

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 Members: Councillor Nikki Manterfield (Chairman)
Councillor Steven Cunningham (Vice-Chairman)

Councillor Pam Byrd, Councillor Penny Milnes, Councillor Virginia Moran,
Councillor Habibur Rahman, Councillor Vanessa Smith, Councillor Sarah Trotter and
Councillor Ray Wooten

Agenda

This meeting can be watched as a live stream, or at a later date, [via the SKDC Public-L 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

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

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

Minutes

Rural and Communities Overview and Scrutiny Committee

Thursday, 16 March 2023, 14:00

Council Chamber – South Kesteven
House, St. Peter's Hill, Grantham.
NG31 6PZ



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Committee Members present

Councillor Sarah Trotter (Chairman)
Councillor Barry Dobson (Vice-Chairman)

Councillor Harris Bisnauthsing
Councillor Richard Dixon-Warren
Councillor Penny Milnes
Councillor Hilary Westropp
Councillor Ray Wootten

Cabinet Members present

Councillor Annie Mason (Cabinet Member for People and Safer Communities)
Councillor Linda Wootten (Cabinet Member for Corporate Governance and Licensing)

Officers

Nicola McCoy Brown (Director of Growth and Culture)
Craig Spence (Acting Director of Housing)
Anne-Marie Coulthard (Assistant Director of Operations and Public Protection)
Graham Watts (Assistant Director of Governance, Monitoring Officer)
Claire Moses (Head of Revenues, Benefits and Customer Service)
Carol Drury (Community Engagement Manager)
Amy Pryde (Democratic Services Officer)

Inspector Hillson, Lincolnshire Police

56. Public Speaking

There were none.

57. Apologies for absence

Apologies for absence were received from Councillor Richard Cleaver and
Councillor Robert Reid.

Councillor Harrish Bisnauthsing substituted for Councillor Richard Cleaver.

58. Disclosure of Interest

There were none.

59. Minutes from the meeting held on 9 February 2023

The minutes of the meeting held on 9 February 2023 were proposed, seconded, and **AGREED** as a correct record.

60. Minutes from the Joint Meeting of the Environment Overview and Scrutiny Committee and Rural and Communities Overview and Scrutiny Committee held on 6 February 2023

The meeting from the Joint meeting of the Environment Overview and Scrutiny Committee and Rural and Communities Overview and Scrutiny Committee were proposed, seconded, and **AGREED** as a correct record.

61. Updates from the previous meeting

The Acting Director of Housing provided responses to the following actions:

Action:	For the Acting Director of Housing to provide budgetary figures around Change4Lincs.
Status:	£32,318 spend on TA in Jan, £27,979 Spend on TA. Tighter referral criteria have been implemented meaning that only exceptional cases are accommodated in temporary accommodation. Focus now is on supporting those at risk of rough sleeping with the aim of preventing them from being on the streets.
Action:	For the Acting Director of Housing to provide figures around individuals who received repeat presentations/multiple referrals to Change4Lincs.
Status:	0
Outcome:	During Jan 2023 – Feb 2023 C4L had 12 different referrals for ‘unknown’. Which was for 3 separate males, all known to the service. But all new to the service and not repeat presentations.
Action:	For the Head of Housing Services to provide the Committee with statistics around the age, gender, and ethnicity of rough sleepers.

Status: Jan 2023 and Feb 2023 – 10 rough sleepers were located and verified.

Outcome: 9 Male, 1 Female, 9 White British, 1 Unknown ethnicity, Age range 35-59, the 1 Female was with one of the Males.

Action: For the Head of Housing Services to provide the Committee with a figure on the number of rough sleepers that were veterans in the District

Status: 1 (South Holland)

One Member noted that individuals in Stamford had accommodation, however, had been seen begging.

The Inspector from Lincolnshire Police confirmed that begging was a legal offence and the individuals seen begging were in fact not homeless. The particular area in Stamford had been focused on and the force would act appropriately if the begging continued.

It was queried as to whether the individuals seen begging in Stamford were from within the District or further afield.

It was highlighted that some individuals travelled into Stamford to beg and did not originate from the local area.

Members requested contact details of local Police Officers of how begging could be reported.

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

The Leader of the Council provided a written update to the Committee:

Award nomination for SKDC

I am sure you have heard that South Kesteven District Council is in the running for a prestigious national award, having been shortlisted in the Most Improved Council category in the Local Government Chronicle Awards 2023.

These awards share best practice across the local government community, promoting and sharing work to improve the efficiency and effectiveness of local government services across the UK.

Simply being shortlisted for an award is recognition of the hard work and dedication, on a daily basis, of all the Offices striving to provide the best possible service to our residents and businesses, and we should all take pride in it.

Deepings Literary Festival

You may or may not be aware that this year's Deepings Literary Festival, on May 27th and 28th, is being supported by South Kesteven District Council with a £2,179 Community Fund grant.

This donation will help facilitate a book-themed weekend of activities specifically for young families, involving local children's authors and performers.

Preparations are well under way for this year's festival, where free activities will add to the high-quality educational opportunities already scheduled.

As usual, events will take place at the Deepings Library and Community Centre and other venues.

This is one of the first awards from our Community Fund for 2023/24 and we are looking forward to supporting many more throughout year.

If you would like to see if any groups you are involved with can apply, simply visit the South Kesteven District Council website and search for Community Fund.

Tourism Update

I was so pleased to see the statistics which point to the sector recovering well after COVID. In 2021 tourism contributed £168m to the SK economy, recovering from the £90m economic contribution during the pandemic lockdown and restrictions.

We are waiting for the 2022 figures, but it does very much show that the sector is bouncing back.

UK Shared Prosperity Fund

You will know of course Council has £1 million available for community projects across the District through the UK Shared Prosperity Fund.

As you know the applications can now be made by town and parish councils, parish meetings, charter trustees and community groups to finance projects that deliver community improvements and build pride in place.

Please encourage any community groups to submit a bid if their project falls within one of the project categories: building improvements; green space and outdoor improvements; culture, arts and heritage and heritage initiatives and of course meets the project criteria.

Digital upgrade for CCTV

The UK Shared Prosperity Fund is also helping to make our District a safer and more secure place. A £284,000 project will see ageing CCTV technology upgraded, with a digital line installed and existing analogue cameras replaced with digital equipment.

We will have much clearer imaging and better picture and video sharing capabilities, far superior to analogue, and the new functionality could also allow us to deploy mobile CCTV in the future so good news all-round.

SKToday has landed!

Your latest edition of SKDC's community magazine, SKToday should be with you by now.

This issue is another important one as it contains the bin collections details for the various upcoming Bank Holidays.

Our editorial team has also put together advice on how households can better cope with the cost of living, facts and figures on the Council Tax and what we do with your payments – and it also features our vital homelessness prevention work and highlights some inspirational women of South Kesteven

63. Crime Disorder and Local Partnership working update

A joint presentation was provided to the Committee by the Acting Director of Housing, Assistant Director, Operations and Public Protection and Inspector Mark Hillson from Lincolnshire Police. The presentation outlined the following points and figures in relation to the crime and disorder partnership response:

- Partnership working journey
- Key Officers involved
- Overview of Tools and Powers that the partnership use
- Anti-Social Behaviour, Crime and Policing Act 2014
- The ASB Case Review/Community Trigger
- Partnership Working in Practice (ECINS)
- Neighbourhoods and CCTV Headlines
- Housing headlines
- Police framework – partnership plan
- Policy headlines (Grantham and Stamford – All crimes from April 2020-February 2023)
- Policy headlines (Grantham and Stamford – Burglary Residential from April 2020-February 2023)
- Policy headlines (Grantham and Stamford – Vehicle Offences from April 2020-February 2023)
- Policy headlines (Grantham and Stamford – Anti Social Behaviour from April 2020-February 2023)

One Member raised problems with dog walkers leaving dog fouling and how this could be reported.

Dog fouling could be reported online through the Council's website, by contacting customer services. The Council's usual response would be Officers patrolling the area, signage being erected where needed and Officers would engage with dog walkers and ensure they have the appropriate bag to pick up dog fouling.

Calls to Lincolnshire Police were handled at the headquarters in Lincoln.

The Inspector from Lincolnshire Police clarified that calls were ranked due to their urgency and risk assessed. Local trends and information assist the Police in identifying the appropriate next steps.

It was queried as to whether the Police within the area had more reactive attendance or proactive attendance.

The Inspector of Lincolnshire Police noted that his department were proactive due to the increase of staff. During the Covid lockdown, crime figures increased because Police were more proactive as demand changed as few people were out of their homes.

The Chairman informed the Committee that a virtual meeting had been held between Lincolnshire Police and Parish Councils.

It was confirmed that a quick questionnaire was provided to every Parish within South Kesteven that are delivered prior to the quarterly priority-setting meetings taking place with the Police. This allowed every Parish Council to feedback their concerns and is discussed at the priority-setting meetings.

One Member noted that the sexual offences and rape cases equated to nearly 2 offences every week in 2022. It was queried as to whether the offences were domestic abuse or in public spaces.

The Inspector of Lincolnshire Police confirmed that 90-95% of the recorded rape offences were in a domestic environment and included incidents which had been historically recorded.

The proactive suggestion was raised on the possibility of communication taking place with Parish and Ward Councillor's to put out an information campaign to provide knowledge to residents on the partnership working.

A query was raised on whether the Council had any powers on Council tenants that had committed an offence in the property and whether it may result in eviction.

The Acting Director of Housing confirmed that tenancy agreements enabled the Council to challenge behaviors from receiving information from other channels,

such as the Police and Neighborhoods team which allowed Policing and ASB powers alongside the tenancy enforcement powers.

An introductory tenancy was given to residents who had not rented a Council property before, meaning the ability to evict the individual within the first year through behavior or rent arrears was simpler. A secure tenancy required a longer process and was more difficult to evict a tenant or an individual visiting the tenant purely based upon behavior.

ACTION: For Parish Councils and District Councillors to engage more proactively with Lincolnshire Police

One Member noted that there had been 539 cases of criminal damage. It was queried as to whether figures included multiple reports of the same offence.

It was confirmed that it was not 1 person committing 539 offences of criminal damage. Proactive measures and links to offences would be identified to establish whether the same individual was reoffending.

One Member invited the Inspector of Lincolnshire Police to attend a Stamford Town Council meeting in order to decrease the level of Anti-Social Behavior in Stamford.

It was queried as to whether shoplifting crime was seasonal and whether the current economic climate increased the rate of shoplifting crime.

The figures for shoplifting crime meant that the percentage figures showed that there had been an increase of 40 offences, which equated to less than 1 shoplifting offence across the three market towns and beyond.

The Chairman thanked the Inspector of Lincolnshire Police for the presentation and for the keeping the district as safe as possible.

It was clarified that the Council's CCTV had a strong link with the Police. The Council's CCTV control room was due to move to the Grantham police station imminently, which would further improve relationships and reduce travelling time.

64. Development of a Communities Strategy

The Cabinet Member for People and Safer Communities presented the report that sought the views from the Committee in relation to the proposed development of a community strategy for South Kesteven.

The report outlined key themes and objectives proposed for inclusion in the strategy and discussed the need for inclusive consultation in the development of the document and its action plan.

The development of a community strategy is a direct response to recommendations made as a result of the Local Government Association peer challenge, which took place in November 2021.

The proposed strategy would cover both community engagement and community development. Effective engagement allows inclusive community development and will reflect the Council's commitment to all communities and an action plan would be developed following an inclusive consultation period in support of the strategy.

Concern was raised on the possibility of having political links to the strategy.

The Committee were assured that there would be no political links and the Council would only work with voluntary and community organisations to strengthen the working relationship.

One Member suggested that affordable housing and general social housing for communities be included within the strategy.

The Cabinet Member for People and Safer Communities confirmed that the particular strategy document would focus on the voluntary organisations and community groups in the area. The concerns around affordable housing and general social housing for communities would be included within the Local Plan.

It was noted that affordable housing and general social housing for communities would be better suited for Planning Committee/Assistant Director of Planning.

It was proposed, seconded, and **AGREED** that the Committee:

1. **Considers the key themes and objectives suggested for inclusion in a Communities Strategy and suggests enhancements to the extent and clarity of information for consideration and inclusion.**
2. **Endorses the commencement of a consultation exercise and the subsequent development of a Communities Strategy for the District.**

65. Cost of Living update

The Cabinet Member for People and Safer Communities presented the report that outlined the work undertaken by the cost of living strategic working group.

At the previous meeting, the Committee had recognised the Council's immediate and future responses requirement to be focused and have clear steps that could be taken further to support businesses and residents within the district.

The work undertaken had involved Officers cross cutting from various service areas of the Council, including communications, community engagement, economic development, finance, housing, HR, revenues and benefits and customer services. Officers had ensured that steps set out in the action plan for both the Council and partners were undertaken to support those most impacted by the cost of living.

The working group had agreed the key themes for developing and implementing support for businesses and residents, positive relationships with support from organisations, particular Members of the external task force and those who supported the wellbeing fair on 25 February 2023, hosted 2 external task force meeting with support organisations. The full list of actions completed by the group were detailed within Appendix 1.

The Head of Revenues, Benefits and Customer Services urged Parish and District Councillors to contact the team if they had any residents with concerns or required any information. A dedicated cost of living email address was provided: costofliving@southkesteven.gov.uk

One Member queried as to how business and resident outreach would be provided to rural areas of the district. It was further queried as to whether the Council were communicating with Parish Council's on the cost of living.

It was questioned as to whether any businesses and residents from around the district attended the wellbeing fair, or whether it was merely people from Grantham.

The Cabinet Member for People and Safer Communities confirmed that this wellbeing fair was predominantly for Grantham residents, however, it had been promoted across the district via social media and on the Council's website. Parish Council's had been contracted regarding the dedicated cost of living email address and leaflets to hand out to residents, however, there were not many responses received.

It was noted that rural areas of the district were difficult to reach out to and the Council were exploring ways of integrating the wellbeing fair with other organisations.

One Member queried as to why mortgage providers, bankers or building societies were not invited to the wellbeing fair, due to mortgages being the biggest affect of cost of living.

Mortgage providers, bankers or building societies were not invited to the wellbeing fair, however, Citizens Advice Bureau were in attendance to provide debt advice as well as other organisations.

Members commended the work undertaken by the strategic working group and the cost of living leaflets which had been delivered in a hard copy format to maximise the distribution as far as possible.

One Member suggested more proactive communications of another wellbeing fair taking place across the district and also to encourage Councillors to publicise the event.

The Cabinet Member for People and Safer Communities confirmed that a 'lessons learnt' document would be created to further improve the event in the future. Councillors were advised of the cost-of-living event within the All Member Briefing provided by the Leader of the Council.

It was proposed, seconded, and **AGREED** that the Committee:

1. **Consider the report and comment on the potential of future wellbeing fairs across other locations in the district, in order for the Cost of Living Working Group to review viability of any future events.**
2. **Approval for the Strategic Working Group continue to review the impacts of cost of living and implement activities within the action plan to support businesses and residents of South Kesteven.**

66. SK Community Fund

The Cabinet Member for People and Safer Communities presented the report that outlined proposed amendments to the SK Community Fund.

It was important that the application process, including the assessment and funding criteria were regularly reviewed to ensure that they remain fit for purpose. A recent review identified proposed changes to the funding criteria, which were to be considered by the Committee.

The Cabinet Member for People and Safer Communities informed the Committee of all proposed amendments to the criteria.

It was queried as to whether a community building included a church within the funding criteria.

The Community Engagement Manager clarified that the SK Community Fund criteria currently did not allow for changes to the fabric or fittings of a church building. Projects that take place within a church location that involved the wider community would be covered under the current eligibility of the fund.

One Member queried as to whether the Community Fund would apply to small groups like twinning associations.

The Community Engagement Manager stated that under the current criteria, any constituted community group that had a dedicated bank account with two unrelated signatories would be eligible to apply for the grant.

A query was raised on whether the criteria included tangible assets.

The Community Engagement Manager suggested that general queries in relation to the Community Fund be asked after the meeting, in order to concentrate on the proposed changes outlined in the report.

Clarification was sought on the monetary figures around the maximum grant amount that could be applied for village halls.

Changes to a village hall building no longer fell under the remit of the grant, however, an event within the village hall would still fit within the SK Community Fund criteria.

It was clarified that the budgetary figures around the community projects and events categories were to a maximum of £5000, the Fund would support up to 80% of projects to a maximum of £5000. The remaining 20% would need to be found by the applicant. The maximum the Council would pay on a small grant would be £2000 and applicants could request 100% of the funding, which only organisations that had financial resources of £10,000 and below would be eligible for.

The Cabinet Member for People and Safer Communities recommended all Members to read through Appendix A thoroughly and to always have a copy available to provide the application criteria, application process and the conditions of funding to provide to organisations.

It was proposed, seconded, and **AGREED** that the Committee:

1. **Suggest any enhancements to the changes proposed to the criteria of the SK Community Fund.**
2. **Recommends the Cabinet Member for People and Safer Communities approves the agreed changes to the criteria of the SK Community Fund via a non-key decision.**

67. Regulatory Compliance

The Acting Director of Housing presented the report.

The Committee were aware that the Chief Executive determined, in consultation with the Leader and Cabinet Member for Housing and Planning, to self-refer the Council to the Regulator of Social Housing. Since this referral Officers have been providing further data and details relating to the core issues of non-compliance for the Regulator to consider and review.

The Committee had now received eleven update reports since March 2021 that have confirmed the Regulatory Notice served on the Council and provided an outline of the work that officers would continue to ensure we logically and methodically progress through a programme of improvement.

Updating Tenants and Members:

Following on from previous briefings, further All Member Briefings will be arranged to ensure Members are fully informed on progress and continued challenges.

As reported to the Committee's meeting in June 2022, a full tenant consultation exercise has been undertaken – "The Big Listen". This involved several questions on both the current experience of tenants in terms of the services the Council offers as a landlord, and what they would like to see prioritised in the Housing Revenue Account Business Plan, which will require a complete review in 2022/23. The questions were based on the Regulator of Social Housing's proposed Tenant Satisfaction Measures and the initial report was provided to Committee in the meeting on 23 June 2022.

We commit to an ongoing programme of regular costed building condition surveys to inform a proactive, planned maintenance programme and reduce the need for more expensive reactive repairs.

A key activity to support the HRA Business Plan is up-to-date information on the Council's housing stock. As noted in previous reports, the last full Stock Condition Survey was completed in 2009; good practice suggests comprehensive Stock Condition survey should be completed every 5 years, usually by undertaking a survey of 20% of the stock each year.

The Council continues to utilise its Rant and Rave feedback, seeking real time feedback from tenants following responsive repairs. We continue to see overall satisfaction of 4.5 out of 5, demonstrating sustained high satisfaction at the point where repairs are undertaken.

Regular Meetings with the Regulator:

Monthly meetings between the Chief Executive, Acting Director of Housing and the Regulator's Officers take place as scheduled; the next meeting at time of writing is due on 17th March 2023. Progress has been significant right across the landlord health and safety compliance function (latest monthly figures attached as Appendix One to this report) and the relationship with the Regulator is positive, with the Regulator acknowledging that the Council is moving to a position to seek removal of the Notice that was formally served in February 2021.

That removal is contingent on three issues:

- (a) Sustained maintenance of performance in relation to the key landlord health and safety areas (i.e. those shown on Appendix One)
- (b) Clear programmes of work related to the actions that arise from those areas (these are provided to the Regulator on a monthly basis)
- (c) A satisfactory external audit of the above, providing external assurance. Scoping work in relation to this external audit is underway, with actions to address potential gaps identified and clear responsibilities and timescales for those actions delegated.

To enable the Regulator to remove the notice we are required to undertake an external audit of our compliance related functions. The outcomes of this audit shall then provide assurance to the Regulator on our current performance and governance structures. The audit commenced in mid-December and is currently ongoing, we shall update committee on its findings in due course.

Committee may find additional comment on Appendix One helpful:

Legionella – 100% compliance in relation to water hygiene.

Gas – 99.22% in February, again slightly down from the excellent result of 100% of properties with an up-to-date gas certificate in April 2022. Of the thirty-six properties without valid certificates all have appropriate actions that are up to date.

Electrical testing – this shows the position in relation to properties (both dwellings and communal areas) with an up-to-date electrical certificate, with the current position being 87.97% in January with a current satisfactory certificate, as the February figures were not validated at the time of writing this report.

Asbestos – this shows 100% compliance in terms of asbestos inspections. Fire Risk Assessments – 100% compliant, this shows all communal blocks assessed as “higher risk” have been inspected, and corrective actions are being programmed and completed. It is consistent with the Council’s Fire Safety Management Plan.

Lift inspections – all properties are currently compliant at 100%.

Smoke and CO – this shows the position for all the alarms within all our properties being 99.63% compliant. This is a recently introduced Regulatory requirement which came into force on the 1st of October 2022, again those properties that are non-compliant totalling twenty-two in February are being dealt with through due process.

Damp and mould – this shows 99.80% compliance and the appointments for CAT1 and 2 have been made with several tenants refusing access.

Leadership Compliance Meetings:

Chaired by Cabinet Member for Housing and Property and attended by the Leader of the Council, the Chief Executive, and the Acting Director of Housing, these meetings have been a continued feature of the more detailed compliance review process being undertaken. This group ensures specific responses to the changing compliance review process and manage tenant communication responses to actions associated with key service and regulatory responses.

Regular Reports to Committees and Cabinet:

The necessary reporting to appropriate committees will continue. Members are invited to comment on this report content and confirm their views and observations relating to the detail contained within this report.

A query was raised on whether the Integrated Housing Management System was assisting the team in relation to regulatory compliance.

The Acting Director of Housing noted that the Integrated Housing Management System was still being implemented. The target of the system going live had been delayed due to a couple of external pressures, with some of the interfaces between the Council's financial systems and the housing benefit system.

One Member raised concern on the current number of complaints on repairs being outstanding or not completed. A query was raised on the number of staff employed within the housing maintenance team and whether they had all the skills necessary or whether external companies were required to complete the Council's repairs.

It was clarified that the 'Rant and Rave' feedback was solely upon the completion of a repair. There was a significant backlog of repairs, however it remained a priority. A 4.5/5 score on completed repairs was received out of just less than 1000 interactions since April 2022. The Council had around 35-40 tradesman from the Council's direct works team.

ACTION: For the Acting Director of Housing to provide the Committee with the definite number of staff employed within the housing maintenance team.

The historic negativity around housing repairs had been due to previous poor-call handling response rates. It was reported that the Council were regularly achieving more than 92% call handling rates within the repairs call lines.

Further concern was raised on the number of complaints received regarding void properties and whether there was a dedicated team to undertake void repairs.

The Acting Director of Housing confirmed that void properties were split into two categories: minor works void which required minor works which were undertaken by an in-house team that gives the Council the ability to turn things around as quickly as possible. A major void element works (for example, replacement of kitchen/bathroom, roof, insulation works etc) would be undertaken by a contractor. There had been supply chain issues which led to 4–6-week lead time for a kitchen after ordering.

It was queried as to whether the Council re-charged former tenants who had left a property in an unacceptable condition.

