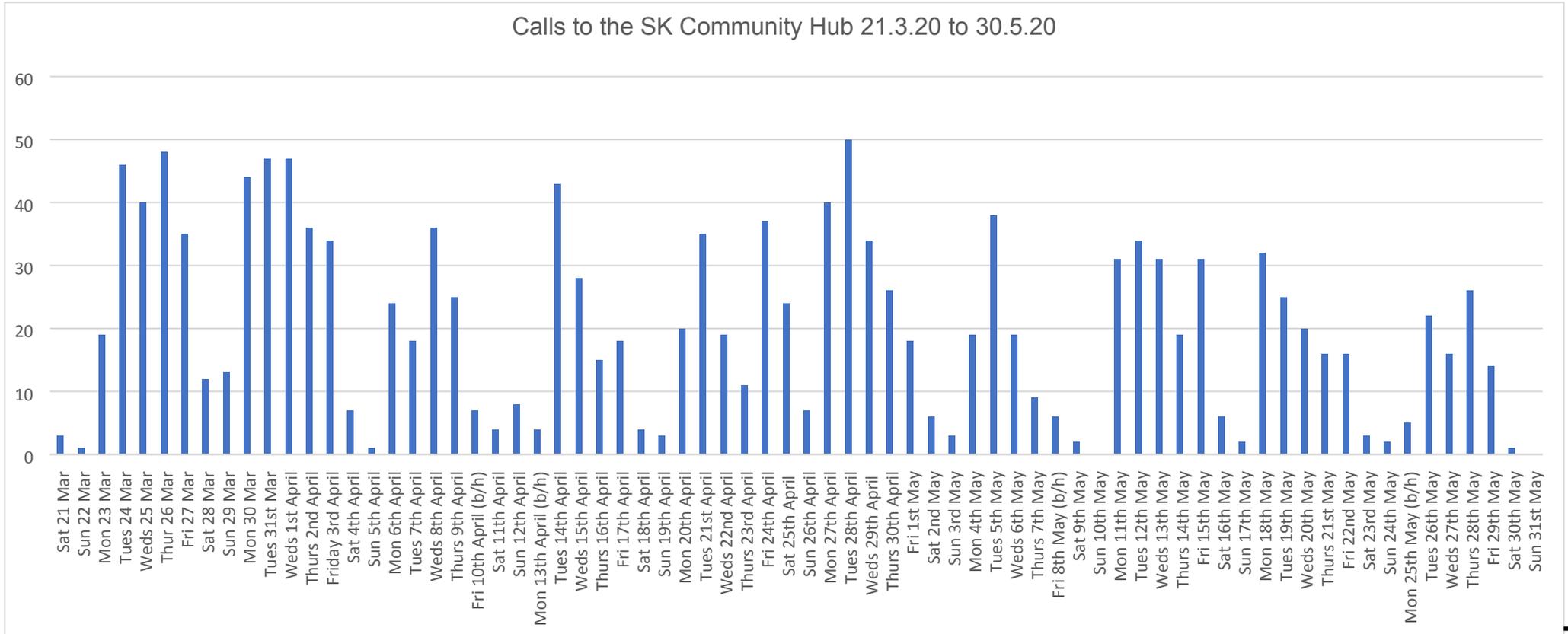
We worked with both BHive in Grantham and Evergreen Trust in Stamford to help establish cash crisis 'banks' for people who, although they had the means to pay for shopping and essentials, had no access to their own cash because they were shielding or self-isolating. What became clear in the first few weeks of lockdown was that, whilst we could support through the network of volunteers, people who needed food or prescriptions collecting and those who were shielding because of clinical vulnerability would be getting essential supplies via Government food parcels, there was another raft of people who were struggling because they relied on cash to pay for their goods and services. Evergreen was able to cover the south of the district and BHive could cover the north with Corby Glen providing the north/south divide. People over seventy had been asked to stay home as much as possible and that, for some, meant the weekly trip out to collect their pension and 'do a bit of shopping' was curtailed. It was evident that, as the weeks went on, the money people had access to would run out and then they would not be able to pay for the food and supplies the volunteers were bringing to them. The two systems worked differently. The system in the south operated thus: volunteers who worked with Evergreen who go to the 'bank', collect the money they needed in order to do a person's shopping and the recipient would be invoiced. The person could pay by cheque or, if they had no chequebook or cash, they could pay later, once lockdown was eased. The system in the north via BHive also allowed people to be able to pay the volunteer group for their shopping by means of card payment (at an appropriate distance).

