

# Rural and Communities Overview and Scrutiny Committee



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL



Wednesday, 5 July 2023 at 2.00 pm  
Council Chamber - South Kesteven House,  
St. Peter's Hill, Grantham. NG31 6PZ

**Committee** Councillor Nikki Manterfield (Chairman)  
**Members:** Councillor Steven Cunnington (Vice-Chairman)  
Councillor Pam Byrd, Councillor Penny Milnes, Councillor Virginia Moran,  
Councillor Habibur Rahman, Councillor Vanessa Smith, Councillor Sarah Trotter and  
Councillor Ray Wootten

## Agenda

This meeting can be watched as a live stream, or at a later date, [via the SKDC Public-1 Channel](#)

### 1. Public Speaking

The Council welcomes engagement from members of the public. To speak at this meeting please register no later than 24 hours prior to the date of the meeting via [democracy@southkesteven.gov.uk](mailto:democracy@southkesteven.gov.uk)

### 2. Apologies for absence

### 3. Disclosure of Interest

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

### 4. Minutes from the meeting held on 16 March 2023

(Pages 3 - 18)

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01476 406080

**Karen Bradford, Chief Executive**  
[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

**5. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

**6. End of year KPI's**

(Pages 19 - 37)

This year-end update report outlines South Kesteven District Councils performance against the Corporate Plan Key Performance Indicators (KPIs) for the year of 2022/2023. The end of year data represents information up to 31 March 2023.

**7. Review of Public Space Protection Orders (PSPOs)**

(Pages 39 - 109)

The Council is required to review the Public Space Protection Orders (PSPO's) which apply in the district every three years. This report considers whether the existing Orders should be extended and an additional Order implemented.

**8. Customer Service Update**

(Pages 111 - 120)

The purpose of this report is to provide the Committee with the outturn position for 2022/23 regarding customer interactions and call handling as at 31 March 2023 within the Customer Service team and high contact service areas. The report will also provide an update regarding the review of the Customer Experience Strategy and various projects being undertaken by the service.

**9. SK Community Awards**

To receive a verbal update on the 2023 SK Community Awards.

**10. Work Programme 2023-2024**

(Pages 121 - 125)

To receive the Work Programme for 2023-2024.

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