It was noted that the Council did re-charge former tenants where necessary. The recharge policy had been through Cabinet in 2022. Once notice of termination had been received from a tenant, a pre termination inspection would be booked in with a Housing Officer and the tenant would be made aware of any work that needed rectifying prior to the property becoming void, if the work was not completed, the tenant would be re-charged.

It was queried as to whether any progress had been made on replacing gas boilers with air source heat pumps and whether any other options could be explored to reduce the cost of electricity.

At the previous all Member briefing, it was highlighted that the Council had made a significant bid to the social housing decarbonisation fund, a total project bid of around £7.2 million of which £3.46 million was grant funding from the Government. The outcome for the bid was expected imminently, which would target approximately 332 properties with energy efficiency improvements.

One Member emphasised the importance of returning tenants phone calls.

It was proposed, seconded, and **AGREED** that the Committee:

1. **Notes the latest compliance position following the ongoing meetings with the Regulator of Social Housing.**
2. **Receives a further update report at its next scheduled meeting.**

68. Work Programme 2022 - 2023

The Committee noted the Work Programme 2022-2023.

Members requested that community cohesion and refugees be added onto the Work Programme.

The Acting Director of Housing noted that updates on the 'Homes for Ukraine scheme' would continue.

It was confirmed that further updates would be provided to the Committee in regard to the delivery of the Local Authority Housing Fund alongside Regulatory Compliance.

Clarification was sought on DASH landlord accreditation scheme and how this fit into the Committee's remit.

The Assistant Director for Operations and Public Protection clarified that DASH related to the accreditation scheme for private sector rented properties. The scheme was voluntary, whereby private rented landlords can join to become accredited which would provide reassurance to their tenants.

It was noted that the Council could take enforcement action where landlords were not maintaining private sector rented properties.

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

The Chairman thanked all Officers and Members.

70. Close of meeting

The Chairman closed the meeting at 16:15.



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**



Rural and Communities Overview Scrutiny Committee

5 July 2023

Report of Debbie Roberts, Head of
Corporate Projects, Policy and
Performance

Corporate Plan Key Performance Indicators 2022/2023 Year-End Report

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.

Report Author

Debbie Roberts, Head of Corporate Projects, Policy and Performance



Debbie.roberts@southkesteven.gov.uk

Recommendations

It is recommended Members of the Rural and Communities Overview and Scrutiny Committee:

- 1. Review and scrutinise the performance against the Corporate Plan Key Performance Indicators in relation to the delivery of the Corporate Plan priorities and outcomes.**
- 2. Use this report to inform and support their ongoing work programme.**

Decision Information

Does the report contain any exempt or confidential information not for publication? No

What are the relevant corporate priorities? High Performing Council

Which wards are impacted? All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The financial considerations where appropriate are referenced throughout this report.

Completed by Richard Wyles, Deputy Chief Executive and S151 Officer

Legal and Governance

- 1.2 Regular reporting on agreed actions and measures is to be welcomed from a governance point of view, as it provides a transparent mechanism for reporting on performance.

Completed by: Graham Watts, Assistant Director of Governance and Monitoring Officer

Risk and Mitigation

- 1.3 No significant risks have been identified.

Climate Change

- 1.4 The contents of this report do not have a direct impact on the Council's carbon emissions or the carbon emissions of the wider district. More detailed information on carbon impact of individual projects or activities are outlined within the relevant project documentation or service plans.

2. Background to the Report

- 2.1 The South Kesteven Corporate Plan 2020-23 was approved by Council on 1 October 2020. It was agreed by Council actions, key performance indicators (KPIs) and targets would be developed by the relevant overview and scrutiny committee, which would retain oversight of the performance management arrangements at a strategic level. These actions and indicators were then presented to this Committee and agreed on 12 November 2020.
- 2.2 The Mid-Year report for 2022/2023 was presented to the Committee on 8 December 2022 and outlined the performance against the Corporate Plan for the financial year to date and included the annual review of all Corporate KPIs and contained recommendations for changes, additions and removals.
- 2.3 This report builds on these historical reports to provide an update on performance to the end of the 2022/2023 financial year. It incorporates the changes recommended by the last KPI review to outline areas of the council's performance which are successful and to advise where challenges may lay.
- 2.4 Given the changes to the scrutiny committee structure and new Members on them, it is worth noting that questions to senior officers during the agenda item or more detailed investigations can be added to the committee work programme as agreed.
- 2.5 A further review of actions is due to be carried out to coincide with the Quarter 2 report. It should be noted 2023/2024 is the final year of monitoring these existing KPIs and all Members will have the opportunity to engage in the new Corporate Plan.
- 2.6 **Appendix A** outlines the overall performance against the original actions, as well as specific performance against the sub measures contained within those. Specific commentary is provided for each action, which is summarised as follows:
- 4 of the actions are rated Green. These are actions which are on or above target as planned.
 - 1 action are rated as Amber, these are those off target by less than 10% or where milestone achievement is delayed but with resolution in place to be achieved within a reasonable timeframe.
 - 1 action is rated as Red, this is falling significantly below target.
- 2.7 As part of the final KPI report for the financial year of 2022/2023, it is beneficial to review the work carried out against those actions being reported over the year in its entirety, as opposed to just the most recent quarter. With that in mind, the following actions, grouped by corporate priority, have had a brief summary provided:

2.8 Healthy And Strong Communities 2 - Embed the work of the SK Community Hub to support volunteering and the Voluntary & Community Sector

- Providing support to voluntary and community groups across the District is a key function of the Community Engagement Team. This year saw the development and introduction of a Community Grants & Funding Officer role within the team. This Officer offers specialist support to groups to help them become 'funding ready'. This includes working with groups to help them put in place appropriate and necessary governance arrangements, advising on volunteer recruitment in the development of required management committees, searching out and signposting to external funding to support the development and delivery of projects and providing guidance on bid writing to improve chances of success.
- On 9 February 2023, Members supported a change to the parameters of the SK Volunteers Awards to incorporate the Best Kept Village competition into the awards from financial year 2023/2024, rebranded as the Best Kept Village Community Award.
- On 16 March 2023, Members considered the key themes and objectives suggested for inclusion in a Communities Strategy and endorsed the commencement of a consultation exercise and the subsequent development of a Communities Strategy for the District.

2.9 Healthy And Strong Communities 4 - Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service

- The Council has continued to monitor activity over 190 cameras across South Kesteven District 24 hours a day and 7 days a week, which covers 365 days a year. In the last year the team have worked together to ensure the control room has continued to be staffed and operational throughout the whole year. The team works very well with the Police and have received regular positive feedback regarding the positive impact of the CCTV team. The team have had numerous successes, chief amongst them being providing assistance, leading to close to 400 arrests.
- The UK Shared Prosperity Fund is also helping to make our District a safer and more secure place. A £284,000 project will see ageing CCTV technology upgraded, with a digital line installed and existing analogue cameras replaced with digital equipment. This upgrade will result in much clearer imaging and better picture and video sharing capabilities, far superior to analogue, and the new functionality could also allow the deployment of mobile CCTV in the future.

2.10 Healthy And Strong Communities 8 - Meet the Mental Health Challenge

- Over the last twelve months the Council's Mental Health Working Group (MHWG) has continued to work collaboratively with partners across the District to promote positive mental health in communities and to colleagues. Successes over the last year have included the externally focused Wellbeing Event held in Grantham on 25 February 2023. The event aimed to support residents with

concerns around the rising cost of living and provided information and advice about local mental health support and physical wellbeing activities. A wide range of agencies offered advice, information, demonstrations, and free provisions. Refreshments and a free raffle were provided. Feedback from both residents and organisations was extremely positive.

- The Safe Space continues to take place at Deepings Community Centre via Tonic Health.
- The Deepings Community Forum has resulted in a small group of local individuals meeting regularly to steer the future direction of the group alongside existing key stakeholders and support available in the Deepings.
- The MHWG has worked with local Bourne charity Don't Lose Hope to deliver a further First Aider for Mental Health training. Twenty-eight members of staff are now fully trained as First Aiders along with seven Councillors. First Aiders worked collaboratively with the MHWG on a new Mental Health & Wellbeing strategy for staff from which internal wellbeing support and initiatives have been continued to be provided. The MHWG has worked to reassess its existing structure to have a Member representative for each of our four market towns and one each to represent Rural North and Rural South. This enables Members to help develop localised projects that support health and wellbeing in their geographical area, whilst Officers continue the development of the five work streams. The Working Group looks forward to welcoming new Members to be involved and engaged with the Group's activities.
- On 9 February 2023, Members recommended the adoption of the Lincolnshire District Councils' Health and Wellbeing Strategy to provide a framework for improving health and wellbeing across Lincolnshire. A commitment was made to continue working with district partners to deliver a high-level action plan which had been developed to accompany the Strategy. It was agreed a bespoke local action plan, specific to South Kesteven district, was developed to maximise the impact of the Strategy on health and wellbeing outcomes at a local level.

2.11 Healthy And Strong Communities 9 - Make best use of different funding sources to support the voluntary and cultural sector within the District.

- On 16 March 2023, Members considered proposed enhancements to the funding criteria of the SK Community Fund prior to the fund re-opening for applications in April 2023.
- The SK Community Fund is utilised by small, new and existing voluntary and community groups to fund projects and activities they are unable to fund themselves. The Fund is used to provide match funding for larger scale projects which require significant funding from national funders (National Lottery, Sport England etc). The funding provided through the SK Community Fund is, in these circumstances, used as a lever to gain the funding required to deliver community projects by community groups. Additional support for community groups this year has been provided by means of an additional funding round for the SK Community Fund focused specifically on Coronation Events taking place within

the District. Fifteen completed applications were received, resulting in funding of £13,500 being provided to groups to help mark this historic occasion.

2.12 Healthy And Strong Communities 10 - Protect our most vulnerable residents with robust safeguarding processes.

- Due to the high level of staff turnover we have not achieved our target for 3 this important strand of training, we have instructed managers to chase completion of the Safeguarding training course by their staff. We have included dedicated Member Safeguarding training as a part of the member induction process to ensure a consistent level of awareness for Members in line with officers and staff.

2.13 Healthy And Strong Communities 12 - Promote and make progress against the Council's Equality Objectives

- This year saw the release of data from Census 2021, providing an opportunity for the Council to review how representative its workforce is in relation to the demographics of South Kesteven. The data shows the District's population identifies as 48% male and 52% female, the Council's workforce identifies at 52% male and 48% female, making it representative of the residents. Data also shows the Council's workforce is representative by age group. Census data provides information on languages spoken within the District. Information is always available on request in alternative formats for people with disabilities. Identifying the top ten spoken languages (excluding English) in South Kesteven means the Council can communicate information to those whose first language is not English. In support of our ongoing commitment to equality, diversity and inclusion the Community Engagement Team and its partners have delivered workshops for women and families exploring themes of Domestic Abuse, Prevent, Modern Slavery and Cyber Safety.
- On 8 December 2022, Members were provided with an update on the new Armed Forces Act and the Armed Forces Covenant, implications of those for the Council and aspirations under the Council's Defence Employer Recognition Scheme Gold Award. A copy of the Armed Forces Covenant Action Plan 2022-2023 was reviewed (see Background Papers section).
- It is the responsibility of all Officers and Elected Members to implement the principles of equality, diversity and inclusion. On 9 February 2023, the draft 2022 Equality, Diversity and Inclusion Annual Position Statement was considered by the Rural and Communities OSC. Members welcomed the inclusion of staff demographics and suggested Councillors demographics could be included in the 2023 Statement, along with tribunal case numbers and police figures on reported hate crimes. The Equality, diversity and Inclusion Annual Position Statement 2022 is available online on the Council's website (see Background Papers section).

3 Key Considerations

- 3.8 The KPIs are produced and presented to each relevant scrutiny committee twice a year. These are the mid-year Q2 data and Q4 year end data.
- 3.9 The new Corporate Plan is due to be adopted in Autumn 2023. At that point, new KPIs will be approved by each Committee and collection of outcomes will commence from 1 April 2024.

4. Reasons for the Recommendations

- 4.1 This is a regular report where Members are invited to scrutinise and comment on performance.

5. Background Papers

- 5.1 *Corporate Plan Key Performance Indicators 2022/23 Mid-Year Report* – Report to Rural and Communities Overview and Scrutiny Committee, Published 8 December 2022, available online at:
<http://moderngov.southkesteven.gov.uk/documents/s36332/Mid-term%20performance%20indicators.pdf>
- 5.2 *Armed Forces Covenant Update* - Report to Rural and Communities Overview and Scrutiny Committee, Published 8 December 2022, available online at:
<http://moderngov.southkesteven.gov.uk/documents/s36329/Armed%20Forces%20-%20Advocacy%20and%20Community%20Engagement.pdf>
- Armed Forces Covenant Action Plan 2022-2023, available to access online at:
<http://moderngov.southkesteven.gov.uk/documents/s36330/Appendix%20A%20-%20Armed%20Forces%20Covenant%20Action%20Plan.pdf>
- 5.3 *Best Kept Village Competition* - Report to Rural and Communities Overview and Scrutiny Committee, Published 9 February 2023, available online at:
<http://moderngov.southkesteven.gov.uk/documents/s36873/Best%20Kept%20Village.pdf>
- 5.4 *Lincolnshire District Councils' Health and Wellbeing Strategy* - Report to Rural and Communities Overview and Scrutiny Committee, Published 9 February 2023, available online at:
<http://moderngov.southkesteven.gov.uk/documents/s36876/Lincolnshire%20Health%20and%20Wellbeing%20Strategy.pdf>
- 5.5 *Equality Diversity and Inclusion Annual Position Statement* - Report to Rural and Communities Overview and Scrutiny Committee, Published 9 February 2023, available online at:

<http://moderngov.southkesteven.gov.uk/documents/s36874/Equality%20Diversity%20and%20Inclusion%20Annual%20Position%20Statement.pdf>

- Equality, Diversity and Inclusion Annual Position Statement 2022 - available to access on the Equality and Diversity dedicated page on the Council's website:
<http://www.southkesteven.gov.uk/index.aspx?articleid=8479>

5.6 *Development of a Communities Strategy* – Report to Rural and Communities Overview and Scrutiny Committee, Published 16 March 2023, available online at:
<http://moderngov.southkesteven.gov.uk/documents/s37182/Development%20of%20a%20Communities%20Strategy.pdf>

5.7 *SK Community Fund – Proposed Amendments March 2023*, Report to Rural and Communities Overview and Scrutiny Committee, Published 16 March 2023, available online at:
<http://moderngov.southkesteven.gov.uk/documents/s37180/SK%20Community%20Fund.pdf>

6. Appendices

6.1 Appendix A: End of year KPIs

Healthy & Strong Communities

Priority Number	Action	Responsible Scrutiny Committee	Priority Status	Action Status
1	Invest in sustainable, high quality leisure facilities across the district.	Finance & Economic	Reported Q4 2022-23	Below Target
2	Embed the work of the SK Community Hub to support volunteering and the Voluntary & Community Sector.	Rural & Communities	Reported Q4 2022-23	On Target
3	Work with partners from all sectors to tackle health, employment, and other inequalities in areas of highest need.		No Longer Reported	Not Reported
4	Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service	Rural & Communities	Reported Q4 2022-23	Below Target
5	Celebrate and enhance the rich history of the District.		Replaced with 13	Not Reported
6	Adopt a new Cultural Strategy for the District, including the local Arts, Events and Festivals programme.		Replaced with 13	Not Reported
7	Develop and adopt a Sport and Physical Activity Strategy.		Replaced with 14	Not Reported
8	Meet the Mental Health Challenge	Rural & Communities	Reported Q4 2022-23	On Target
9	Make best use of different funding sources to support the voluntary and cultural sector within the District.	Rural & Communities	Reported Q4 2022-23	On Target
10	Protect our most vulnerable residents with robust safeguarding processes.	Rural & Communities	Reported Q4 2022-23	Significantly Below Target
11	Improve and invest in the local arts & cultural venues across the District.	Culture & Leisure	Reported Q4 2022-23	On Target
12	Promote and make progress against the Council's Equality Objectives	Rural & Communities	Reported Q4 2022-23	On Target
13	Review Arts services within the district with ambition to provide improved, efficient and accessible arts within the district.	Culture & Leisure	Reported Q4 2022-23	On Target
14	Develop and adopt a Sport and Physical Activity Strategy.	Culture & Leisure	Reported Q4 2022-23	On Target

Priority
▲

Healthy And Strong Communities 2

Measured
Quarterly

Responsible Director
▲
Growth & Culture

On Target
Current Status

Responsible Cabinet Member
▲
People & Safer Communities

Action

Embed the work of the SK Community Hub to support volunteering and the Voluntary & Community Sector.

Measure
▲

1. Number of community groups supported that provide volunteering opportunities.

Target

98

Achieved

123

Measure History
▲

1. Number of community groups supported that provide volunteering opportunities.

Q1 2022-23

33

Q2 2022-23

56

Q3 2022-23

92

Q4 2022-23

123

Commentary
▲

This performance indicator is reflective of the work to support groups from across the broad spectrum of the voluntary and community sector by the Community Engagement Team. Officers provide support to groups in the development and implementation of appropriate governance structures to ensure they are fit for purpose and funding ready. Officers also support groups seeking funding – both through internal funding streams and by identifying external funding sources. Groups seeking external funding will also be supported in preparing applications to increase chances of success with regional and national funding bodies.

Priority
▲

Healthy And Strong Communities 4

Measured
Quarterly

Responsible Director
▲
Deputy Chief Executive

Below Target
Current Status

Responsible Cabinet Member
▲
People & Safer Communities

Action

Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service

Measure
▲

1. Number of arrests as a percentage of overall incidents where CCTV has been proactively used.

Target

3%

Achieved

2.72%

Measure
▲

1. Number of arrests as a percentage of overall incidents where CCTV has been proactively used.

Q1 2022-23

5.85%

Q2 2022-23

4.81%

Q3 2022-23

4.3%

Q4 2022-23

2.72%

Commentary
▲

In Q4 the SKDC CCTV unit were actively involved in 2823 incidents and these resulted in 77 arrests which ranged from anti social behaviour and assault to warrants, theft and weapons.

It should be noted that there has been an increase in the number of reported incidents but fewer led to actual arrests which explains the decrease in the percentage of arrests made with CCTV assistance, this is outside of the councils control and is not necesarrily reflective of changes in crime levels, the annual state of the district report published later in the year will be a better gauge of such.

Priority
▲

Healthy And Strong Communities 8

Measured

Annually

Responsible Director
▲

Growth & Culture

On Target

Current Status

Responsible Cabinet Member
▲

People & Safer Communities

Action

Meet the Mental Health Challenge

Measure

Measure	Target	Achieved
1. Continue the development of the 5 workstreams, via the Mental Health Working Party	Y	Y
2. Work with local partners to access external funding to support community schemes	Y	Y
3. Work with the community to develop a mental health forum in the Deepings	Forum Established	Forum Established
4. Deliver Mental Health First Aid training	20 Staff & 5 Councillors trained	28 Staff and 7 Councillors

Measure History

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23
1. Continue the development of the 5 workstreams, via the Mental Health Working Party	Y	Y	Y	Y
2. Work with local partners to access external funding to support community schemes	Y	Y	Y	Y
3. Work with the community to develop a mental health forum in the Deepings	Forum Established	Forum Established	Forum Established	Forum Established
4. Deliver Mental Health First Aid training	Reported Annually	Reported Annually	Reported Annually	28 Staff and 7 Councillors

Commentary

The Working Group continue to meet in order to continue the development on the 5 work streams. During the last quarter the Working Group held an externally-focused Wellbeing Event in Grantham on 25th February. The event aimed to support residents with concerns around the rising cost of living, and provided information and advice about local mental health support and physical wellbeing activities. The event hosted a variety of different local voluntary support groups and also provided them with a networking opportunity. A wide range of agencies offered advice, information, demonstrations and free provisions at the event which also included refreshments and a free raffle. Local media coverage promoted local physical, mental and financial wellbeing services available across the District.

The Working Group has continued to deliver First Aider for Mental Health training to staff and Councillors, and arranged for the training of 7 additional staff and 2 additional Councillors during the last quarter. Following the May 2023 District Council elections, First Aider for Mental Health training will be offered to new Councillors. Internal wellbeing support continues to be provided to staff, a steps council-wide steps challenge took place during the last quarter which encouraged physical activity amongst staff and proved to be a very positive and well-recieved initiative.

Priority
▲

Healthy And Strong Communities 9

Measured
Quarterly

Responsible Director
▲
Growth & Culture

On Target
Current Status

Responsible Cabinet Member
▲
People & Safer Communities

Action

Make best use of different funding sources to support the voluntary and cultural sector within the District.

Measure ▲

1. £37,000.00 Subject to available programme and budgets

Target

£37,000.00 Subject to available programme and budgets

Achieved

£134,416

Measure History

1. £37,000.00 Subject to available programme and budgets

Q1 2022-23

£19,628

Q2 2022-23

£63,527.00

Q3 2022-23

£133,176

Q4 2022-23

£134,416

Commentary ▲

This indicator represents the funding levered by the District's voluntary and community groups from external funders with supporting funding from the SK Community Fund. The outcome against this indicator exceeds the target set for the year however, in assessing this achievement we must consider the external influences that can add or detract from the outcome.

Funding awarded by SKDC through its Community Fund is often used as match funding in support of applications to other funding providers. Some small, grass-roots groups require very little funding in order to make a big difference within their community. The impact of our funding is therefore stand alone in its support of local groups. By contrast, large-scale projects that require support from multiple funders often hang on an offer made on condition that all funding is secured before any award is released to the applicant. These are the projects that impact greatly on the outcome in monetary terms on this indicator. The amount of funding brought into the district will, therefore, ebb and flow dependent on the scale of projects being undertaken in the area at any time. These considerations will need to be borne in mind when setting a target in subsequent years.

Priority
▲

Healthy And Strong Communities 10

Measured
Biannually

Responsible Director
▲
Housing & Property

Significantly Below Tar...
Current Status

Responsible Cabinet Member
▲
People & Safer Communities

Action

Protect our most vulnerable residents with robust safeguarding processes.

Measure ▲

Measure	Target	Achieved
1. Number of relevant staff trained in applying effective safeguarding processes	90%	37.05%
2. Meet the requirements placed upon the local authority under the Children Act 2004 and the Care Act 2014	Achieve outstanding standard under the S11 Audit for the safeguarding of adults	Achieved Sep 21

Measure History

Measure History	Q4 2021-22	Q2 2022-23	Q4 2022-23
1. Number of relevant staff trained in applying effective safeguarding processes	96%	96%	37.05%
2. Meet the requirements placed upon the local authority under the Children Act 2004 and the Care Act 2014	Achieved Sep 21	Achieved Sep 21	Achieved Sep 21

Commentary ▲

Due to a high level of staff turnover there has been a significant decrease in the percentage of staff trained in safeguarding in 2022-23. Managers have been instructed to ensure the relevant training is carried out for staff that have yet to complete it. We have had 305 people assigned to this course, presently 113 have completed it, 20 are in progress while 172 are yet to begin.