Parishes, towns and community groups

Much of the coordination of the volunteer effort during lockdown has been provided by the town and parish councils of the district. Whilst some newly formed community groups set themselves up in isolation, many partnered with a town or parish council to deliver the essential support needed to their local communities. As part of the partnership working between ourselves and the Lincolnshire Resilience Forum (LRF) all groups that had either registered via the SK Community Hub or LRF were contacted to ensure appropriate governance and policy were in place. For the town and parish councils this was a given – already established, constituted and the third layer of local government they had a presence within their communities. New groups were offered a health-check and assistance to ensure they were fit for purpose. These groups, and the volunteers working within them, could also take advantage of indemnity insurance via Lincolnshire County Council. We are aware that there are groups that neither registered with the Hub or the LRF that are operating in our communities. This, in a rural district, is to be expected – smaller communities where everyone knows everyone will inevitably work together to support one another, and that is to be applauded. In towns, some groups partnered with the town councils and some worked independently. Larger, more densely situated populations often require increased levels of support – not because of greater need – merely because of greater numbers of people with varying needs. In Grantham, at the start of lockdown, the Hub worked with individual volunteers to meet the needs of the people of the town. This was time consuming and often put pressure on a relatively small pool of people. Through working with BHive it became evident that it could be the central coordinating organisation for Grantham and the north of the district. The individual volunteers that had already signed up with the Hub and any that came forward in subsequent weeks were encouraged to become a BHive Buddy giving them the protection of an umbrella organisation and the indemnity insurance offered by LCC.

