

Rural and Communities Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Thursday, 1 July 2021 at 2.00 pm
Council Chamber - South Kesteven House,
St. Peter's Hill, Grantham. NG31 6PZ

Committee Councillor Ray Wootten (Chairman)

Members: Councillor Sarah Trotter (Vice-Chairman)

Councillor Mike Exton, Councillor Mrs Rosemary Kaberry-Brown, Councillor Philip Knowles, Councillor Hilary Westropp and Councillor Amanda Wheeler

Agenda

- 1. Comments from Members of the Public**
To receive comments or views from members of the public at the Committee's discretion.
- 2. Apologies for absence**
- 3. Disclosure of Interest**
Members are asked to disclose any interest in matters for consideration at the meeting.
- 4. Action Notes from the meeting held on 29 April 2021** (Pages 3 - 5)
- 5. Updates from the previous meeting** (Page 7)
To receive updates on actions agreed at the previous meeting.
- 6. Compliance update** (To follow)
Covering the actions and impacts of the regulatory findings in respect of publication of non-compliance notice by the Social Housing Regulator.

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Karen Bradford, Chief Executive

www.southkesteven.gov.uk

- 7. Housing Customer Feedback Policy** (Pages 9 - 38)
The Council's Corporate Plan set a clear priority in relation to Housing – that it should meet the needs of residents. As a social landlord, listening and acting on the views of our service users expressed as complaints, compliments and comments and is a significant part of understanding those needs. The draft Housing Customer Feedback Policy sets out how the Housing Service will manage that feedback.
- Appendix 4 of this report is considered exempt under Section 100(a)(4) of the Local Government Act 1972, should Members wish to discuss its contents the press and public may be excluded from the meeting during any listed items of business, on the grounds that if they were to be present, exempt information could be disclosed to them as defined in the paragraphs 1 and 2 of Schedule 12A of the Act.**
- 8. Housing Service Assisted Garden Maintenance Scheme** (To follow)
This report seeks Committee comment and suggestion on proposed changes to the current Assisted Garden Maintenance Scheme, in terms of eligibility for the scheme and whether it is appropriate to recover the costs for providing the service to tenants.
- 9. Compensation Policy** (To follow)
This report seeks members support to implement the attached draft compensation policy to ensure that a robust, consistent, and transparent framework is in place for the payment of statutory and discretionary compensation.
- 10. Breathing Space - Update** (To follow)
To provide an update regarding the Debt Respite Regulations and the introduction of the Breathing Space Policy.
- 11. Corporate Plan Key Performance Indicators 2020/21** (Pages 39 - 57)
This report outlines South Kesteven District Councils performance against the Corporate Plan Key Performance Indicators (KPIs) for 2020/21.
- 12. Work Programme 2021 - 2022** (Pages 59 - 64)
To receive the Work Programme for 2021 – 2022
- 13. Any other business which the Chairman, by reason of special circumstances, decides is urgent**