Priority
▲

Healthy And Strong Communities 12

Measured
Annually

Responsible Director
▲
Growth & Culture

On Target
Current Status

Responsible Cabinet Member
▲
People & Safer Communities

Action

Promote and make progress against the Council's Equality Objectives

Measure ▲

Measure	Target	Achieved
1. Delivery of the action plan.	75% of the action plan completed.	85% Completion
2. Creation and publication of an Annual Position Statement to evidence compliance with Public Sector Equality Duty (PSED)	Embed published outcome of Census 2021 into Statement to be published Sept 2022	Not Reported

Measure History ▲

	Q4 2021-22	Q4 2022-23
1. Delivery of the action plan.	50%	85% Completion
2. Creation and publication of an Annual Position Statement to evidence compliance with Public Sector Equality Duty (PSED)	Complete	Complete

Commentary ▲

The Council is required to set Equality Objectives under the Public Sector Equality Duty. These Objectives must be determined at least every four years but can be amended during that period. The current objectives cover the period 2020-2024.

A Clean & Sustainable Environment

Priority Number	Action	Responsible Scrutiny Committee	Priority Status	Action Status
1	Reduce the Council's carbon footprint by at least 30% by 2030 and endeavour to become net-zero carbon as soon as viable before 2050.		Reported Mid-Year	Not Reported
2	Deliver the 'Big Clean' programme and maintain higher street standards.		No Longer Reported	Not Reported
3	Continue to innovate our approach to waste management to build on our strengths and maximise commercial and other opportunities.	Environment	Reported Q4 2022-23	Below Target
4	Maintain and enhance our green areas across the District, aiming to secure Green Flag status for Queen Elizabeth Park, Dysart Park and other relevant areas.		Reported Mid-Year	Not Reported
5	Work proactively with Environment SK to deliver high quality services and maximise commercial opportunities.	Environment	Reported Q4 2022-23	On Target
6	Work with the Lincolnshire Waste Partnership to reduce waste and further improve recycling.	Environment	Reported Q4 2022-23	Below Target
7	Recognise the changes in environmentally friendly modes of transport and seek to work with others to adapt required infrastructure	Environment	Reported Q4 2022-23	On Target
8	Explore opportunities to build on the success of the food waste pilot and ensure the service is sustainable.		No Longer Reported	Not Reported
9	Build a new, modern depot which is fit for the future.	Environment	Reported Q4 2022-23	Below Target

Delivery of Growth of Our Economy

Priority Number	Action	Responsible Scrutiny Committee	Priority Status	Action Status
1	Delivery of the St Martins Park development scheme in Stamford.	Finance & Economic	Reported Q4 2022-23	On Target
2	Regeneration of Grantham town centre, supported by the Future High Street (FHSF) bid and delivery of the Heritage Action Zone programme (HAZ).	Finance & Economic	Reported Q4 2022-23	Below Target
3	Identify funding & other opportunities to support the development of the town centres of Bourne, The Deepings and Stamford, and apply lessons learnt from the Future High Street Fund & other initiatives.	Finance & Economic	Reported Q4 2022-23	On Target
4	Develop a package of measures to support the recovery of the local economy to safeguard local jobs wherever possible.	Finance & Economic	Reported Q4 2022-23	On Target
5	Review the scope and focus of InvestSK to maximise the support to local businesses and attract inward investment.		Removed as Complete	Not Reported
6	Continue to attract investment and encourage diverse businesses to the District and ensure appropriate land and property is available	Finance & Economic	Reported Q4 2022-23	On Target
7	Work with the education providers to increase opportunities for local learning and apprenticeships in the District.		No Longer Reported	Not Reported
8	In partnership with LCC bring forward housing and employment opportunities linked to the delivery of the Grantham Southern Relief Road.		No Longer Reported	Not Reported
9	Work with partners and attractions, to promote visitor economy and increase visitor spend in the District, including the adoption of a Tourism Strategic Framework.	Culture & Leisure	Reported Q4 2022-23	On Target
10	Support the roll out of improved broadband and other key infrastructure to support local businesses and rural areas.		No Longer Reported	Not Reported
11	Work closely with markets across South Kesteven and seek to maintain their viability.	Culture & Leisure	Reported Q4 2022-23	Below Target

Housing That Meets The Needs Of All Residents

Priority Number	Action	Responsible Scrutiny Committee	Priority Status	Action Status
1	Work in partnership with the housing market to stimulate housing growth.	Housing	Reported Q4 2022-23	Below Target
2	Work to reduce and prevent homelessness in our District.	Housing	Reported Q4 2022-23	Significantly Below Target
3	Increase the supply of high quality, sustainable Council houses.	Housing	Reported Q4 2022-23	Significantly Below Target
4	Undertake a Planning Review to improve performance and support local sustainable, high quality growth.	Housing	Reported Q4 2022-23	On Target
5	Undertake a Housing Review to provide the highest quality service possible to our tenants	Housing	Reported Q4 2022-23	Below Target
6	Work with housing associations and developers to ensure quality affordable housing is delivered.	Housing	Reported Q4 2022-23	On Target
7	Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District.	Housing	Reported Q4 2022-23	On Target
8	Work with Homes England, the Ministry of Defence and other partners to develop holistic masterplans for the delivery of Grantham's Southern Urban Extension.		No Longer Reported	Not Reported
9	Ensure that major developments in South Kesteven are high quality, with sustainable, good design.	Housing	Reported Q4 2022-23	On Target
10	Prioritise bringing private sector empty properties back in to use.	Housing	Reported Q4 2022-23	On Target

A High Performing Council

Priority Number	Action	Responsible Scrutiny Committee	Priority Status	Action Status
1	Implement the Covid-19 Recovery Plan.		Removed as Complete	Not Reported
2	Deliver a balanced, sustainable financial plan over the medium term.	Finance & Economic	Reported Q4 2022-23	Not Reported
3	Undertake a Constitution review and implement outcomes.		Removed as Complete	Not Reported
4	Implement the findings of the Governance review across the Councils assets (including companies).		Removed as Complete	Not Reported
5	Develop a People Strategy (including a pay review) to support the retention and attraction of high quality staff.	Finance & Economic	Reported Q4 2022-23	On Target
6	Develop and implement commercial and transformation strategies to deliver additional net revenue benefit.		Removed as Complete	Not Reported
7	Undertake a fundamental review of the organisation to meet current and future needs.		Removed as Complete	Not Reported
8	Support the implementation of an IT investment roadmap to align future solutions with the Councils ambitions.		Removed as Complete	Not Reported
9	Embed an agile approach to working by building on the cultural and technological changes.		Removed as Complete	Not Reported
10	Deliver the ambitions of the Customer Experience Strategy.		No Longer Reported	Not Reported
11	Maximise the value of the Councils own spend by using local suppliers wherever practical.	Finance & Economic	Reported Q4 2022-23	Not Reported
12	Undertake an Asset Management Review.		Removed as Complete	Not Reported
13	Ensure that support packages are in place for ensuring the welfare of the districts most vulnerable residents and to enable small businesses to flourish in the district	Finance & Economic	Reported Q4 2022-23	On Target

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**SOUTH
KESTEVEN
DISTRICT
COUNCIL**



Rural and Communities Overview and Scrutiny Committee

5th July 2023

Report of Councillor Rhea Rayside
Cabinet Member for People and
Communities

Review of Public Space Protection Orders

Report Author

Ayeisha Kirkham, Public Protection Manager

 ayeisha.kirkham@southkesteven.gov.uk

Purpose of Report

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.

Recommendations

That the Committee:

- 1. Considers the continuation of the existing Spaces Protection Orders**
- 2. Considers the proposed amendment to the existing Public Space Protection Order (Dog Exclusion) to include additional areas at the Recreation Ground, Stamford.**
- 3. Considers the request for a new Public Space Protection Order for vehicle related nuisance and anti-social behaviour covering the following areas within Stamford: the Station Road car park (also known as Cattle market), The Meadows and Bath Row car park.**

4. Recommends to the Cabinet Member for People and Safer Communities Commercial and Operations that statutory consultation is undertaken in respect of the above.

Decision Information	
Is this a Key Decision?	Yes
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Healthy and Strong communities Clean and sustainable environment
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no budget implications related to the proposed consultation. This will be identified from existing budgets and therefore does not require additional financing being sought.

Richard Wyles, Chief Finance Officer

Legal and Governance

- 1.2 The Anti-Social Behaviour, Crime and Policing Act 2014 sets out the requirements for consultation. A PSPO can be made if, on reasonable grounds, the local authority is satisfied that the required conditions are met. As stated in the report, the PSPOs

can last for up to three years once approved and can be varied or extended more than once.

- 1.3 An equality impact assessment has been completed for the consultation process and is at **Appendix A**.

2. Background to the Report

- 2.1 Public Space Protection Orders (PSPO's) were introduced by the Anti-social Behaviour, Crime and Policing Act 2014 to deal with nuisance or problems in specific areas that are detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are intended to help ensure that the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour. They can apply to any public space. The definition of public space is wide and includes any place to which the public or any section of the public has access
- 2.2 A PSPO can be made by the Council if it is satisfied, on reasonable grounds, that the activity or behaviour concerned, carried out, or likely to be carried out in a public space:
- has had, or is likely to have, a detrimental effect on the quality of life of those in the locality;
 - is, or is likely to be, persistent or continuing in nature;
 - is, or is likely to be, unreasonable; and
 - justifies the restrictions imposed.

Existing Orders

- 2.3 Orders must be reviewed every three years and can be extended up to a further three years if it is considered that they are necessary to prevent the original behaviour from occurring or recurring. The existing Orders can be found within the background papers.
- 2.4 Table 1 shows the current Orders that are in place which expire on the 20th October 2023:

Table 1: Existing Orders

Alcohol Control
Anti-social behaviour caused by drinking alcohol in a designated public space (specified areas): Grantham

Stamford
Bourne
The Deepings
Dog Exclusion
Excludes dogs from specified enclosed children's play areas.
Dog Fouling
It is an offence to fail to pick up dog faeces if a dog, which an individual is in charge of, defecates (district wide)
Dogs on Leads by Order
An authorised officer can request an individual in charge of a dog to put (and keep) a dog on a lead, if such restraint is considered reasonably necessary (district wide). In addition, dogs must be kept on leads at all times whilst in The Spinney, Market Deeping.

- 2.5 Evidence to support the continuation of the existing Orders has been gathered and reviewed and is provided within this report.
- 2.6 Table 2 shows data from Lincolnshire Police of the numbers of reported alcohol related anti-social behaviour incidents broken down by year from 2020 to date.

Table 2: Lincolnshire Police Data

	2020 (Oct-Dec)	2021	2022	2023 until May	(up 31st)	Grand Total
Grantham Rural North	1	3	6	1		11
Grantham Rural South	1	8	3	5		17
Grantham Town West	4	27	15	5		51
Grantham Town East	1	19	18	6		44
Grantham Town Centre	13	48	53	10		124

Bourne & Billingborough	2	20	16	6	44
Market Deeping	3	19	10	6	38
Stamford Town	4	42	44	8	98
	29	188	170	47	434

- 2.7 In respect of dog fouling, this continues to be a matter of priority for the Neighbourhoods team due to the number of complaints received. Neighbourhoods Officers carry out proactive patrols in hotspot areas and signage is in place in key areas across the district which does act as a deterrent and as such no breaches of the dog fouling PSPO have been identified to date. The numbers of dog fouling complaints received by SKDC is outlined in Table 3 below which demonstrates that numbers of complaints are dropping which may be attributable to the existence of the PSPO and ongoing activity.

Table 3: SKDC Dog Fouling Complaints

Year	Number of Dog Fouling Complaints
2019	211
2020	207
2021	150
2022	128

- 2.8 The report recommends that the PSPO requiring dogs to be kept on a lead in the enclosed area of The Spinney, Market Deeping continues unchanged. Correspondence with the Market Deeping Town Council supports the continuation of the PSPO (unchanged) and whilst they are unable to provide any supportive data, they have provided the following statement:

“The Council are keen to continue with the licence. The Spinney is an area for the scattering of cremated remains; a peaceful, respectful area, and dogs on leads is something the Council supports. Park Keepers have had on occasion to ask dog owners to put their dogs on leads, and the clerks in the office here have informed me that they have had complaints about dogs being off-lead. As this is an area of quiet reflection the Council very much supports having the PSPO”.

- 2.9 It is proposed that the existing Orders continue, these can be found within **Appendix B**. Within **Appendix B** the Dog Exclusion Zone, Plan 16, has been amended as referred to below.

Amended Order

- 2.10 It is proposed the Dog Exclusion Zone Order, Plan 16, is amended to include additional enclosed areas on the Recreation Ground, Stamford. These are the bowling green, tennis court and the skatepark. The associated map and indicated areas are attached in **Appendix B**.

Proposed New Order

- 2.11 Following complaints of vehicle related anti-social behaviour and subsequent partnership working with the Police. It is proposed a new PSPO is considered to tackle vehicle related nuisance and anti-social behaviour. This would include the area of the Station Road car park (also known as Cattle Market), The Meadows and Bath Row car park, Stamford. The draft Order and associated map are included within **Appendix C**. Details of the supporting evidence are included within **Appendix D**. It is proposed that this Order be in effect for a period of three years.

3. Key Considerations

- 3.1 PSPO's are a useful tool in local authorities, working in partnership with the Police, being proactively able to tackle specific issues occurring in particular public spaces. The prohibition of certain activities acts as a deterrent and gives authorised officers the tools in which to tackle the behaviours which are affecting the wider community.
- 3.2 If the existing PSPO's are not renewed, and the proposed PSPO is not approved, South Kesteven District Council and Lincolnshire Police will have a more limited ability in which to tackle these behaviours.

4. Other Options Considered

- 4.1 That consultation is undertaken and following analysis of the responses, the continuation of the existing Orders and necessity to implement a further Order be considered.
- 4.2 The existing Orders could be allowed to expire. This would remove the ability to enforce against the matters covered by the Orders.
- 4.3 The new Order is not put in place, this would prevent ability to enforce against the matters covered by the proposed Order.

5. Reasons for the Recommendations

- 5.1 The existing Public Space Protection Orders are due to expire, and a request has been received to consider an additional new Order. Proceeding to consultation will help inform whether there is a need to extend the existing Orders and introduce an additional Order.

6. Consultation

- 6.1 Under s72 of the Anti-social Behaviour, Crime and Policing Act 2014, a local authority must carry out the necessary consultation before extending, varying or making a PSPO. Necessary consultation means consulting with the Chief Officer of Police, the local policing body whatever community representatives the authority deems appropriate and the owner or occupier of land within any of the restricted area.
- 6.2 There is no statutory consultation period, however, a period of 4 weeks is proposed.
- 6.3 When the consultation is complete the results will be analysed and presented to Cabinet.

7. Background Papers

- 7.1 [Cabinet Report Tuesday 13 October 2020](#)
- 7.2 [SKDC Public Space Protection Orders Existing](#)

8. Appendices

- 8.1 Appendix A: Equality Impact Assessment;
Appendix B: Draft proposed Orders and associated maps;
Appendix C: Draft Order for vehicle related ASB at Meadows area, Stamford;
Appendix D: Supporting evidence for proposed new PSPO

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Equality Impact Assessment

Question	Response
1. Name of policy/funding activity/event being assessed	Consultation to review Public Spaces Protection Orders (PSPO) across district
2. Summary of aims and objectives of the policy/funding activity/event	To seek views and comments from residents across the district and with key stakeholders on the proposal to renew all current PSPO's
3. What involvement and consultation has been done in relation to this policy? (e.g. with relevant groups and stakeholders)	Consultation is a statutory requirement as part of the application and renewal process for PSPO's as per section 72 of the Anti-Social Behaviour, Crime and Policing Act 2014. This EIA is to supplement a report to Scrutiny Committee to gain approval for consultation to be carried out
4. Who is affected by the policy/funding activity/event?	All residents and other stakeholders
5. What are the arrangements for monitoring and reviewing the actual impact of the policy/funding activity/event?	Review and analysis of all responses received from the consultation which will support decision making with regard to the renewal of the PSPO's

Protected Characteristic	Is there a potential for positive or negative impact?	Please explain and give examples of any evidence/data used	Action to address negative impact e.g. adjustment to the policy <i>(The Action Log below should be completed to provide further detail)</i>
Age	Negative	The consultation process will be predominantly web based and therefore this may hinder access for certain groups.	Ensure use of a variety of methods of consultation and publication being available including digital and hard copies and notice given that documents are available in alternative formats on request. Any proportionate amendments identified through consultation on the grounds of this protected characteristic will be addressed prior to any renewal of the PSPOs.
Disability	Negative	The consultation process will be predominantly web based and therefore this may hinder access for certain groups.	Ensure use of a variety of methods of consultation and publication being available such as all documents being accessibility checked prior to use and notice given that documents are available in alternative formats on request. Any proportionate amendments identified through consultation on the grounds of this protected characteristic will be addressed prior to any renewal of the PSPOs



Gender Reassignment	No	No negative impact identified	
Marriage and Civil Partnership	No	No negative impact identified	
Pregnancy and Maternity	No	No negative impact identified	
Race	Negative	The consultation will be undertaken in English and therefore this may hinder access for certain groups.	Ensure that guidance to the consultation documents is available to be translated into other languages on request. The top ten languages spoken (after English) within the District have been identified through Census data. The notice to make information in other languages available on request has been translated into these languages and will be provided as a supplementary document to the consultation. Any proportionate amendments identified through consultation on the grounds of this protected characteristic will be addressed prior to any renewal of the PSPOs
Religion or Belief	No	No negative impact identified	
Sex	No	No negative impact identified	
Sexual Orientation	No	No negative impact identified	
Other Factors requiring consideration			
Socio-Economic Impacts	No	No negative impact identified	
Carers (those who provide unpaid care to a family member, friend or partner)-	No	No negative impact identified	

Consultation

Negative impacts identified will require the responsible officer to consult with the affected group/s to determine all practicable and proportionate mitigations. Add more rows as required.		
Group/Organisation	Date	Response



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Proposed Mitigation: Action Log

To be completed when barriers, negative impact or discrimination are found as part of this process – to show actions taken to remove or mitigate. Any mitigations identified throughout the EIA process should be meaningful and timely. Add more rows as required.				
Negative Impact	Action	Timeline	Outcome	Status
Limited access to information via digital/electronic source	Publish and publicise consultation in variety of sources such as online/through local news/via community groups and make available in hard copy format if requested	Prior to and during period of consultation		
Limited access to information to those with disabilities such as sight loss	Publish and publicise consultation documents and have ability to provide in alternative format on request	Prior to and during period of consultation		
Limited access to information in other languages	Ability to provide in alternative languages on request	Prior to and during period of consultation		

Evaluation Decision

Once consultation and practicable and proportionate mitigation has been put in place, the responsible officer should evaluate whether any negative impact remains and, if so, provide justification for any decision to proceed.		
Question	Explanation / justification	
Is it possible the proposed policy or activity or change in policy or activity could discriminate or unfairly disadvantage people?	Following implementation of the mitigating actions, the level of impact on those identified would be minimal/negated	
Final Decision	Tick	Include any explanation/justification required
1. No barriers identified, therefore activity will proceed		



2. Stop the policy or practice because the data shows bias towards one or more groups		
3. Adapt or change the policy in a way that will eliminate the bias	X	Ensure implementation of all mitigating actions
4. Barriers and impact identified , however having considered all available options carefully, there appear to be no other proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore you are going to proceed with caution with this policy or practice knowing that it may favour some people less than others, providing justification for this decision		

Sign off

Name and job title of person completing this EIA	Laura Shaw, Environment and Community Protection Team Leader
Officer Responsible for implementing the policy/function etc	Laura Shaw, Environment and Community Protection Team Leader
Date Completed	12/06/2023
Line Manager	Ayeisha Kirkham, Public Protection Manager
Date Agreed <i>(by line manager)</i>	12/06/2023
Date of Review <i>(if required)</i>	

Completed EIAs should be sent to equalities@southkesteven.gov.uk . Completed EIAs will be published on the Council's website before any decision is made.

The Anti-social Behaviour, Crime and Policing Act 2014 Section 59

South Kesteven District Council (Alcohol Control Areas) Public Spaces Protection Order 2023

South Kesteven District Council (in this Order called “the Council”) in exercise of its powers under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”) hereby makes the following Order:

The Order is made on the _____ and shall have effect for a period of 3 years thereafter, unless extended by further orders under the Council’s statutory powers.

General provisions:

1. This Order applies to all land in the Restricted Areas to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission.
2. The Council is satisfied that both of the conditions set out in Section 59 of the Act are satisfied, because the activity, identified in paragraph 5 of this Order, which is carried on in a public place (“the Restricted Area”) has a detrimental effect on the quality of life of those in the locality and this effect is or is likely to be of a persistent or continuing nature, such as to make the activities unreasonable and justifies the restrictions imposed by this Order.
3. The Order is available for inspection on the Council’s website and also by appointment, at the offices of South Kesteven District Council. Appointments can be made by contacting 01476 406080 or emailing neighbourhoods@southkesteven.gov.uk
4. If any interested person desires to question the validity of this Order on the grounds that the Council had no power to make it or that any requirement of the Act has not been complied with in relation to this Order, he or she may apply to the High Court within six weeks from the date on which this Order is made.