SK Community Hub Call Volume

Calls to the SK Community Hub 21.3.20 to 30.5.20

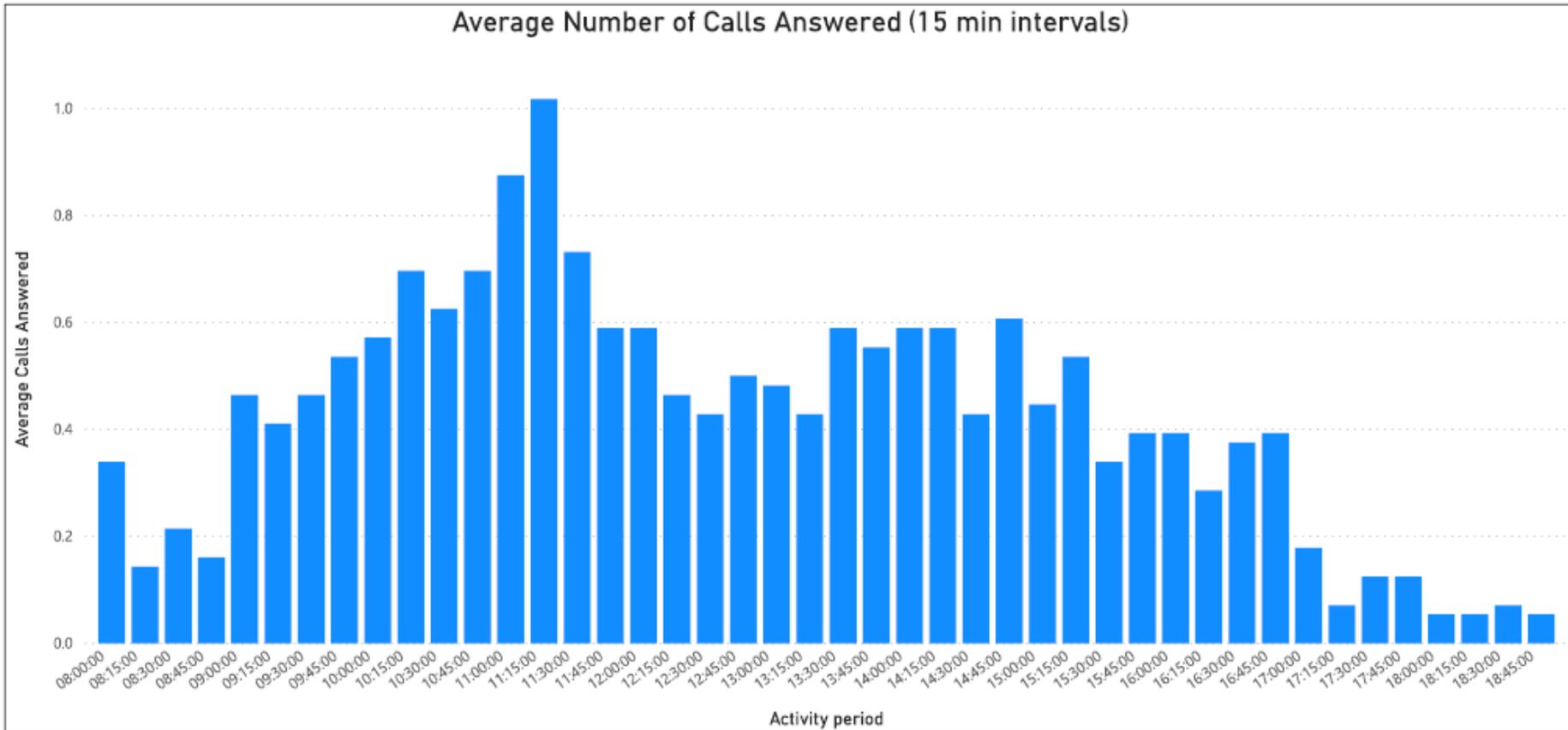


Date of HUB Calls

04/04/2020

02/06/2020

Average Number of Calls Answered (15 min intervals)



**Rural and Communities Overview and Scrutiny Committee 2020/21
Work Programme**

25

Current Issues/Status	Activities and Timetable		Outcome sought / Key lines of enquiry
Verbal Update from Cabinet Members	Verbal updates throughout Covid-19 pandemic, on the current situation during the pandemic. Updates on: <ul style="list-style-type: none"> • Garden Maintenance • Frozen Pipes • Disabled Facilities Grants • Housing Repairs • Homelessness • Local Lessons from Covid-19 • Stop the Knock 	18 June 2020, 2:00pm (virtual)	Committee to feedback and comment on verbal updates, and suggest/request areas for further scrutiny at future meetings
Community Response to Covid-19	Written report summarising local community response to the Covid-19 pandemic, and what we have learned so far		To review the way services and support has changed, consider which options should continue post-Covid, and feedback to Cabinet as necessary
Work Programme 2020/21	To consider which items within the Committee's remit should be considered during the 2020/21 municipal year, and which items Cabinet members should report on verbally to each meeting		To populate and agree the draft work programme
Verbal Update from Cabinet Members	Verbal updates throughout Covid-19 pandemic, on the current situation during the pandemic. Updates on: <ul style="list-style-type: none"> • TBC 	10 September 2020, 2:00pm (location TBC)	
Verbal Update from Cabinet Members	Verbal updates throughout Covid-19 pandemic, on the current situation during the pandemic. Updates on: <ul style="list-style-type: none"> • TBC 	12 November 2020, 2:00pm (location	

Agenda Item 8

Rural and Communities Overview and Scrutiny Committee 2020/21
Work Programme

Current Issues/Status	Activities and Timetable		Outcome sought / Key lines of enquiry
		TBC)	
		7 January 2021, 2:00pm (location TBC)	
		11 March 2021, 2:00pm (location TBC)	
		29 April 2021, 2:00pm (location TBC)	

Rural and Communities Overview and Scrutiny Committee 2020/21 Work Programme

Unscheduled items

Review of Crowd Funding	Feedback on high level review of crowd-funding, assessing the impact so far	TBC	Review various crowdfunding options available, make suggestions for improvement and streamlining, feedback to Cabinet
Community Infrastructure Levy	To assess the feasibility of using the Community Infrastructure Levy	TBC	Assess feasibility and make recommendations either way to Cabinet
Crime and Disorder – Neighborhood Policing / ASB	Inspector Gary Stewart to be invited to attend	TBC	Crime and Disorder Scrutiny

27 REMIT

The remit of the Rural and Communities Overview and Scrutiny Committee will be to work alongside Cabinet Members to assist with the development of policy and to scrutinise decisions in respect of, but not limited to:

- Anti-social Behaviour
- Assisted Garden Maintenance Scheme
- Benefit Claims
- Community Cohesion
- Community Funding & Volunteering
- Community Right to Bid
- Community Safety and Local Policing
- Customer Services
- DASH Landlord Accreditation Scheme
- Disabled Facilities Grant
- Empty Homes Assistance
- Empty Homes Discount
- Equalities and Diversity
- Essential Home Repair Assistance
- Gravitas Housing
- Health
- Homelessness
- Housing Management, Improvement and Repairs
- Housing Partnership
- HR and Organisational Development
- Landlords Forum
- Parish and Town Council Liaison
- Procurement
- Safeguarding
- Well-being

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CABINET FORWARD PLAN
Notice of decisions to be made by Cabinet
1 July 2020 to 30 June 2021

At its meetings, the Cabinet may make key decisions and non-key decisions. It may also make recommendations to Council on matters relating to the Council's budget or its policy framework.

A key decision is a Cabinet decision that is likely:

1. To result in the District Council incurring expenditure which is, or the making of savings which are, significant having regard to the District Council's budget for the service or function to which the decision relates; or
2. To be significant in terms of its effects on communities that live or work in an area comprising two or more wards.

A non-key decision is one that is not a key decision.

The Forward Plan

The Cabinet Forward Plan is a rolling, 12-month plan that will be updated on a regular basis. It includes those matters that are scheduled to be considered by Cabinet during the plan period. This plan also includes details of those decisions that are due to be made by the full Council.

Overview and Scrutiny

The Forward Plan will be circulated to all Overview and Scrutiny Committees and be considered at each meeting as Members set the Overview and Scrutiny Committee work programmes. Scrutiny members will be able to pick from the Forward Plan, those items relevant to their remit that they wish to scrutinise.

Notice of future Cabinet decisions and recommendations to Council

Summary	Date	Action	Contact
Cabinet – 7 July 2020			
COVID-19 – Budget and Performance (Key Decision)			
To consider the budget and performance in relation to the COVID-19 pandemic	7 July 2020	To take any necessary action	Councillor Kelham Cooke, the Leader of the Council Chief Executive Tel: 01476 40 60 80 E-mail: karen.bradford@southkesteven.gov.uk
2019/20 Financial Outturn Report			
To consider the Council's outturn position for the financial year 2019/20	7 July 2020	To review the report and associated appendices	Councillor Adam Stokes, Cabinet Member for Finance and Resources Interim Director of Finance Tel: 01476 40 62 10 E-mail: r.wyles@southkesteven.gov.uk
2019/20 Performance Outturn Report			
To consider the Council's outturn performance position for the year 2019/20	7 July 2020	To review the report and associated appendices	Councillor Kelham Cooke, the Leader of the Council Strategic Director for Transformation and Change Tel: 01476 40 65 24 E-mail: l.sirdifield@southkesteven.gov.uk
Strategic Regeneration Acquisitions (Key Decision)			
To make strategic regeneration acquisitions	July 2020		Councillor Kelham Cooke, the Leader of the Council Strategic Director, Growth Tel: 01476 40 63 75 E-mail: p.thomas@southkesteven.gov.uk
Information relating to this decision is exempt under paragraph 3 of Schedule 12A of the Local Government Act 1972 as amended because it contains information which relates to the financial or business affairs of an individual or organisation			