Prohibitions:

5. Alcohol control areas

The activities which are to be controlled are:

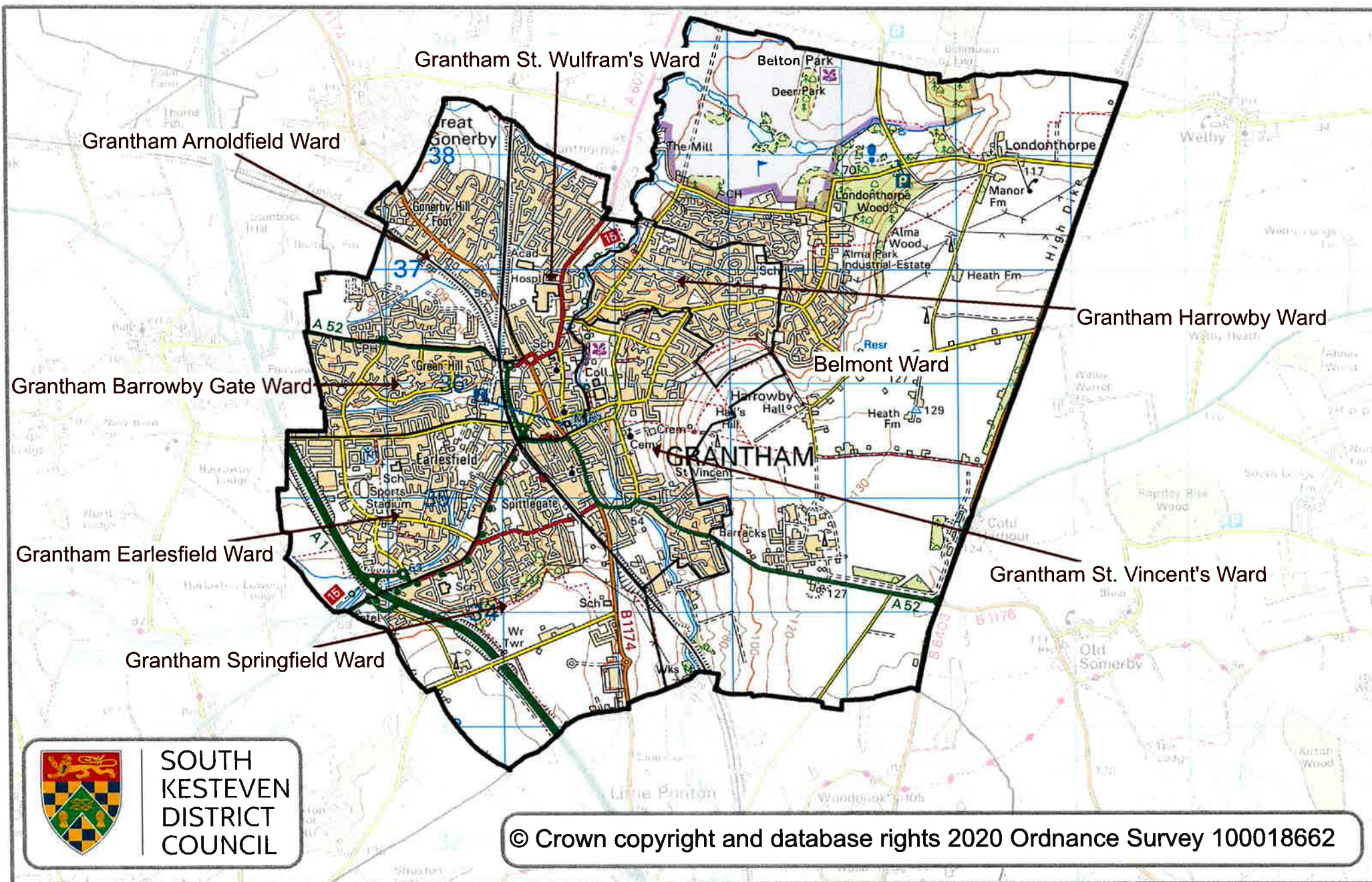
- a) A person consuming alcohol in breach of an authorised officer’s request to cease the consumption in public spaces within the Restricted Areas specified in the Schedule to this Order, where the consumption is associated with disorder, nuisance or annoyance to members of the public.
- b) A person having an unsealed container of alcohol in breach of an authorised officer’s request to surrender the alcohol or container for disposal in public spaces within the Restricted Areas specified in the Schedule of this Order, where the consumption is associated with disorder, nuisance or annoyance to members of the public.

For the purpose of this Order:

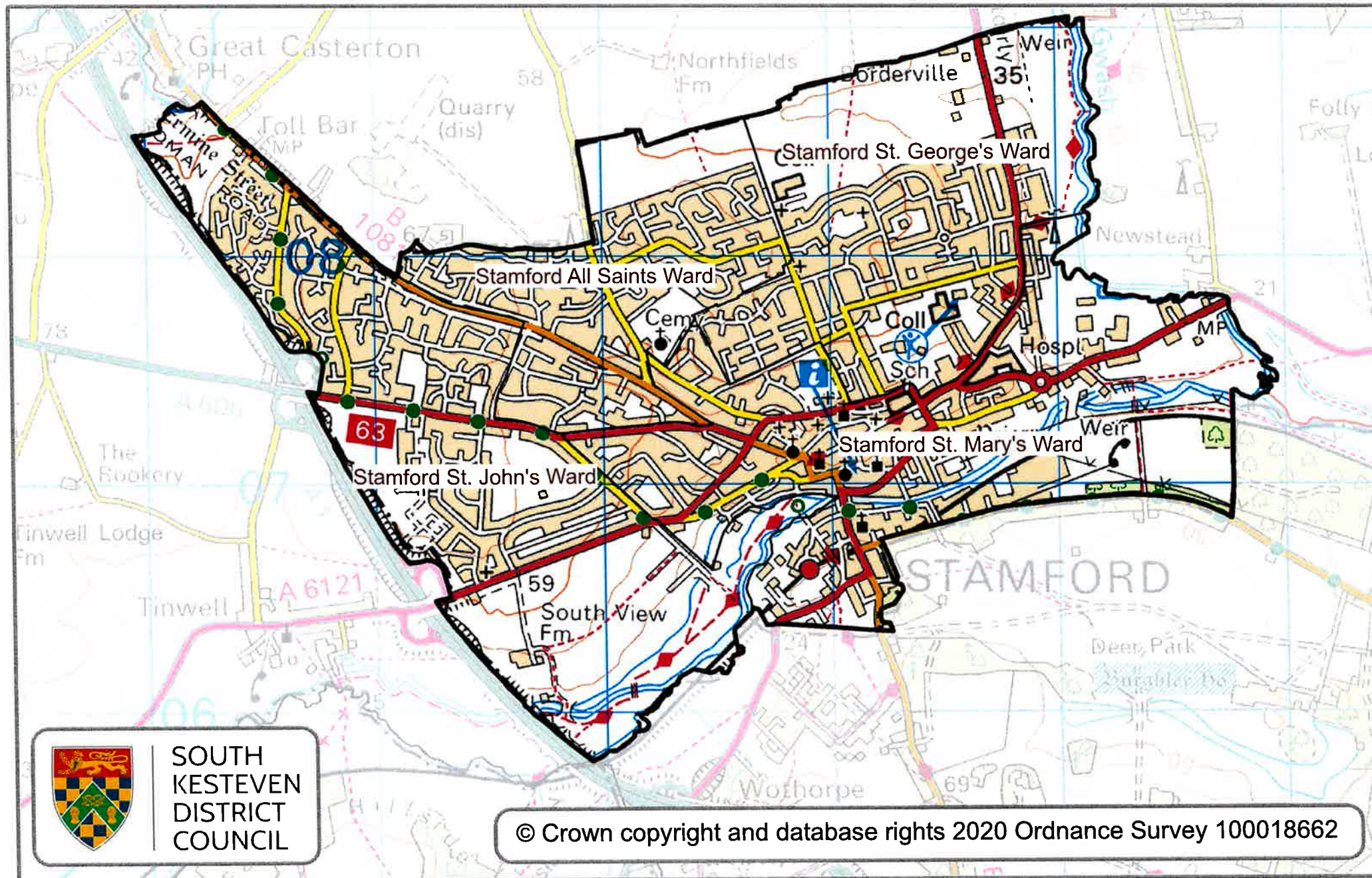
- (a) Restricted Area means the land designated in the Schedule to this Order.

Public Space Protection Order - Alcohol Control Area

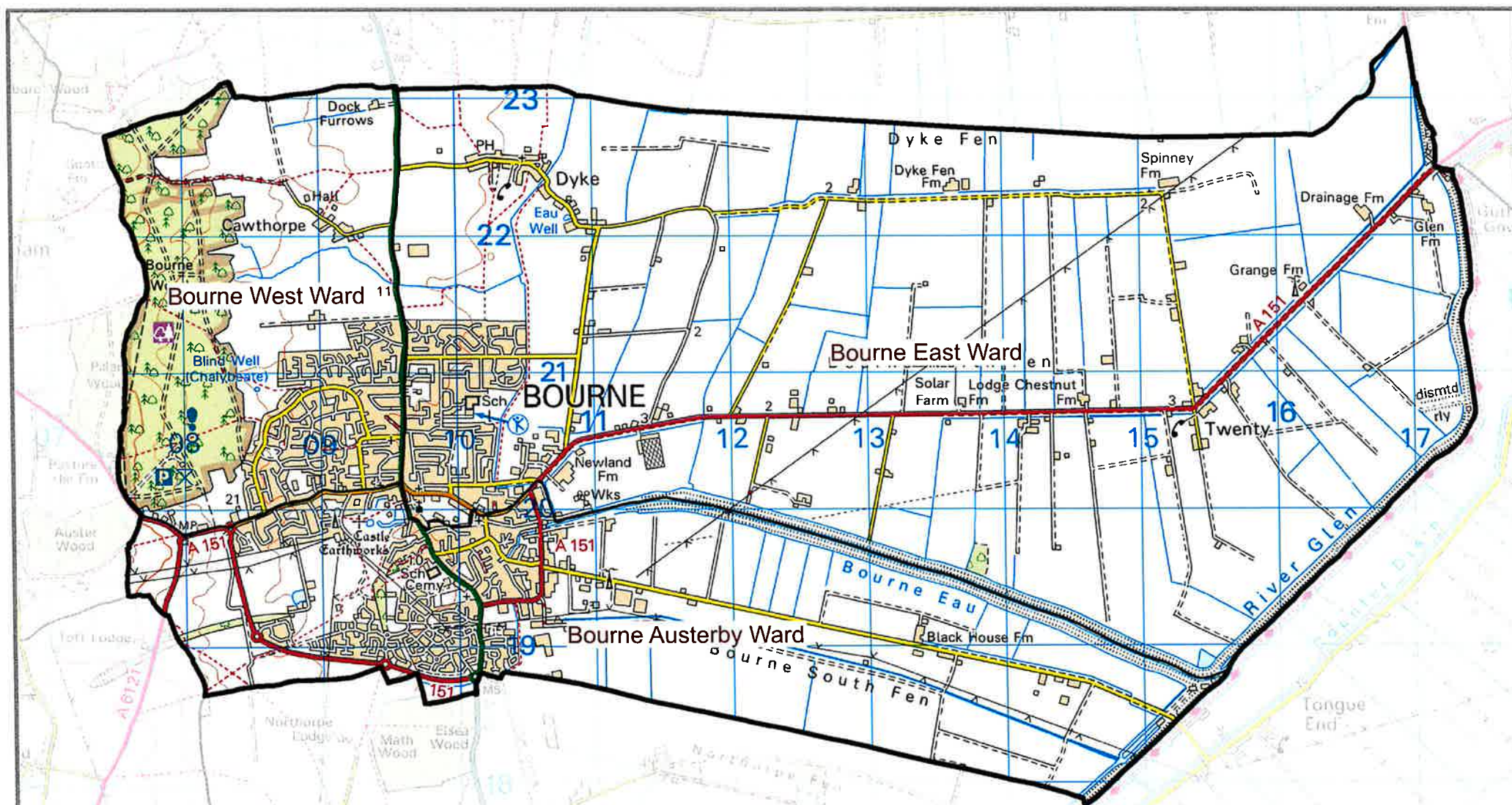
53



Public Space Protection Order - Alcohol Control Area



Public Space Protection Order - Alcohol Control Area

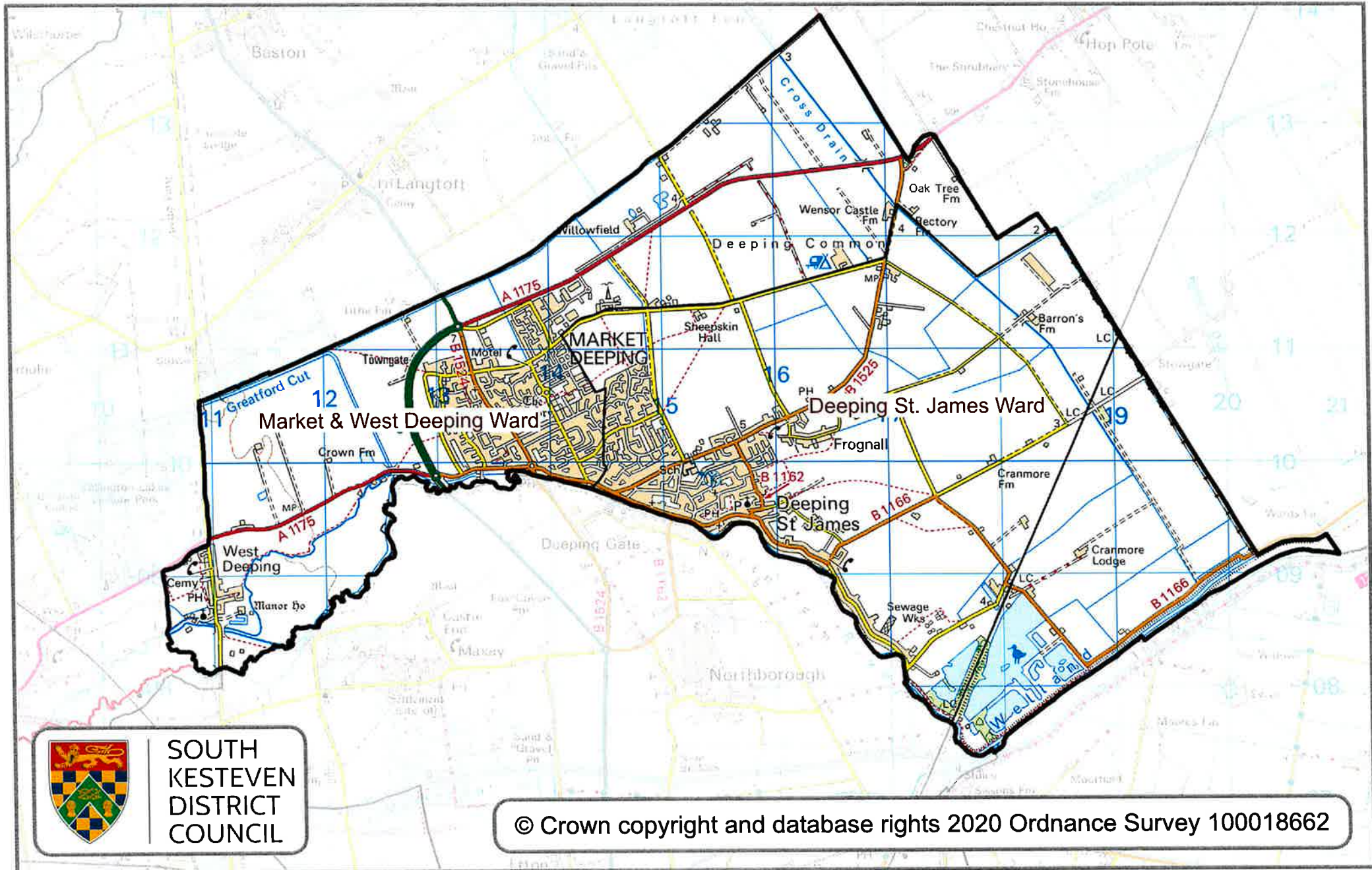


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Public Space Protection Order - Alcohol Control Area

56



The Anti-social Behaviour, Crime and Policing Act 2014 Section 59

South Kesteven District Council (Dog Exclusion) Public Spaces Protection Order 2023

South Kesteven District Council (in this Order called “the Council”) in exercise of its powers under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”) hereby makes the following Order:

The Order is made on the _____ and shall have effect for a period of 3 years thereafter, unless extended by further orders under the Council’s statutory powers.

General provisions:

1. This Order applies to land in the Restricted Areas specified in the Schedule to this Order.
2. The Council is satisfied that both of the conditions set out in Section 59 of the Act are satisfied, because the activity, identified in paragraph 5 of this Order, which is carried on in a public place (“the Restricted Area”) has a detrimental effect on the quality of life of those in the locality and this effect is or is likely to be of a persistent or continuing nature, such as to make the activity unreasonable and justifies the restrictions imposed by this Order.
3. The Order is available for inspection on the Council’s website and also by appointment, at the offices of South Kesteven District Council. Appointments can be made by contacting 01476 406080 or emailing neighbourhoods@southkesteven.gov.uk
4. If any interested person desires to question the validity of this Order on the grounds that the Council had no power to make it or that any requirement of the Act has not been complied with in relation to this Order, he or she may apply to the High Court within six weeks from the date on which this Order is made.

Prohibitions on persons with dogs under their control:

5. Dog Exclusion

A person in charge of a dog must not take it onto or permit the dog to enter or to remain on, any land specified in the Schedule to this Order unless -

- (a) he has reasonable excuse for failing to do so; or
- (b) the owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his failing to do so.

Exemptions

Nothing in this Order shall apply to a disabled person (within the meaning of the Equality Act 2010) whose disability restricts his/her ability to comply with the Order and the dog is their guide dog or assistance dog

For the purpose of this Order:

- ## Penalty

An authorised officer may issue a fixed penalty notice (currently £100) to a person who they reasonably believe has breached the requirements of this Order. A fixed penalty notice offers the recipient the opportunity to discharge the liability to conviction for the offence by paying the fixed penalty notice within 14 days of issue of the notice.

Executed as a DEED by affixing the)
COMMON SEAL of SOUTH KESTIVEN)
DISTRICT COUNCIL)

58

Schedule

This Order applies to all land within the administrative area of South Kesteven District Council and which is an enclosed children's play area detailed below and edged red in the attached plans.

Plan Number	Site Name
1	Gonerby Road, Grantham
2	Harrowby Lane, Grantham
3	Trent Road, Grantham
4	Wyndham Park, Hill Avenue, Grantham
5	Dysart Park, Bridge End Road, Grantham
6	Beechcroft Road, Grantham
7	Linchfield Road, Deeping St James
8	Crowson Way, Deeping St James
9	Church Street, Market Deeping
10	Godsey Lane, Market Deeping
11	Manor Lane, Bourne
12	Recreation Road, Bourne
13	Northfields, Bourne
14	Manor Close, Langtoft
15	Blackbull Green, Stowe Road, Langtoft
16	Recreation Ground Road, Stamford
17	Drift Road, Stamford
18	Elizabeth Road, Stamford
19	Water Lane, South Witham
20	Honington Road, Barkston
21	Village Hall, Main Road, Dowsby
22	Bottesford Road, Allington
23	Braceby Road, Ropsley
24	Carlton Road, Hough on the Hill
25	Main Street, Woolsthorpe by Belvoir
26	Colster Way, Colsterworth
27	Woolsthorpe Road, Woolsthorpe by Colsterworth
28	Lawrance Park, Crown Lane, Thurlby
29	Belton Lane, Great Gonerby
30	Arnoldfield, Gonerby Road, Grantham
31	Princess Drive, Grantham
32	Elgar Way, Stamford
33	Pinewood Close, Bourne
34	Churchfield Close, Deeping St James
35	Hereward Way, Deeping St James
36	Wellington Way, Market Deeping



Enclosed play area

Gonerby Road,
Grantham

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Enclosed play area

Trent Road,
Grantham

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Enclosed play area

Wyndham Park and
Hill Avenue,
Grantham

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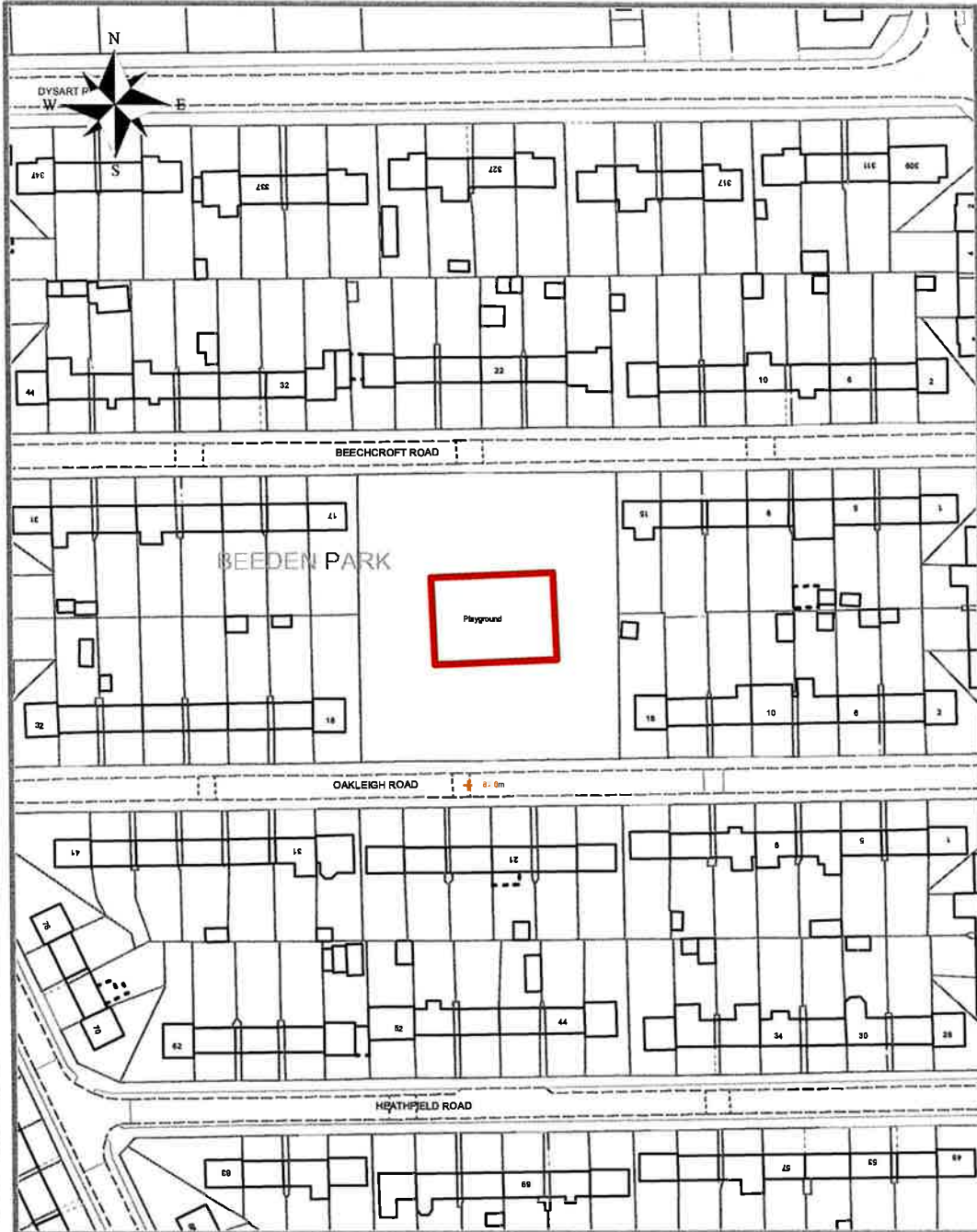
Dysart Park, Bridge End Road, Grantham

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Enclosed play area

Beechcroft Road,
Grantham

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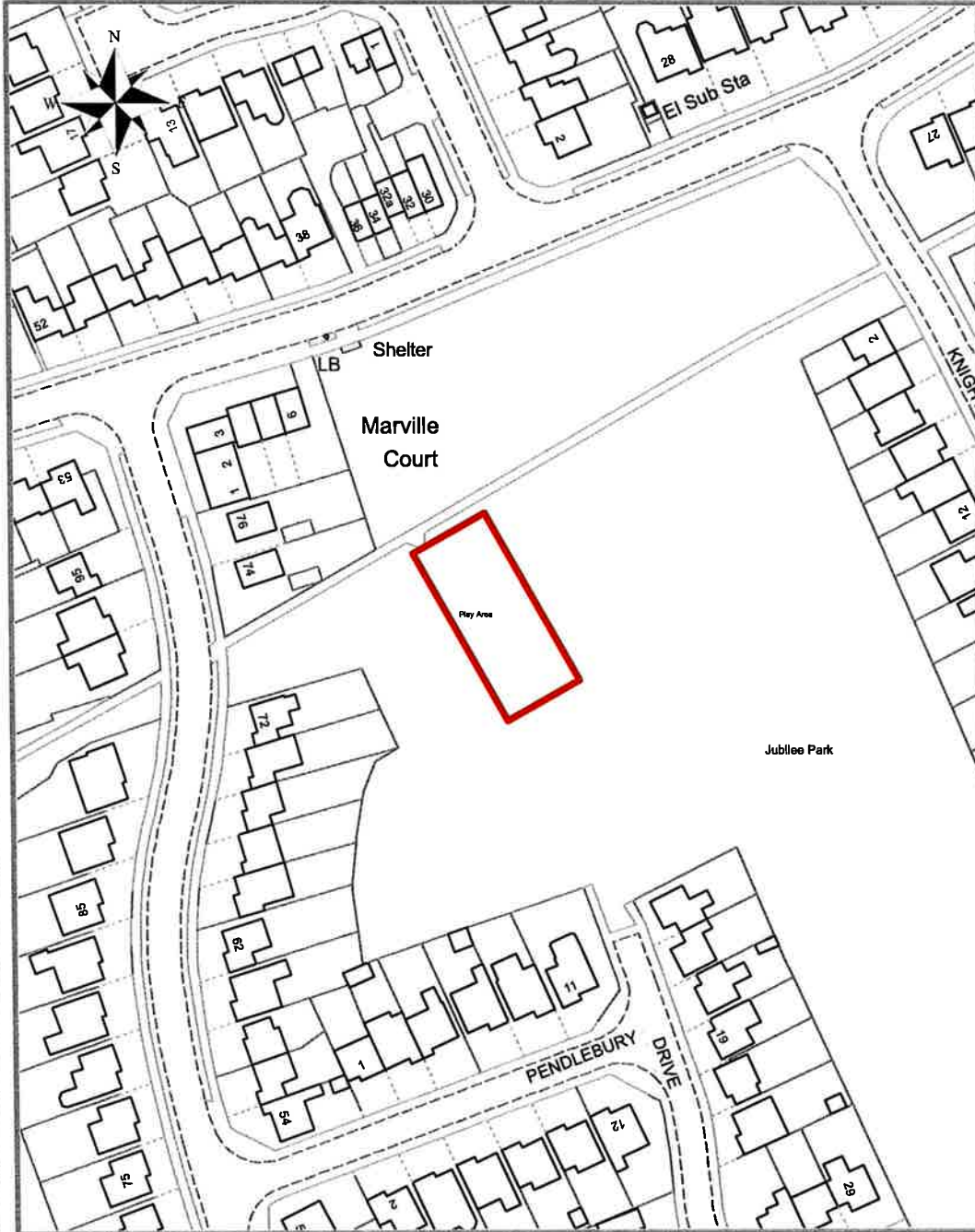
Enclosed play area

Linchfield Road,
Deeping St. James

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Enclosed play area

Crowson Way,
Deeping St. James

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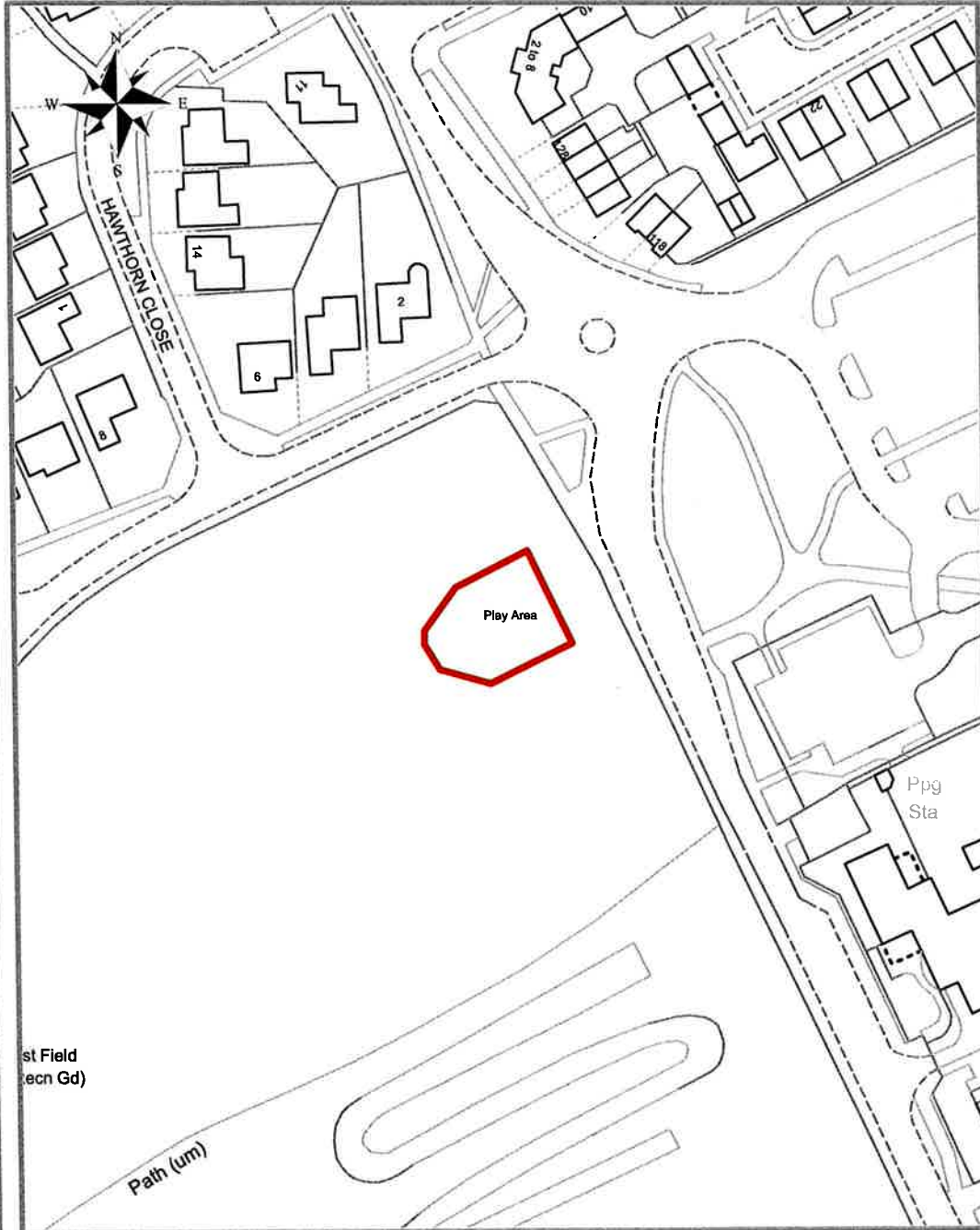
Enclosed play area

Church Street,
Market Deeping

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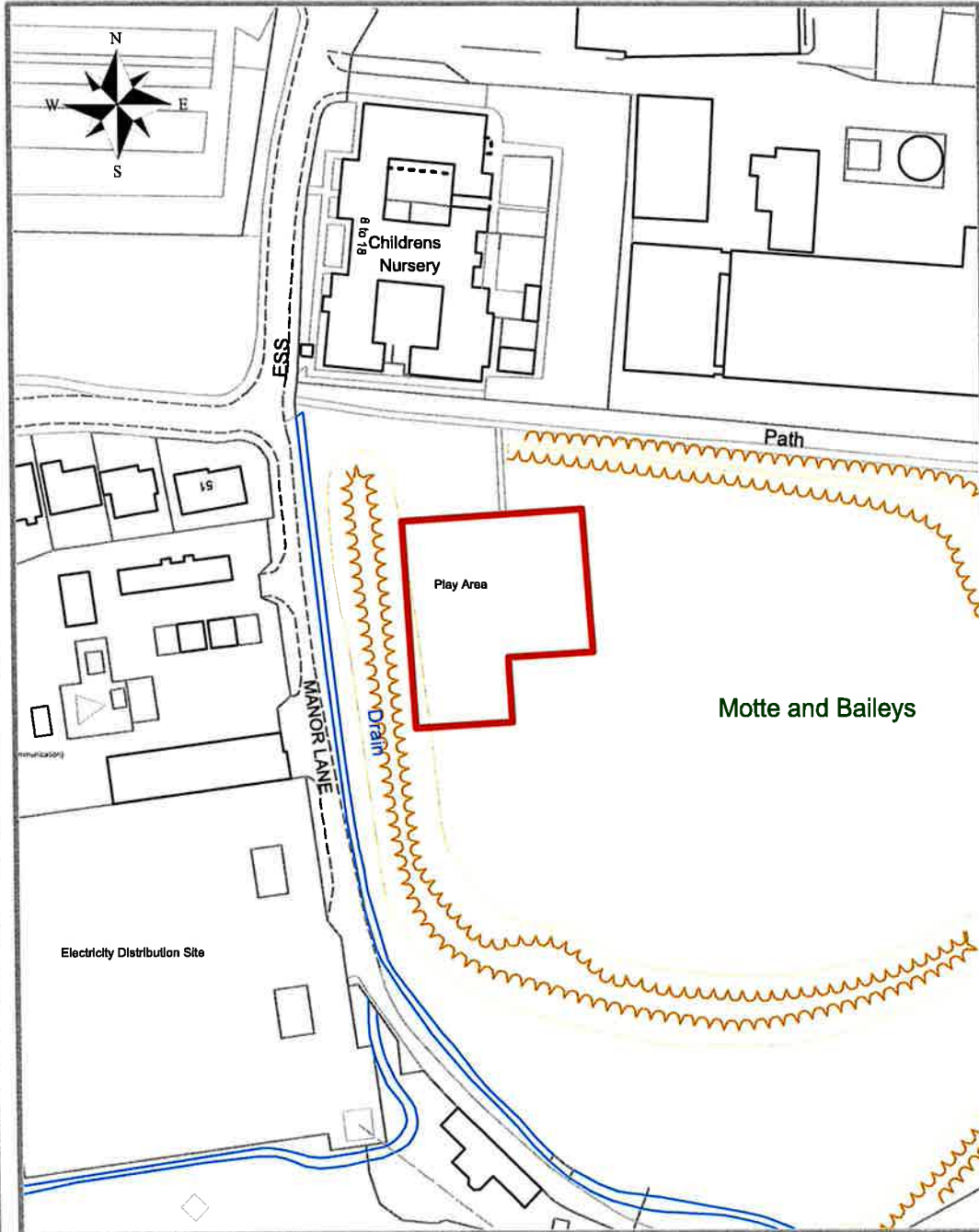
Enclosed play area

Godsey Lane,
Market Deeping

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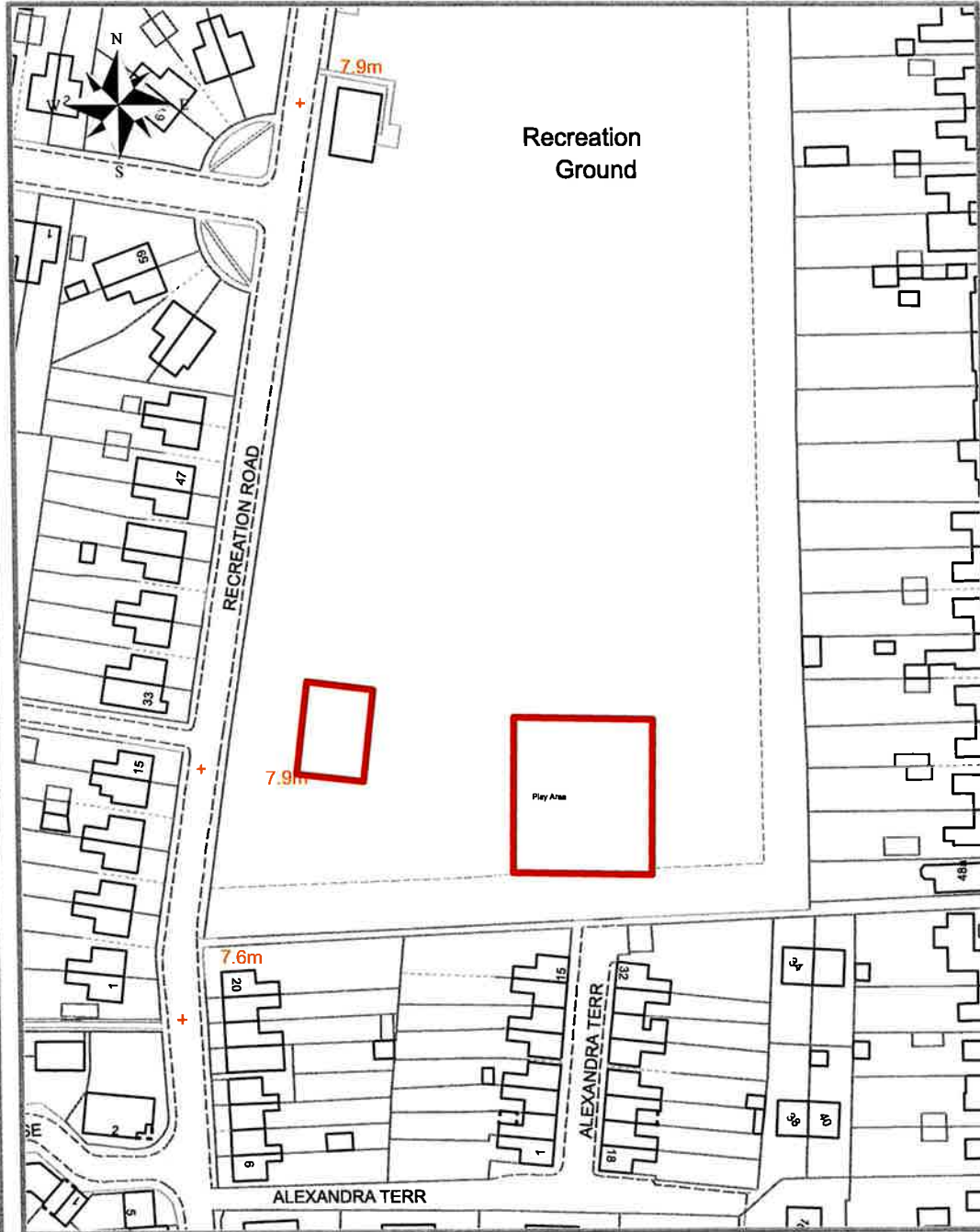
Enclosed play area

Manor Lane,
Bourne

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Enclosed play area

Recreation Road,
Bourne

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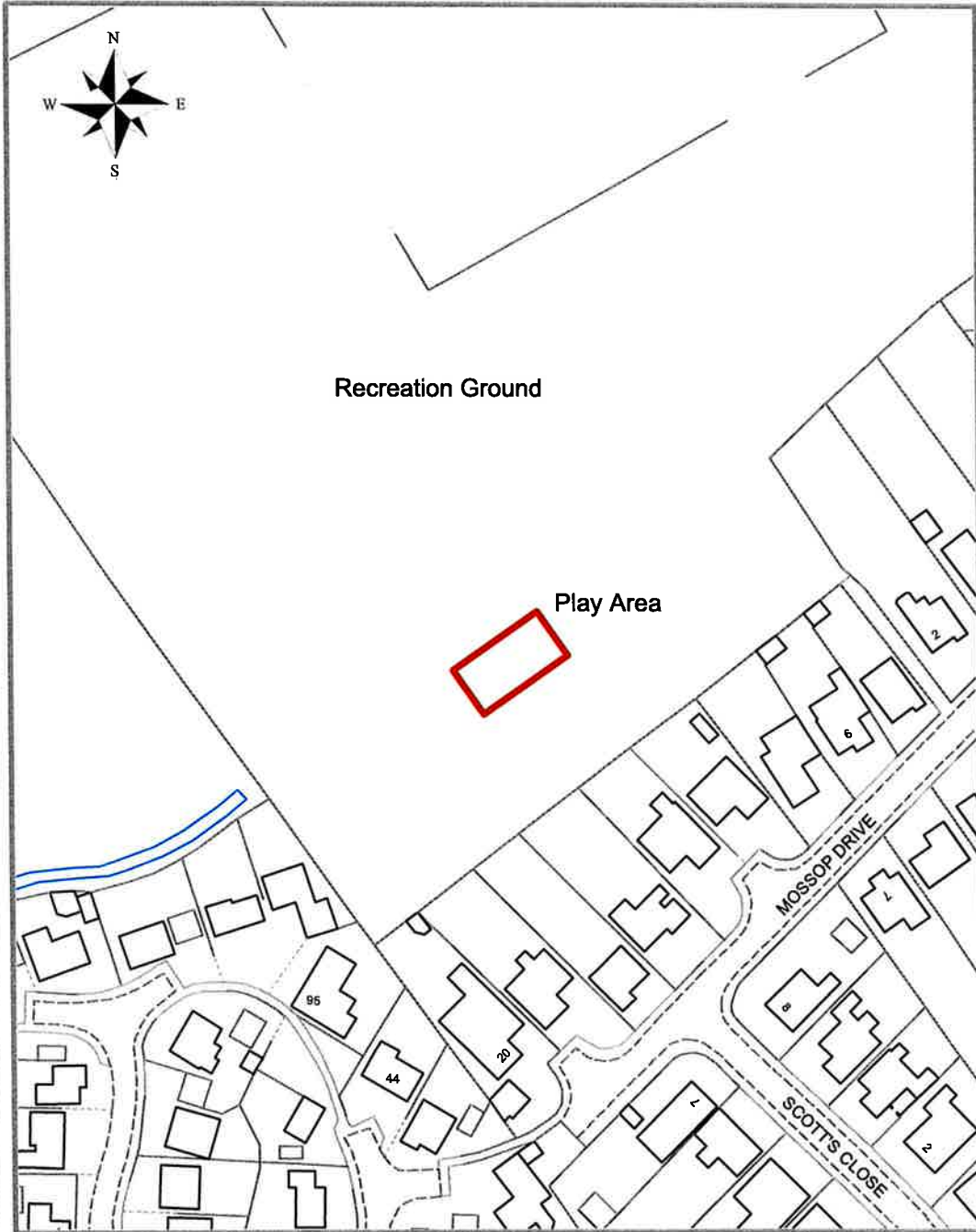
Enclosed play area

Northfields,
Bourne

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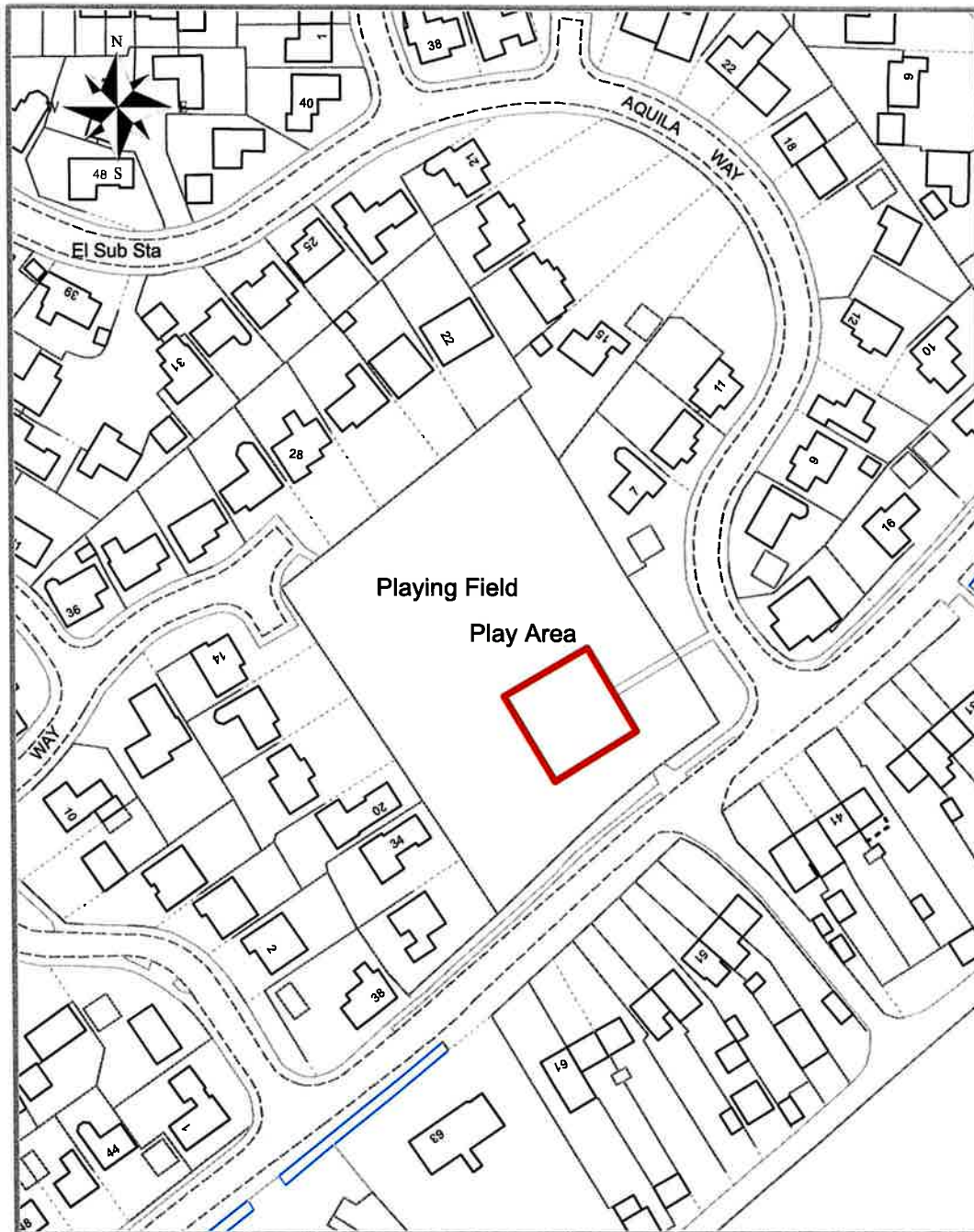
Enclosed play area