Summary	Date	Action	Contact
Council – July 2020			
Future High Streets Fund (Budget Framework)			
To consider the funding requirement for the Future High Streets Funding Bid	16 July 2020	To make necessary budgetary provision to support the Future High Streets Funding Bid	Councillor Barry Dobson, the Deputy Leader of the Council Strategic Director, Growth Tel: 01476 40 63 75 E-mail: p.thomas@southkesteven.gov.uk
Cabinet – September 2020			
South Kesteven District Council's Best Practice Policy and Protocol on Debt Collection (Key Decision)			
To consider the recommendations from the Rural and Communities OSC	8 Sept 2020	To adopt the new policy and protocol	Councillor Adam Stokes, Cabinet Member for Finance and Resources Head of Customer Experience Tel: 01476 40 65 06 E-mail: n.roberts@southkesteven.gov.uk
Design Guide Supplementary Planning Document – Approval of Consultation Draft (Key Decision)			
The document will provide guidance to applicants and decision makers in order to improve the design quality of new development proposals as a supplement to the Local Plan policies	8 Sept 2020	To approve the SPD for consultation	Councillor Robert Reid, Cabinet Member for Housing and Planning Head of Planning Policy Tel: 01476 40 64 38 E-mail: r.ranson@southkesteven.gov.uk
Proposed Development brief for Land at Stamford North (Key Decision)			
To consider the proposed development brief for land at Stamford North prior to consultation	8 Sept 2020	To approve the draft Supplementary Planning Document in respect of land at Stamford North for consultation	Councillor Robert Reid, Cabinet Member for Housing and Planning Head of Planning Policy Tel: 01476 40 64 38 E-mail: r.ranson@southkesteven.gov.uk

Summary	Date	Action	Contact
Cultural Strategy (Key Decision)			
To consider the draft Cultural Strategy for South Kesteven	8 Sept 2020	To adopt a Cultural Strategy for South Kesteven	Councillor Rosemary Trollope-Bellew, Cabinet Member for Culture and Visitor Economy Head of Arts Tel: 01476 40 61 29 E-mail: michael.cross@southkesteven.gov.uk
Leisure Centre Proposals (Key Decision)			
To consider the Procurement Strategy and Investment Proposals for the Leisure facilities within the District	8 Sept 2020	To agree the approach to delivering the programme to enhance leisure opportunities for everyone	Councillor Barry Dobson, the Deputy Leader of the Council Strategic Director, Growth Tel: 01476 40 63 75 E-mail: p.thomas@southkesteven.gov.uk
Rectory Farm - Supplementary Planning Document (Key Decision)			
To consider the Rectory Farm Supplementary Planning Document following consultation on a draft document	8 Sept 2020	To approve a Supplementary Planning Document in respect of Rectory Farm	Councillor Robert Reid, Cabinet Member for Housing and Planning Special Projects Manager Tel: 01476 40 61 64 E-mail: p.moore@southkesteven.gov.uk
Design Guide Supplementary Planning Document - Final (Key Decision)			
To consider the Design Guide Supplementary Planning Document following public consultation	8 Sept 2020	To approve the Design Guide Supplementary Planning Document	Councillor Robert Reid, Cabinet Member for Housing and Planning Head of Planning Policy Tel: 01476 40 64 38 E-mail: r.ranson@southkesteven.gov.uk
Hackney Carriage and Private Hire Policy (Key Decision)			
To consider any proposed changes following consultation	8 Sept 2020	To approve the policy	Councillor Dr Peter Moseley, Cabinet Member for Commercial and Operations Head of Environmental Tel: 01476 40 63 19 E-mail: a.coulthard@southkesteven.gov.uk

Summary	Date	Action	Contact
South Kesteven District Council Corporate Plan – PFP (Recommendation to Council)			
To consider a new Corporate Plan for South Kesteven District Council	8 Sept 2020	To recommend to Council a new Corporate Plan for South Kesteven District Council	Councillor Kelham Cooke, the Leader of the Council Chief Executive Tel: 01476 40 60 80 E-mail: karen.bradford@southkesteven.gov.uk
Amended 2020/21 Budget (Budget Framework)			
To consider an amended 2020/21 Budget	8 Sept 2020	To recommend to Council an amended 2020/21 Budget	Councillor Adam Stokes, Cabinet Member for Finance and Resources Interim Director of Finance Tel: 01476 40 62 10 E-mail: r.wyles@southkesteven.gov.uk
Asset Management Strategy (Key Decision)			
To consider the draft Asset Management Strategy	8 Sept 2020	To adopt an Asset Management Strategy	Councillor Kelham Cooke, the Leader of the Council Assistant Director, Growth Tel: 01476 40 6177 E-mail: jane.mcdaid@southkesteven.gov.uk
St Peter's Hill, Grantham – Public Realm Improvements (Key Decision)			
To consider a report on St. Peter's Hill, Grantham - public realm improvements	Sept 2020	To approve the proposals and budget	Councillor Kelham Cooke, the Leader of the Council Strategic Director, Commercial and Operations Tel: 01476 40 63 44 E-mail: gary.smith@southkesteven.gov.uk