Manor Close,
Langtoft

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Enclosed play area

Blackbull Green,
Stowe Road,
Langtoft

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Plan 16

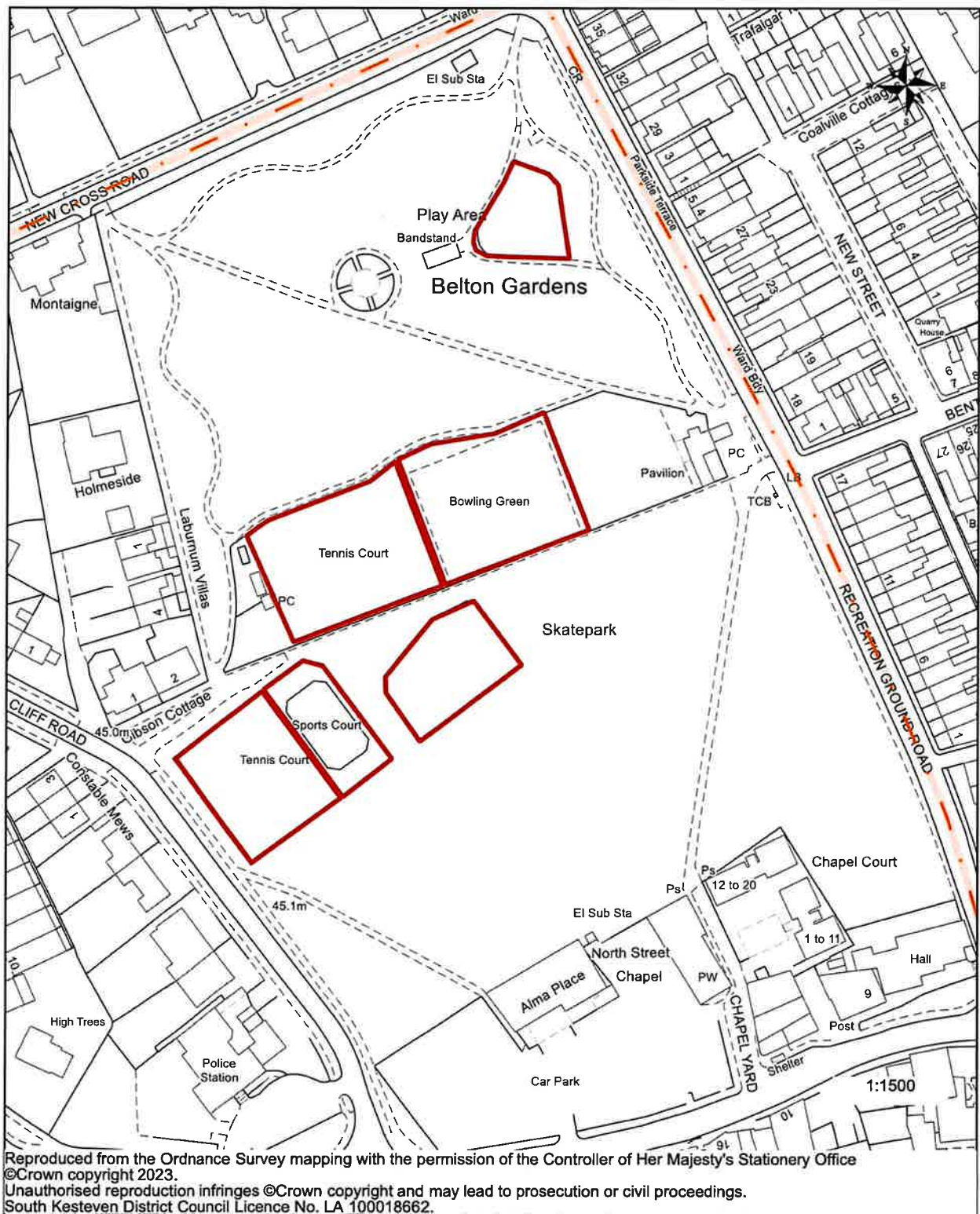


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Recreation Ground, Stamford





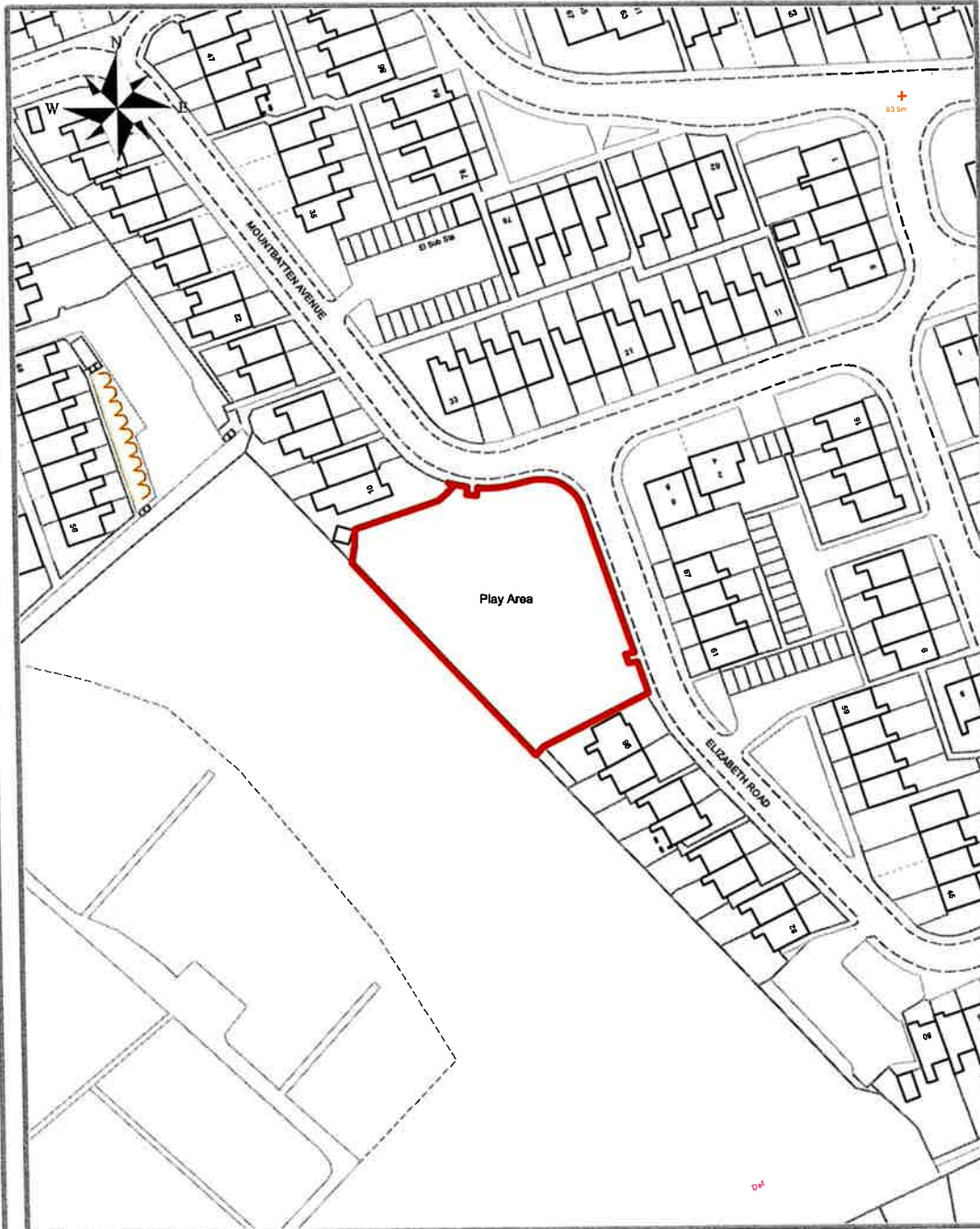
Enclosed play area

Drift Road, Stamford

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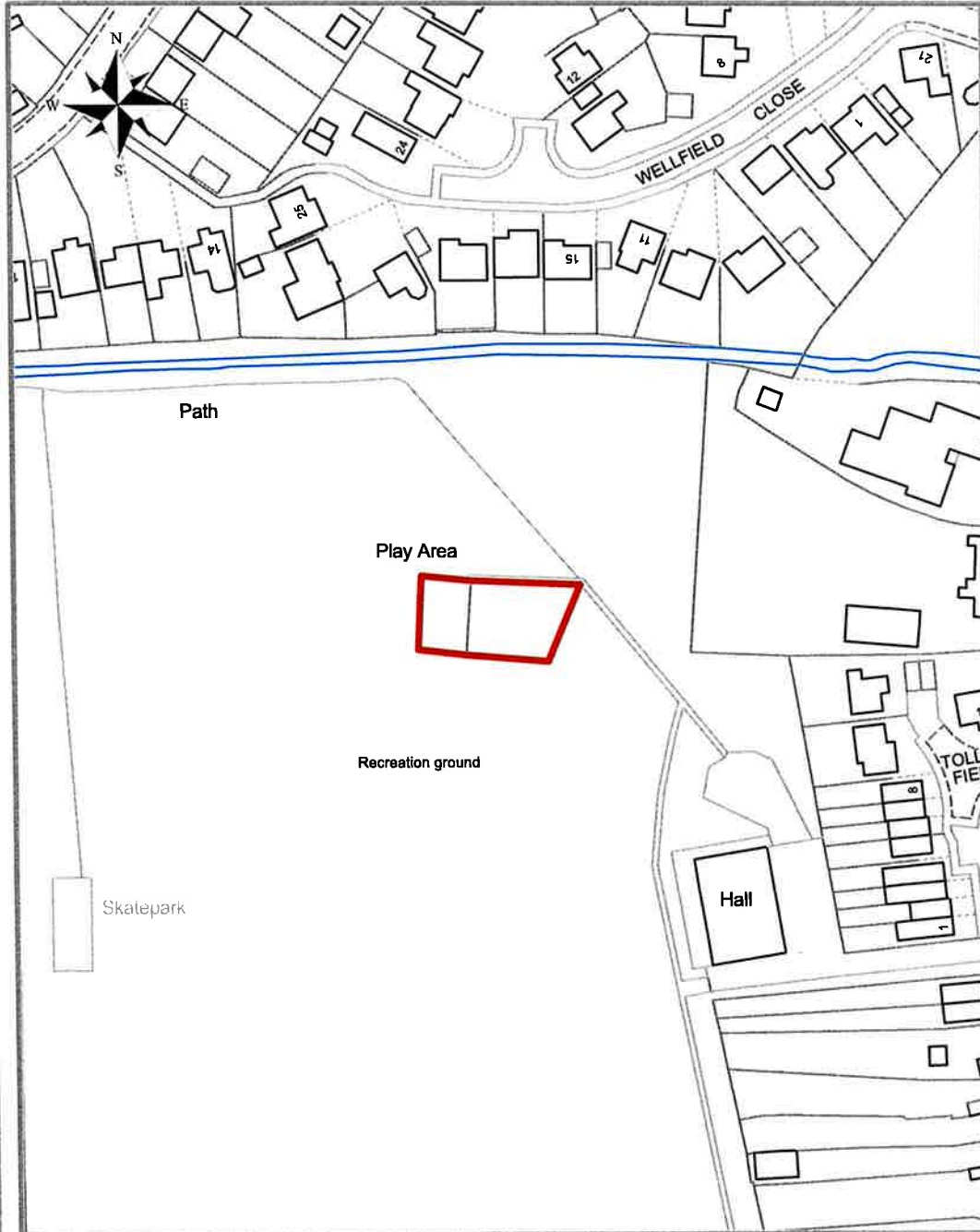
Enclosed play area

Elizabeth Road,
Stamford

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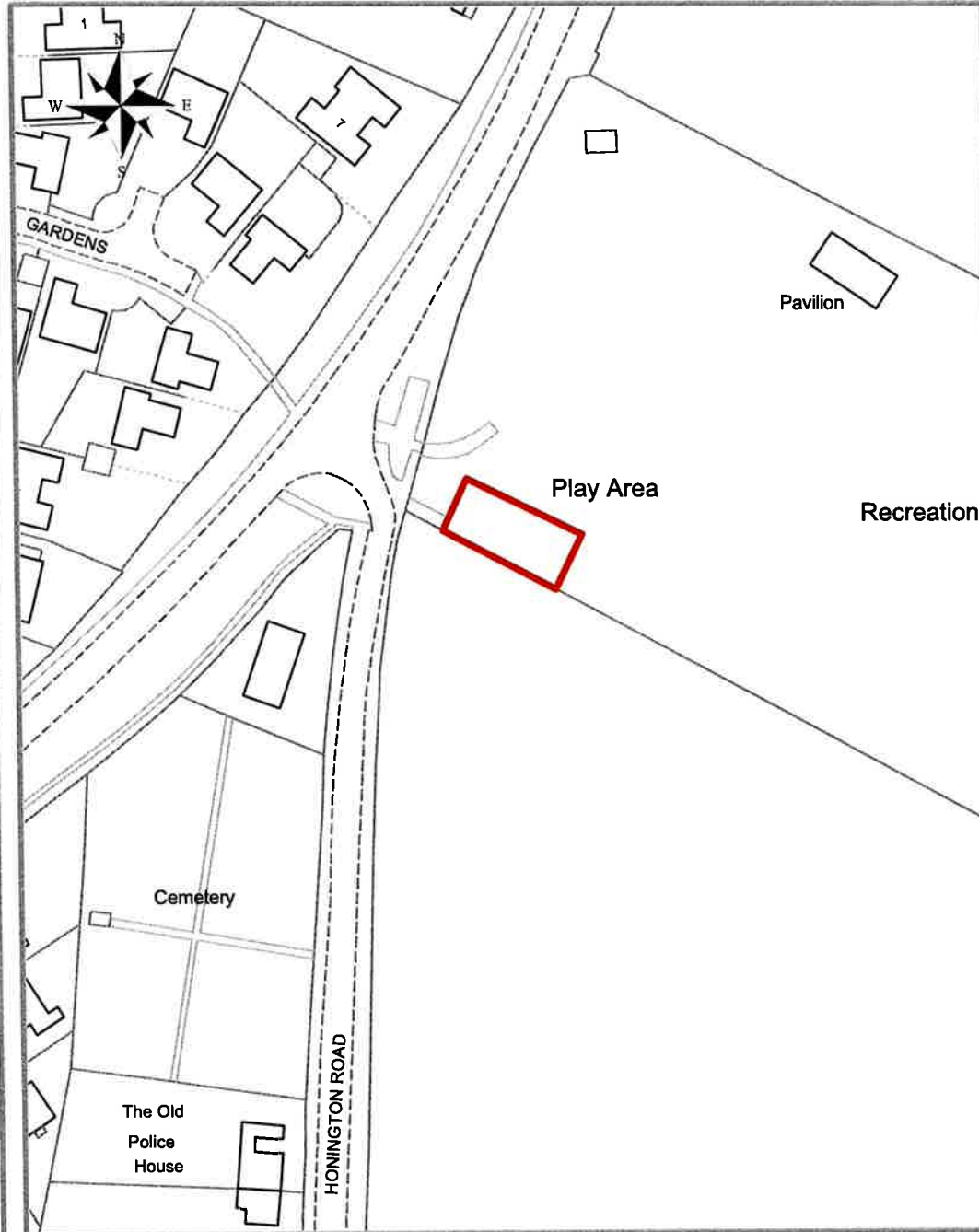
Enclosed play area

Water Lane,
South Witham

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Enclosed play area

Honington Road,
Barkston

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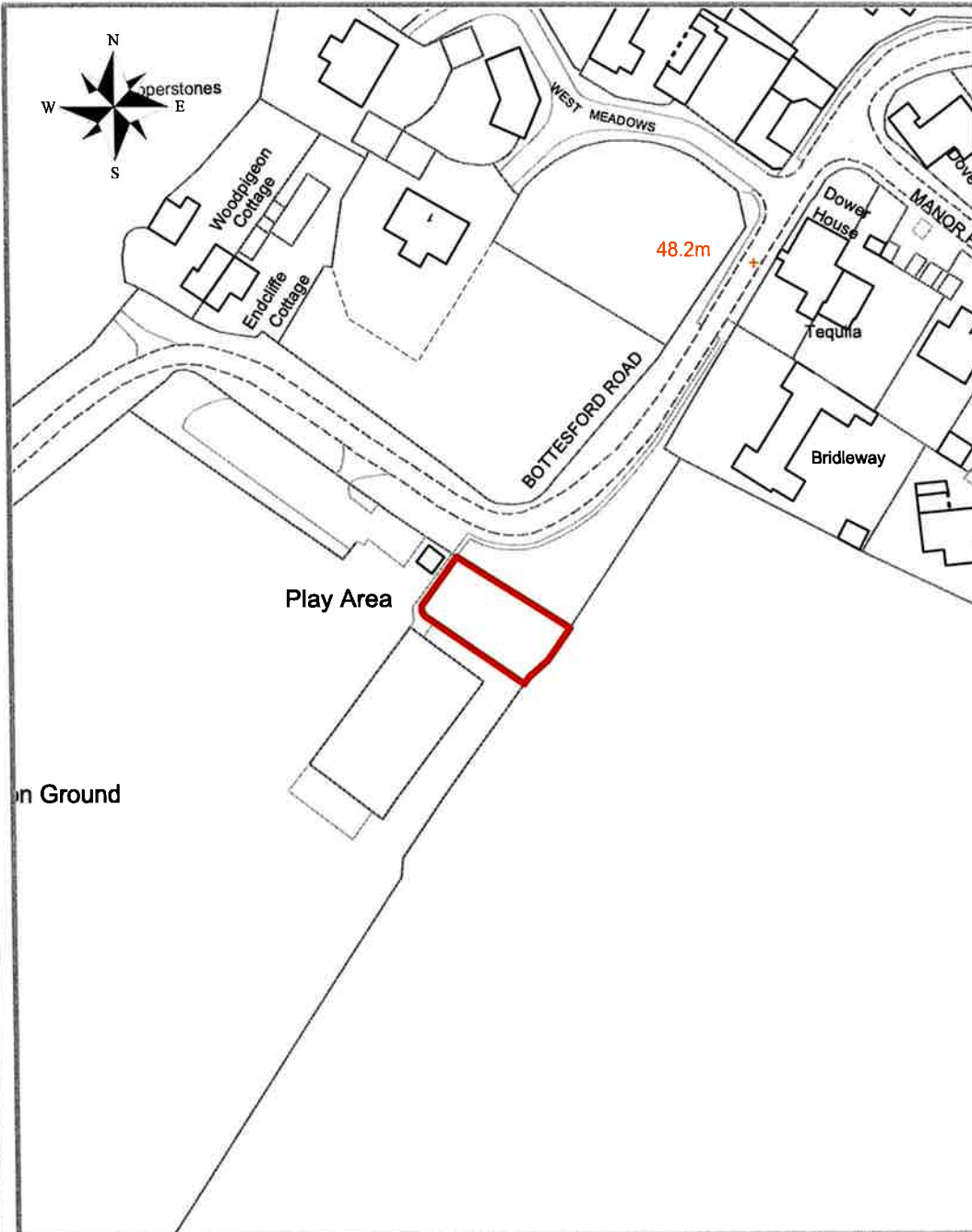
Enclosed play area

Village Hall,
Main Road,
Dowsby

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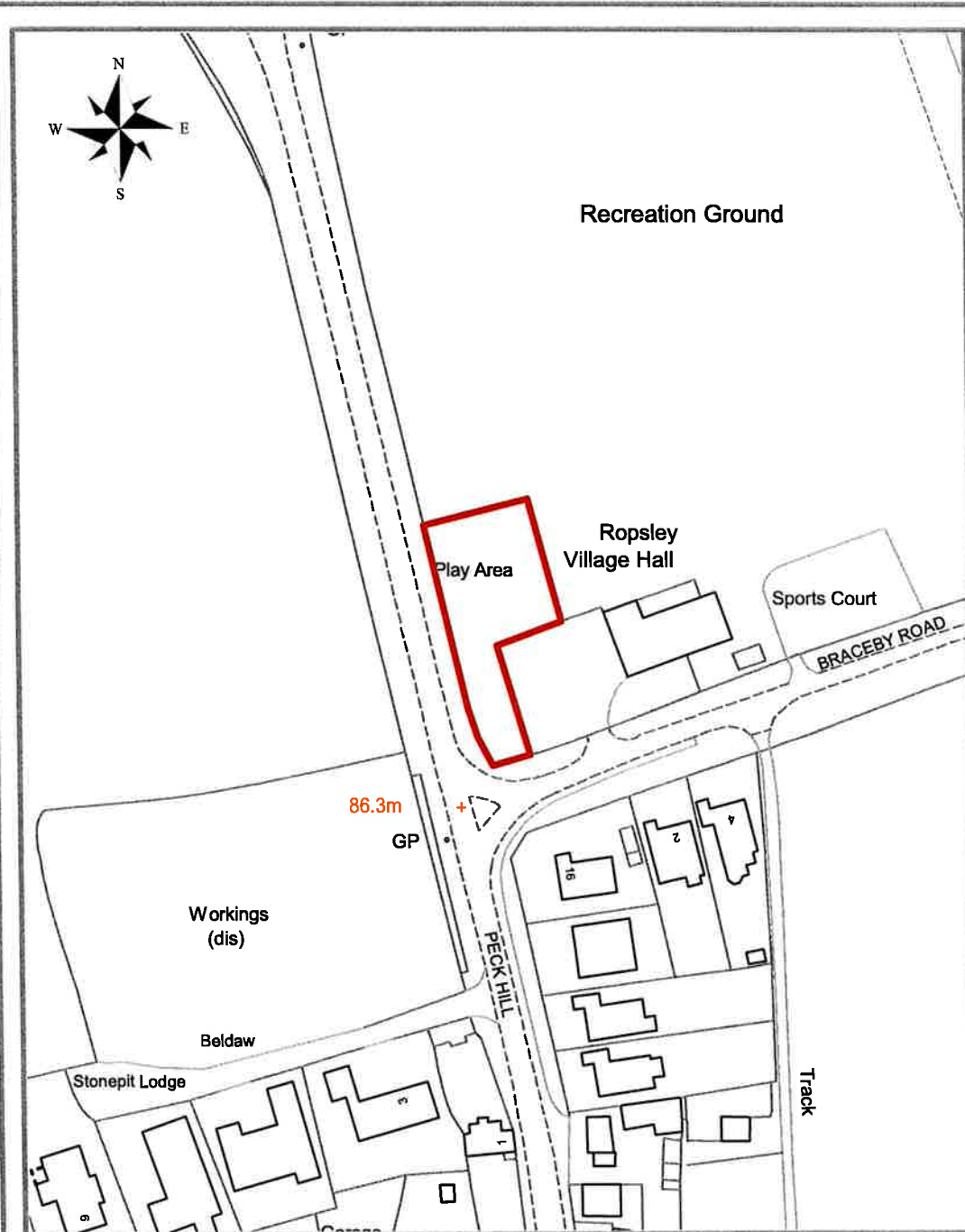
Enclosed play area