Summary	Date	Action	Contact
Council – September 2020			
South Kesteven District Council Corporate Plan – PFP			
To consider adopting a new Corporate Plan for South Kesteven District Council	17 Sept 2020	To approve a new Corporate Plan for South Kesteven District Council	Councillor Kelham Cooke, the Leader of the Council Chief Executive Tel: 01476 40 60 80 E-mail: karen.bradford@southkesteven.gov.uk
Amended 2020/21 Budget – (Recommendation to Council)			
To consider an amended Budget for the 2020/21 period	17 Sept 2020	To adopt an amended 2020/21 Budget	Councillor Adam Stokes, Cabinet Member for Finance and Resources Interim Director of Finance Tel: 01476 40 62 10 E-mail: r.wyles@southkesteven.gov.uk
Cabinet – December 2020			
Allocation policy 2021 to include Choice Based Lettings (Key Decision)			
To consider the policy and recommendations from the Rural and Communities OSC	1 Dec 2020	To adopt a refreshed Housing Allocation Policy incorporating a Choice based Lettings Scheme	Councillor Robert Reid, Cabinet Member for Housing and Planning Assistant Director, Housing Tel: 01476 40 62 99 E-mail: harry.rai@southkesteven.gov.uk
Housing Asset Management Strategy 2021-2026 (Key Decision)			
To consider the strategy	1 Dec 2020	To adopt a Housing Asset Management Strategy	Councillor Robert Reid, Cabinet Member for Housing and Planning Assistant Director, Housing Tel: 01476 40 62 99 E-mail: harry.rai@southkesteven.gov.uk

Summary	Date	Action	Contact
Council Tax Base 2021/22 (Recommendation to Council)			
To determine the Council Tax base for 2021/22, which will form the basis of the Budget proposals for the year	1 Dec 2020	To determine the Council Tax Base to form the basis of the 2021/22 Budget proposals to be recommended to Council	Councillor Adam Stokes, Cabinet Member for Finance and Resources Interim Director of Finance Tel: 01476 40 62 10 E-mail: r.wyles@southkesteven.gov.uk
Draft Budget Proposals 2021/22 (Budget Framework)			
To consider the draft Budget proposals for 2021/22	1 Dec 2020	To agree the draft Budget proposals for 2021/22 for consultation	Councillor Adam Stokes, Cabinet Member for Finance and Resources Interim Director of Finance Tel: 01476 40 62 10 E-mail: r.wyles@southkesteven.gov.uk
Cabinet – January 2021			
Budget Proposals 2021/22 (Budget Framework)			
To agree the budget proposals for 2021/22	19 Jan 2021	To recommend the budget proposals 2021/22 to Council	Councillor Adam Stokes, Cabinet Member for Finance and Resources Interim Director of Finance Tel: 01476 40 62 10 E-mail: r.wyles@southkesteven.gov.uk
Council – March 2021			
Budget 2021/22 (Budget Framework)			
To consider the Cabinet's budget proposals	1 Mar 2021	To agree the budget for 2021/22	Councillor Adam Stokes, Cabinet Member for Finance and Resources Interim Director of Finance Tel: 01476 40 62 10 E-mail: r.wyles@southkesteven.gov.uk

Summary	Date	Action	Contact
Pay Policy Statement (Legislative)			
To receive recommendations from the Employment Committee on the Council's Pay Policy Statement 2021/22	Mar 2021	To approve the Council's Pay Policy Statement 2021/22 for publication	Councillor Kelham Cooke, the Leader of the Council Head of Organisational Development and Change Tel: 01476 40 61 32 E-mail: e.pepper@southkesteven.gov.uk
Other Items – dates pending			
Customer Service Consultation Results (Key Decision)			
To consider consultation in respect of customer services (Cabinet)		To make any decisions on the basis of the feedback from the customer service consultation	Councillor Annie Mason Cabinet Member for Communities Head of Customer Experience Tel: 01476 40 65 06 E-mail: n.roberts@southkesteven.gov.uk
Please note that currently the decision date has been suspended. A new date will be calculated after the COVID-19 situation			