Bottesford Road,
Allington

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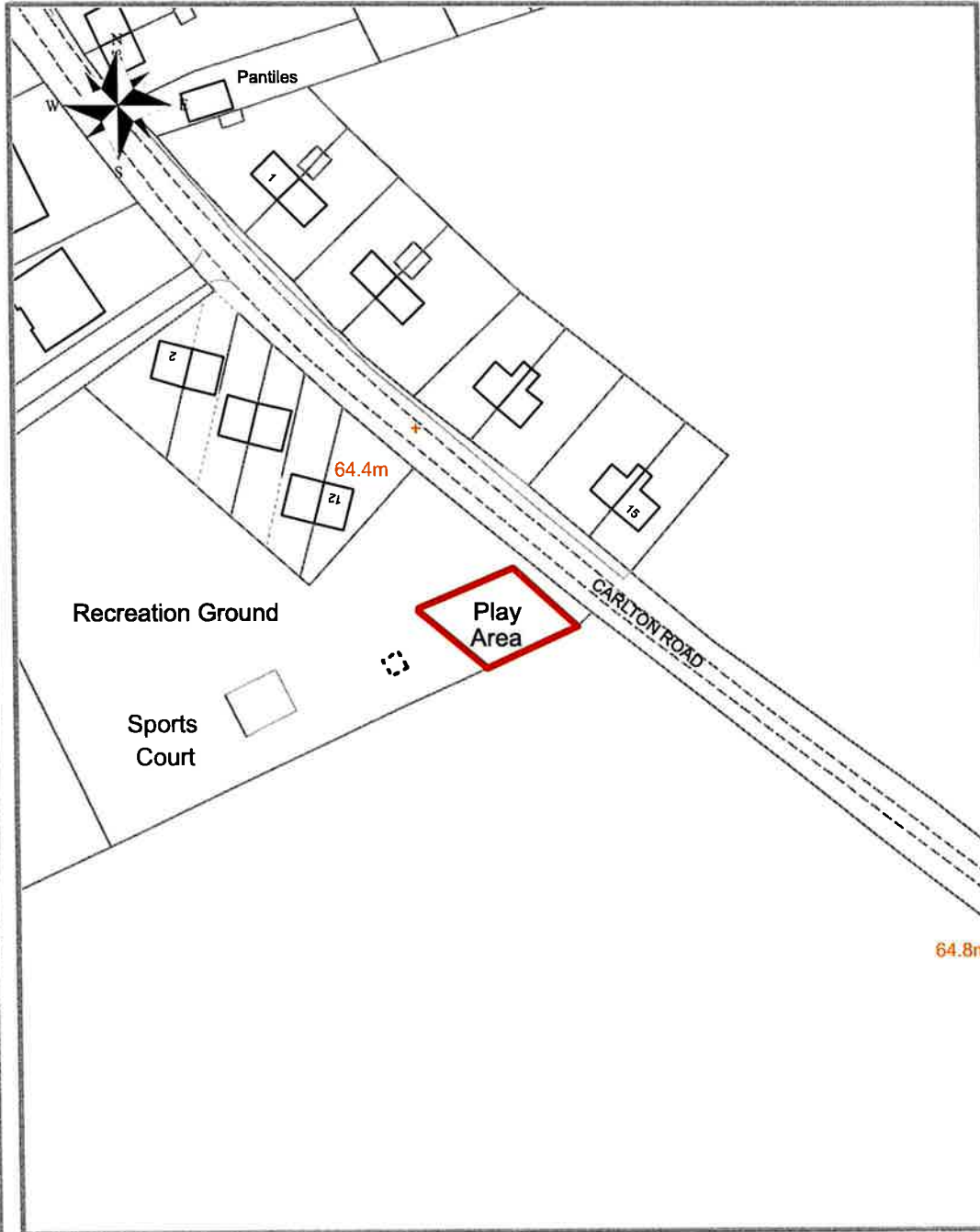
Enclosed play area

Braceby Road, Ropsley

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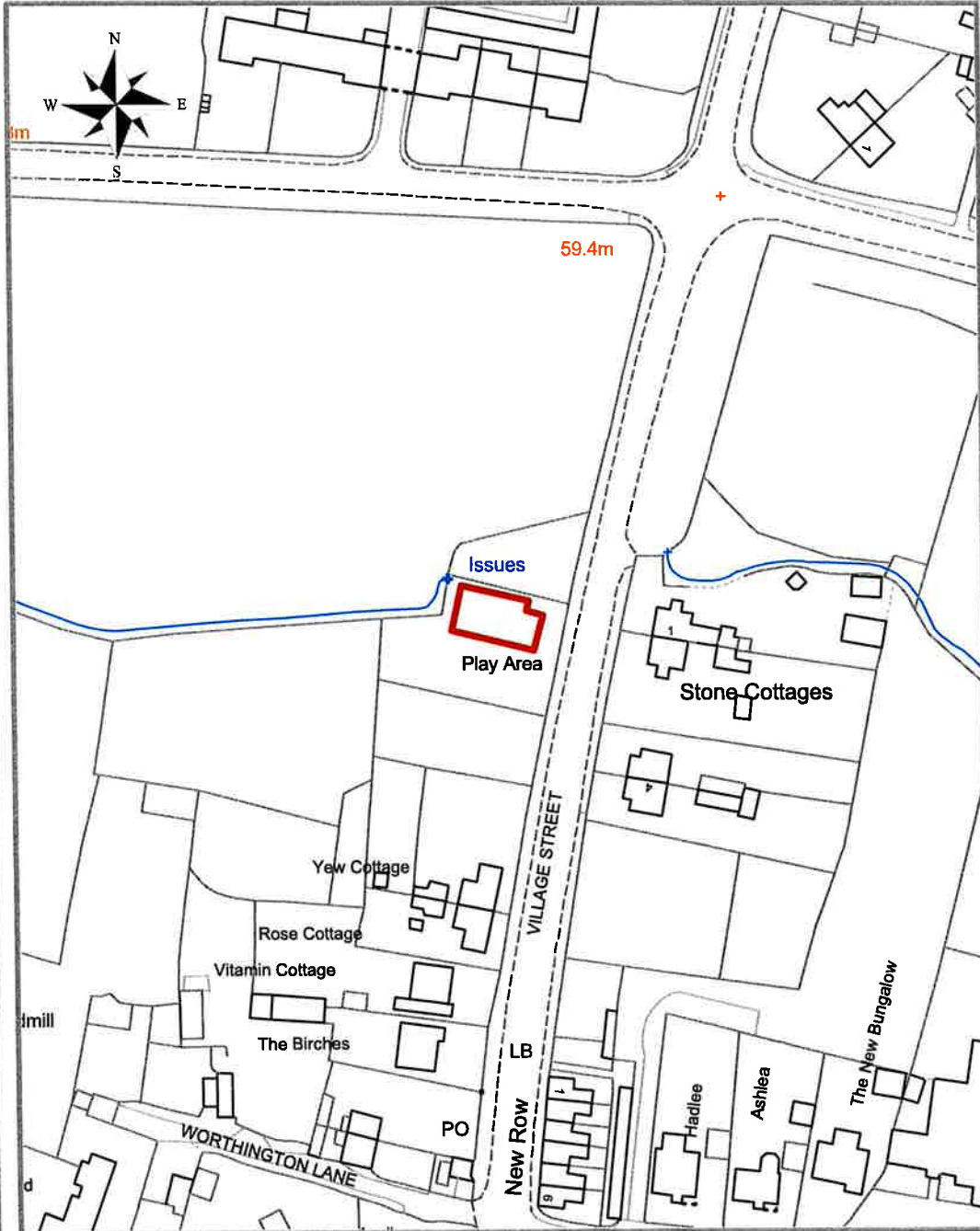
Enclosed play area

Carlton Road,
Hough on the Hill

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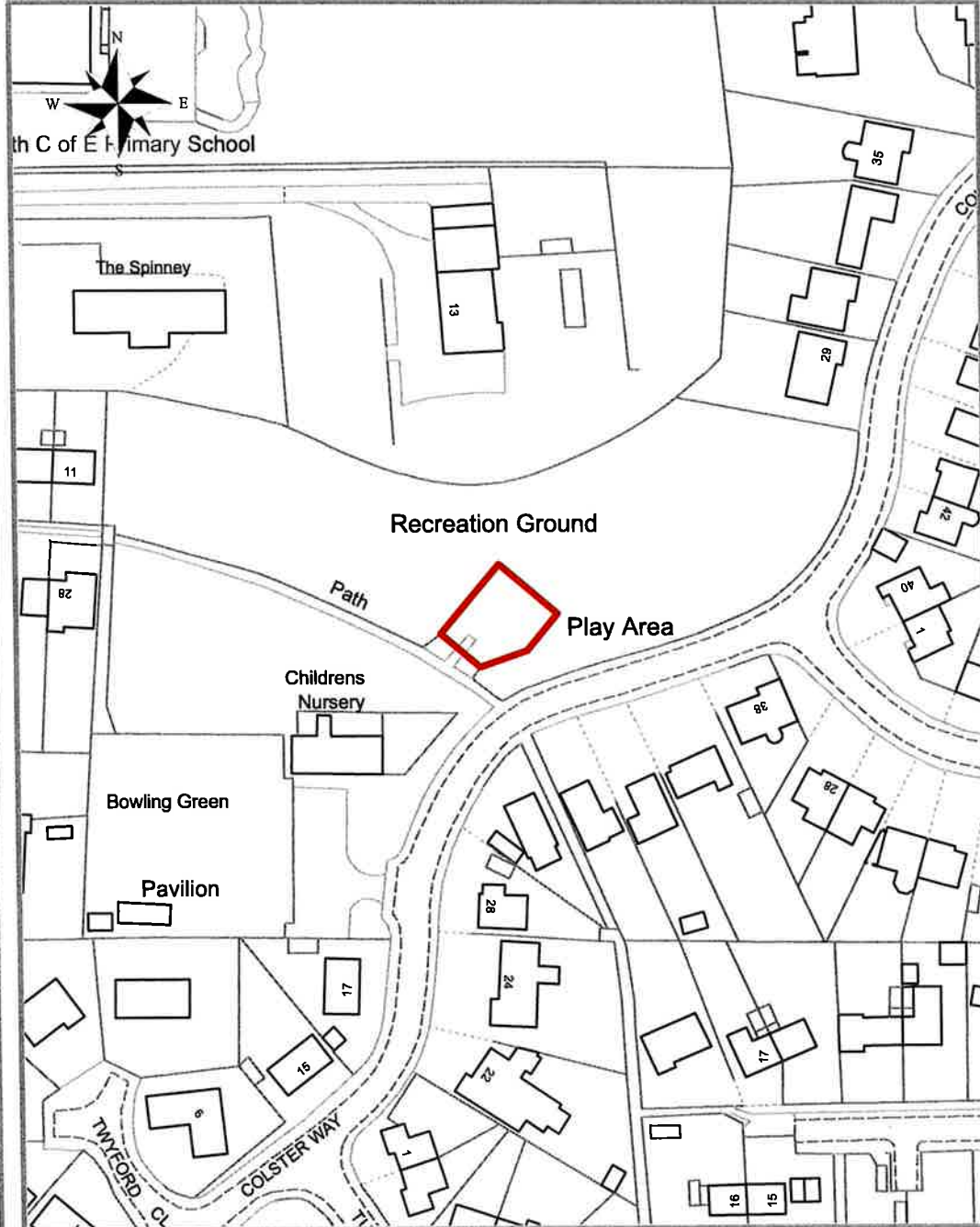
Enclosed play area

Main Street, Woolsthorpe by Belvoir

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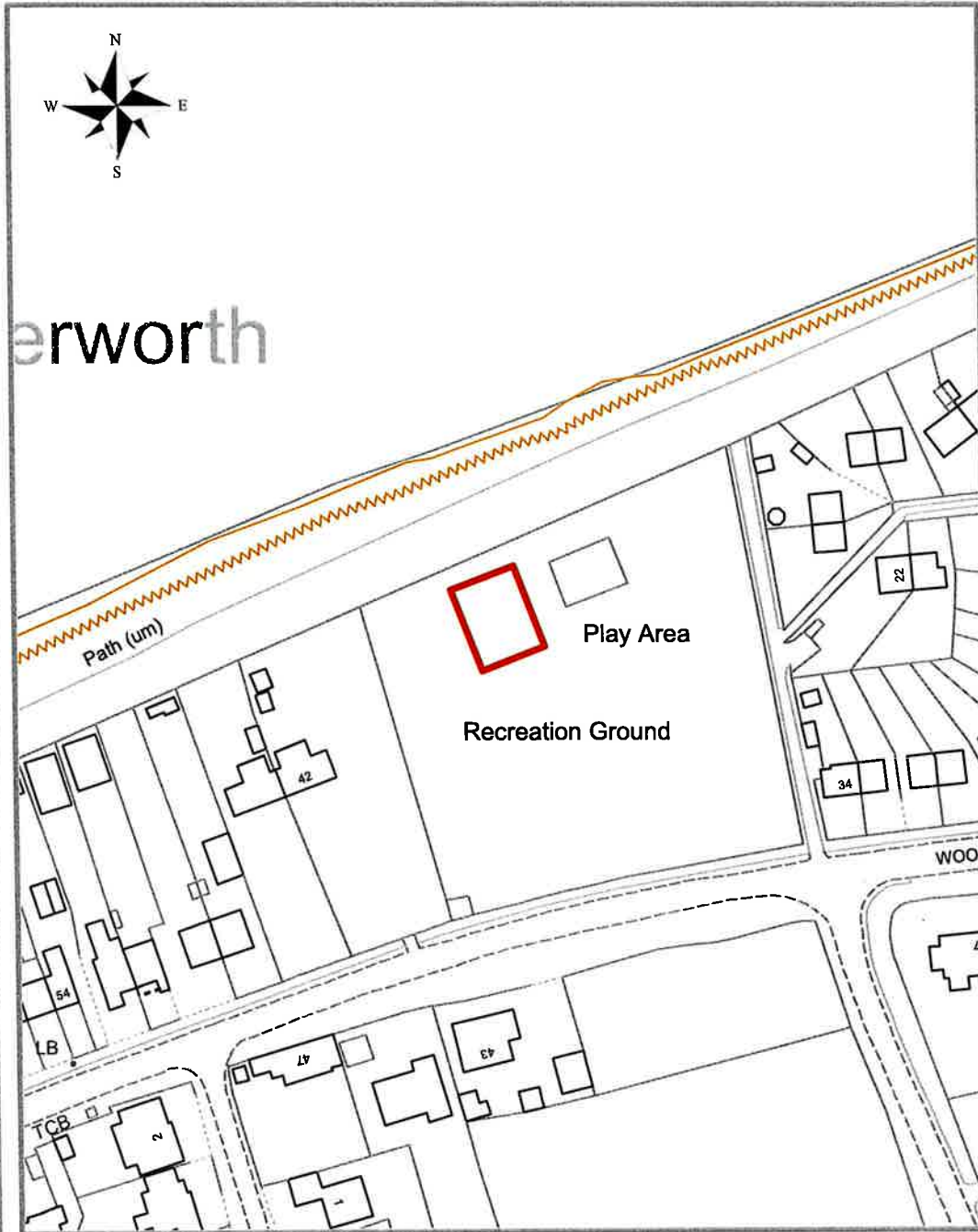
Enclosed play area

Colster Way,
Colsterworth

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COUNCIL



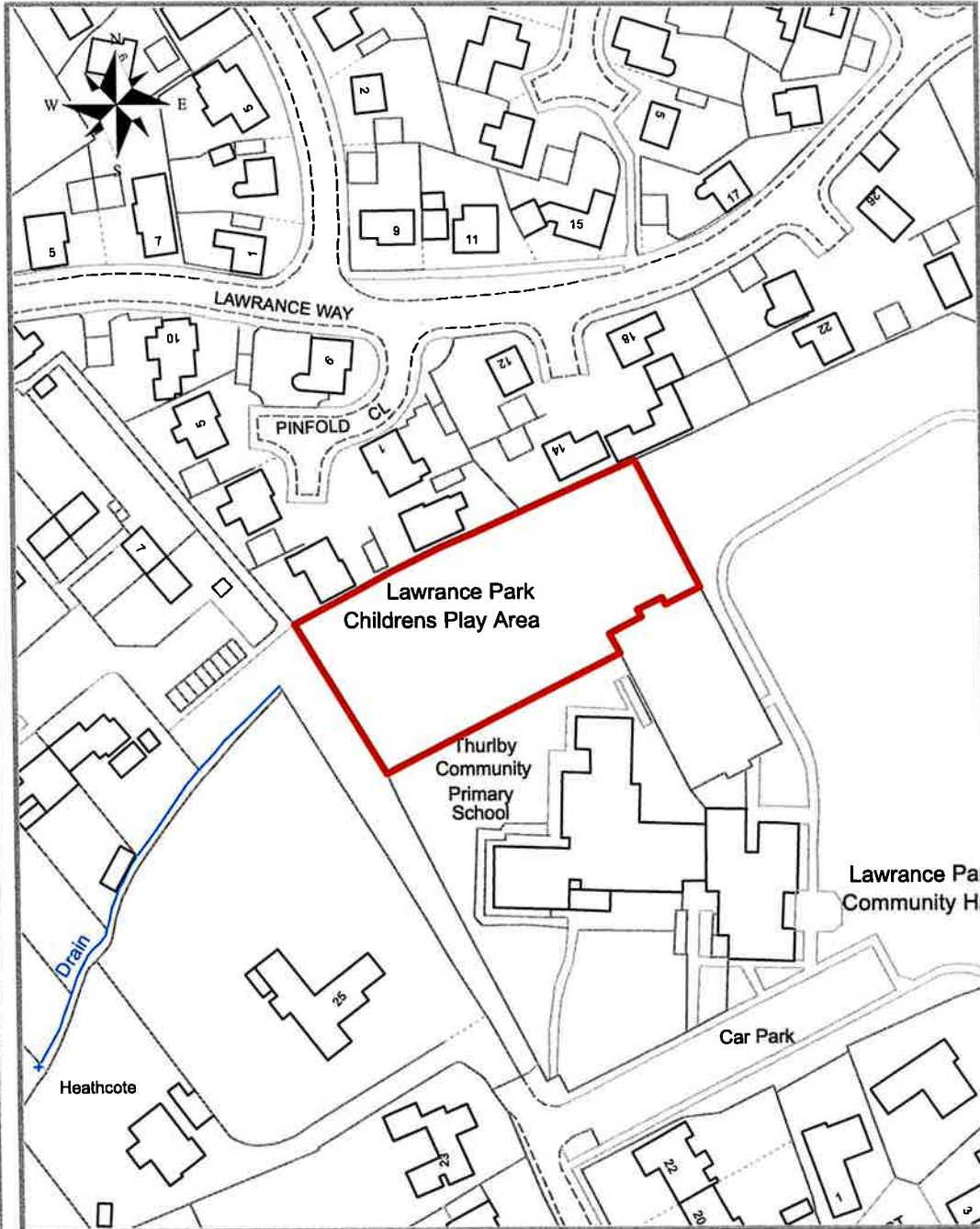
Enclosed play area

Woolsthorpe Road,
Woolsthorpe by
Colsterworth

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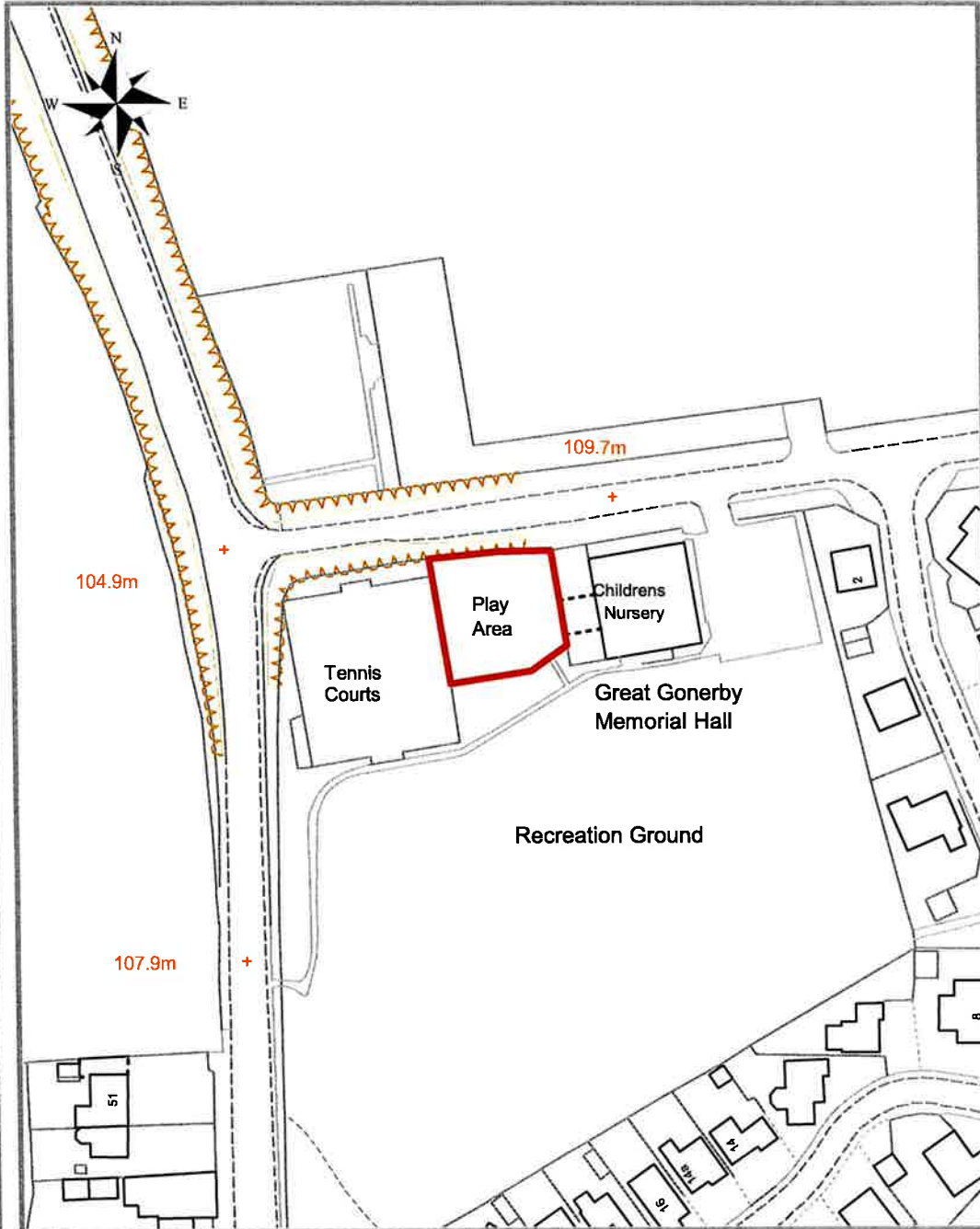
Enclosed play area

Lawrance Park,
Crown Lane,
Thurlby

For identification purposes only



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DISTRICT
COUNCIL



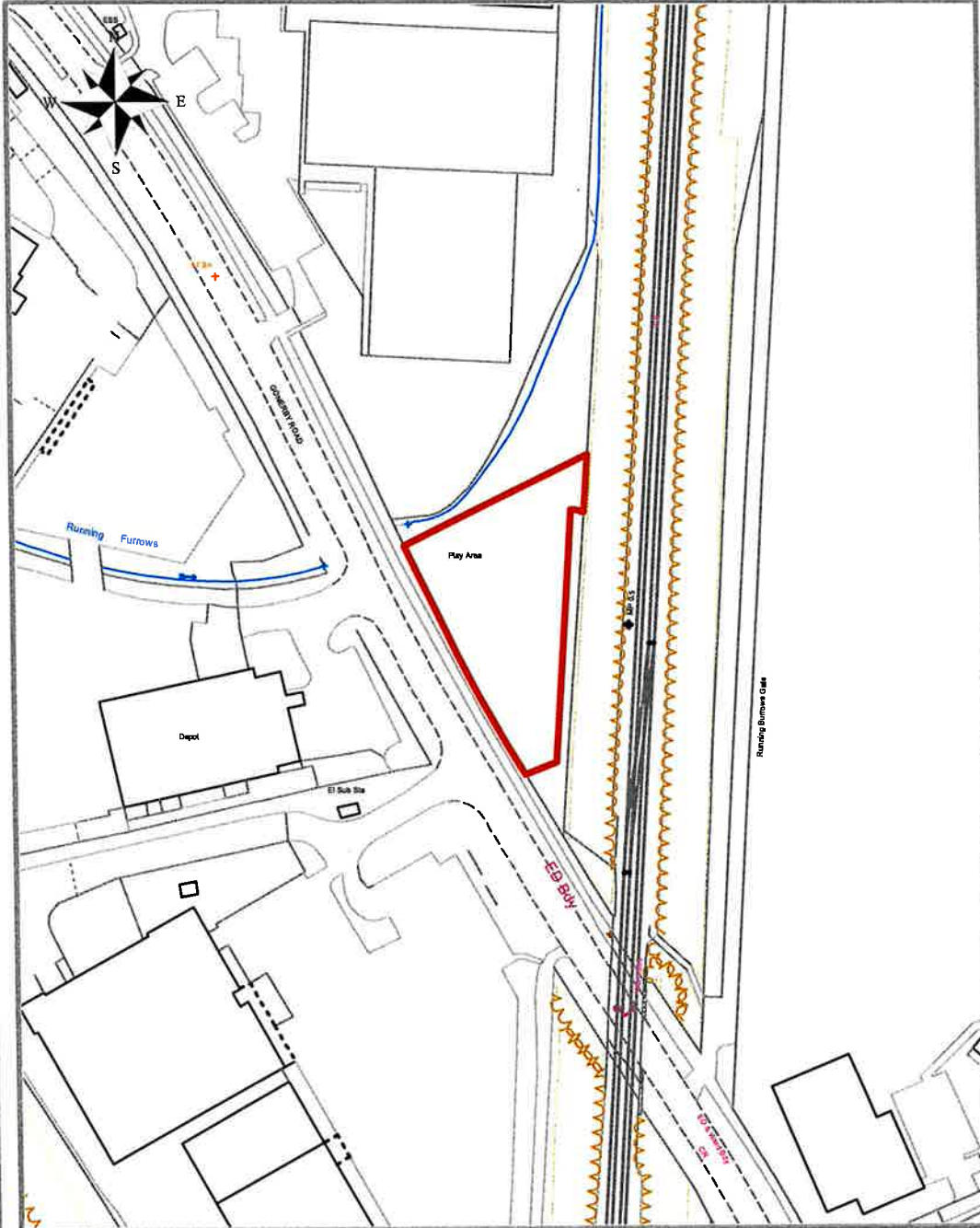
Enclosed play area

Belton Lane,
Great Gonerby

For identification purposes only



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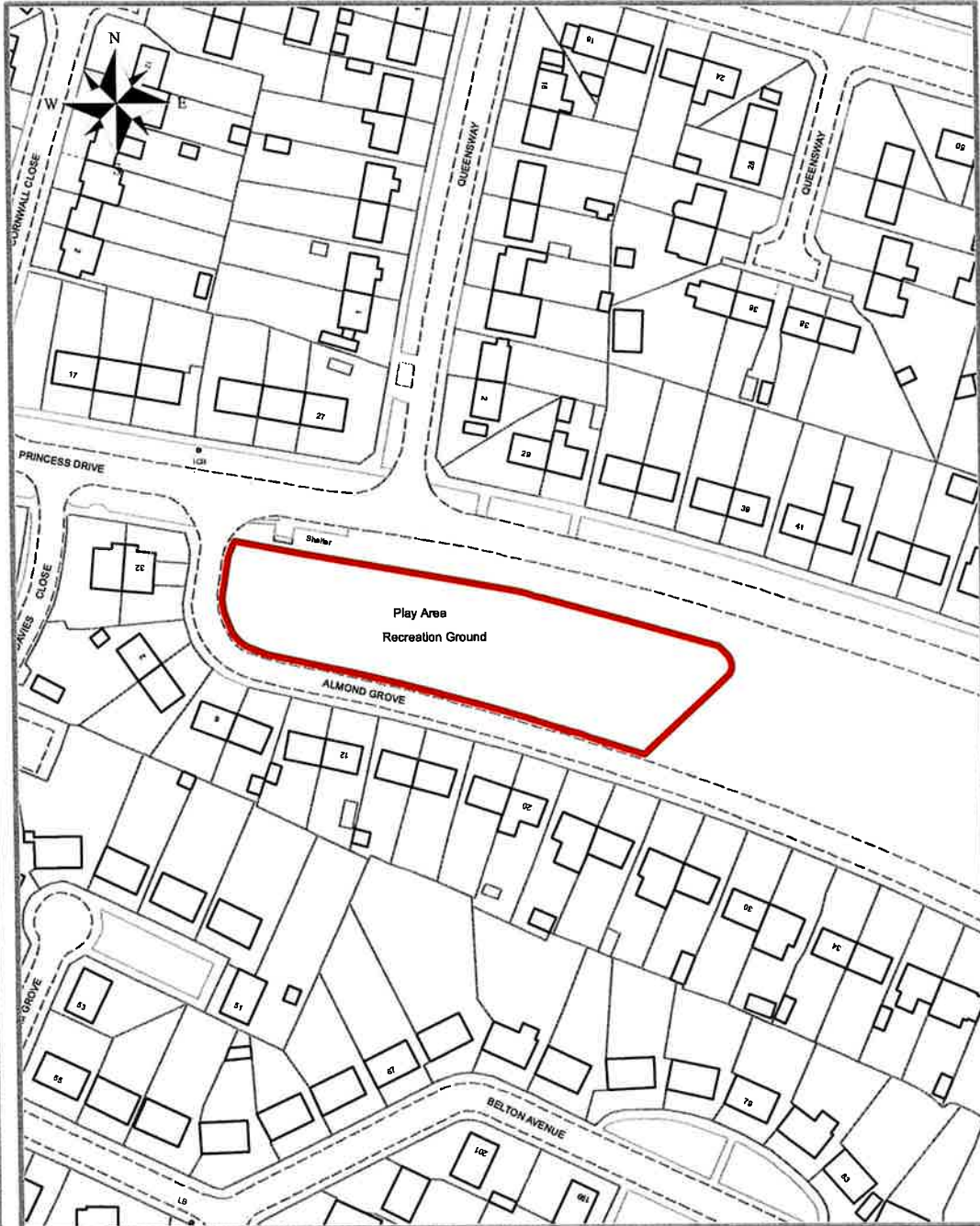
Enclosed play area

Arnoldfield, Gonerby Road, Grantham

For identification purposes only



SOUTH KESTEVEN DISTRICT COUNCIL



Enclosed play area

Princess Drive,
Grantham

For identification purposes only



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KESTEVEN
DISTRICT
COUNCIL



Enclosed play area

Elgar Way, Stamford

For identification purposes only



SOUTH KESTEVEN DISTRICT COUNCIL



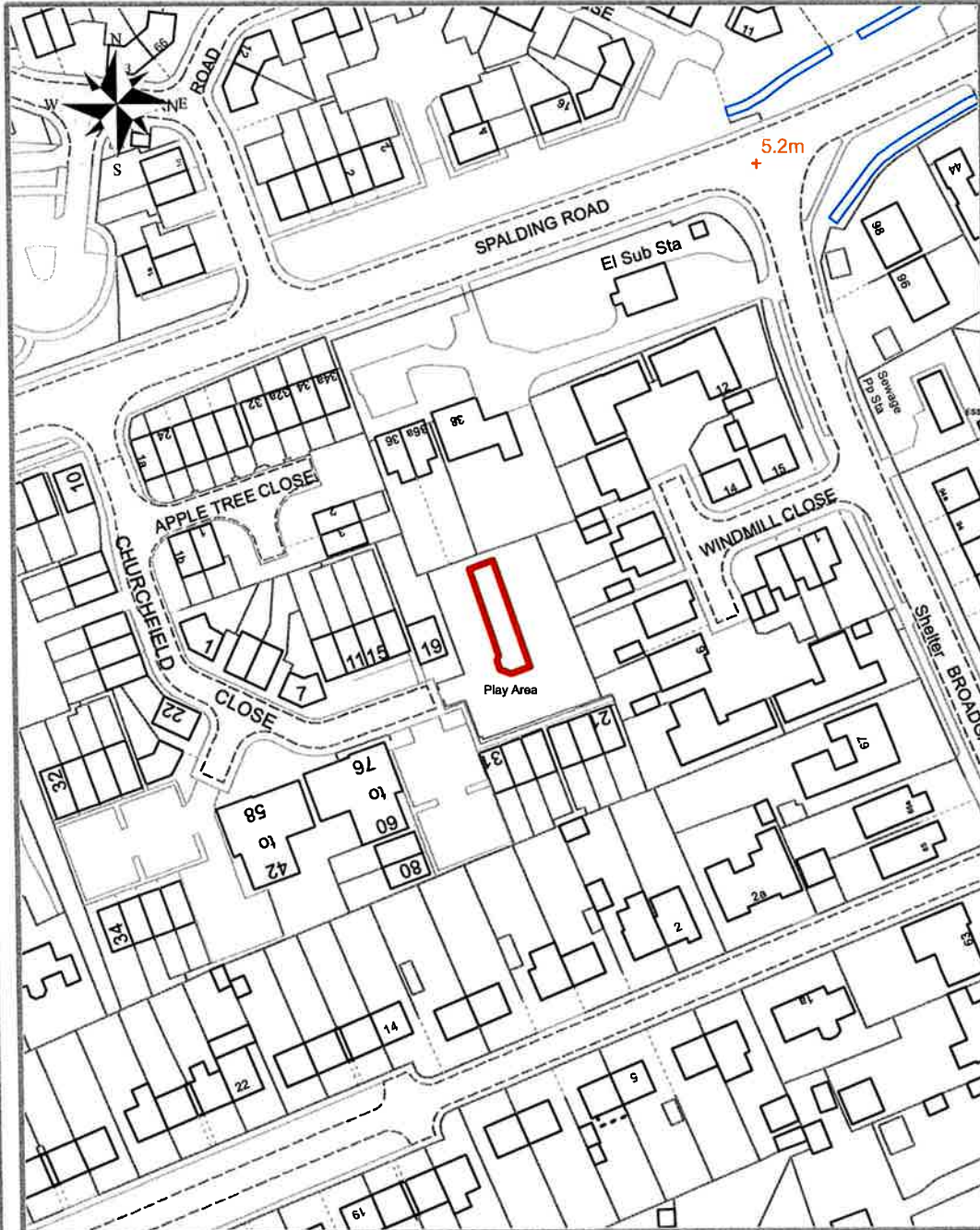
Enclosed play area

Pinewood Close,
Bourne

For identification purposes only



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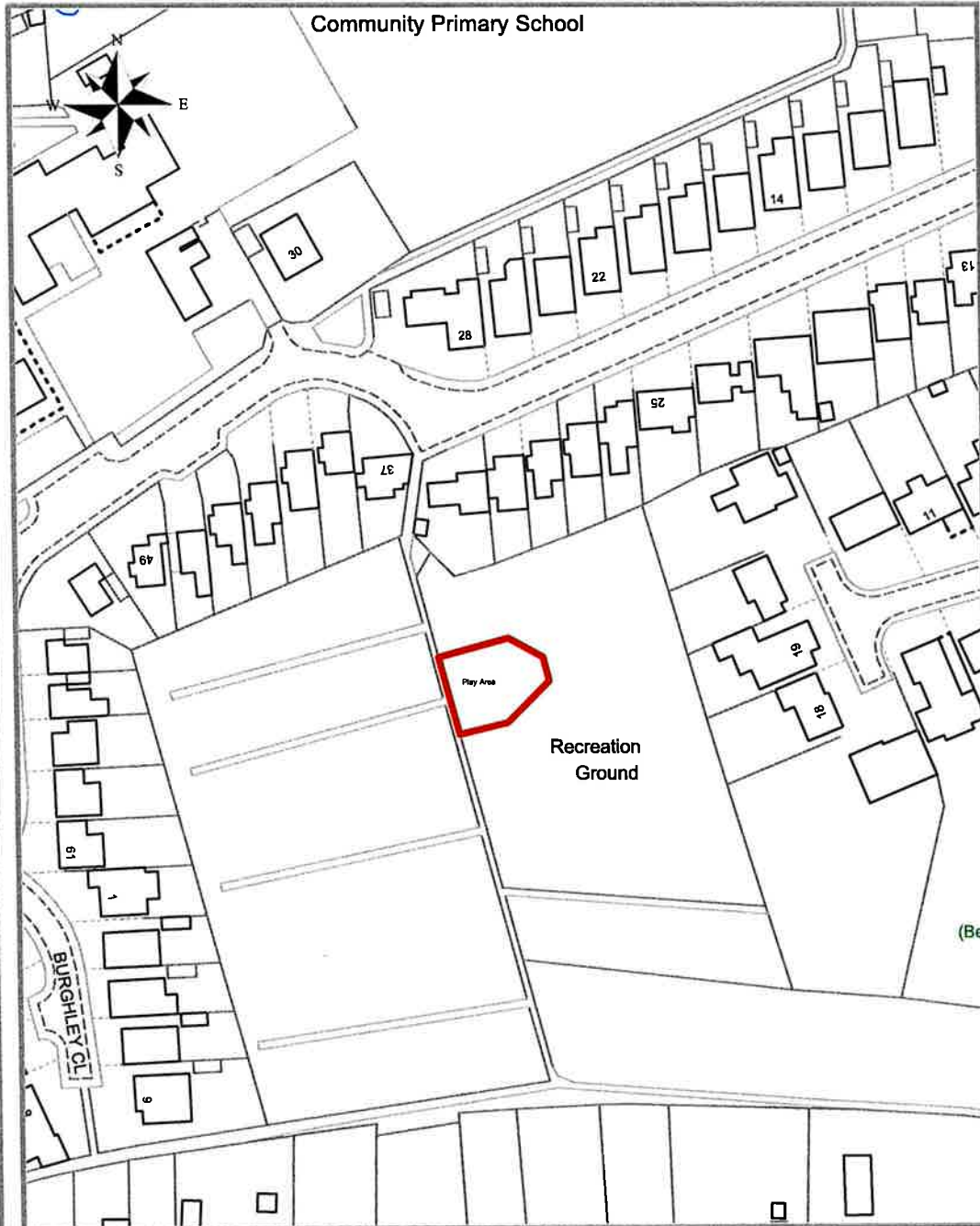
Enclosed play area

Churchfield Close,
Deeping St James

For identification purposes only



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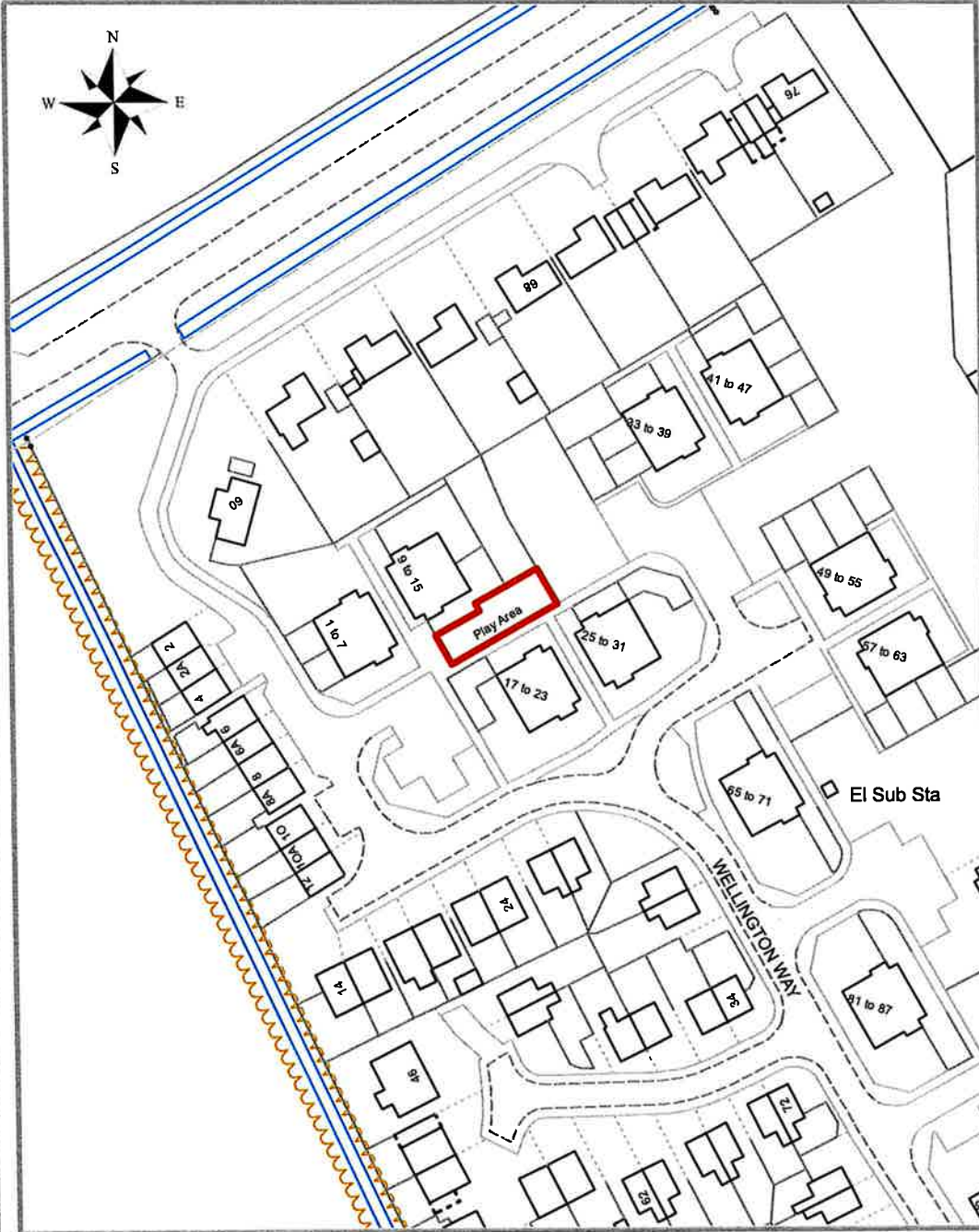
Enclosed play area

Hereward Way,
Deeping St James

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Enclosed play area

Wellington Way,
Market Deeping

For identification purposes only



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The Anti-social Behaviour, Crime and Policing Act 2014

Section 59

South Kesteven District Council (Leads by Order) Public Spaces Protection Order 2023

South Kesteven District Council (in this Order called “the Council”) in exercise of its powers under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 (“the Act “) hereby makes the following Order:

The Order is made on the _____ and shall have effect for a period of 3 years thereafter, unless extended by further orders under the Council’s statutory powers.

General provisions:

1. This Order applies to land in the Restricted Areas specified in the Schedule to this Order.
2. The Council is satisfied that both of the conditions set out in Section 59 of the Act are satisfied, because the activity, identified in paragraph 5 of this Order, which is carried on in a public place (“the Restricted Area”) has a detrimental effect on the quality of life of those in the locality and this effect is or is likely to be of a persistent or continuing nature, such as to make the activity unreasonable and justifies the restrictions imposed by this Order.
3. The Order is available for inspection on the Council’s website and also by appointment, at the offices of South Kesteven District Council. Appointments can be made by contacting 01476 406080 or emailing neighbourhoods@southkesteven.gov.uk
4. If any interested person desires to question the validity of this Order on the grounds that the Council had no power to make it or that any requirement of the Act has not been complied with in relation to this Order, he or she may apply to the High Court within six weeks from the date on which this Order is made.

Prohibitions on persons with dogs under their control:

5. Dogs on Leads by Order

A person in charge of a dog on land specified in the Schedule to this Order must comply with a direction given to him by an authorised officer to put and keep the dog on a lead of not more than 1 metre in length unless -

- (a) he has reasonable excuse for failing to do so; or
- (b) the owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his failing to do so.

An authorised officer may only give a direction under this Order to put and keep a dog on a lead of not more than 1 metre if such restraint is reasonably necessary to prevent a nuisance or behaviour by the dog that is likely to cause annoyance or disturbance to any other person on any land to which this Order applies or the worrying or disturbance of any animal or bird.

Exemptions

Nothing in this Order shall apply to a disabled person (within the meaning of the Equality Act 2010) whose disability restricts his ability to comply with the Order and the dog is their guide dog or assistance dog.

For the purpose of this Order:

- (a) Restricted Area means the land designated in the Schedule to this Order.
- (b) A person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog.
- (c) “an authorised officer” means an officer who is authorised in writing by the Council for the purposes of giving directions under the Order.
- (d) An assistance dog, in general, is one that is trained to aid or assist a disabled person.

Penalty

A person who fails to comply with any obligation imposed by this Order is guilty of an offence and liable to a fine on summary conviction not exceeding level 3 on the standard scale.

An authorised officer may issue a fixed penalty notice (currently £100) to a person who they reasonably believe has breached the requirements of this Order. A fixed penalty notice offers the recipient the opportunity to discharge the liability to conviction for the offence by paying the fixed penalty notice within 14 days of issue of the notice.

Date Order Made:

Executed as a DEED by affixing the)
COMMON SEAL of SOUTH KESTEVEN)
DISTRICT COUNCIL)

In the presence of:

Schedule

This Order applies to all land which is within the administrative area of South Kesteven District Council, edged black on the attached plan, which is open to the air, (which includes land which is covered but open to the air on at least one side) and to which the public are entitled or permitted to have access (with or without payment).

South Kesteven



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The Anti-social Behaviour, Crime and Policing Act 2014 Section

59

South Kesteven District Council (Dogs on Leads) (The Spinney, Market Deeping Cemetery) Public Spaces Protection Order 2023

South Kesteven District Council (in this Order called "the Council") in exercise of its powers under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 ("the Act ") hereby makes the following Order:

The Order is made on the _____ and shall have effect for a period of 3 years thereafter, unless extended by further orders under the Council's statutory powers.

General provisions:

- 1 . This Order applies to the land in the Restricted Area specified in the Schedule to this Order.
2. The Council is satisfied that both of the conditions set out in Section 59 of the Act are satisfied, because the activity, identified in paragraph 5 of this Order, which is carried on in a public place ("the Restricted Area") has a detrimental effect on the quality of life of those in the locality and this effect is or is likely to be of a persistent or continuing nature, such as to make the activity unreasonable and justifies the restrictions imposed by this Order.
3. The Order is available for inspection on the Council's website and also by appointment at the offices of South Kesteven District Council. Appointments can be made by contacting 01476 406080 or emailing neighbourhoods@southkesteven.gov.uk
4. If any interested person desires to question the validity of this Order on the grounds that the Council had no power to make it or that any requirement of the Act has not been complied with in relation to this Order, he or she may apply to the High Court within six weeks from the date on which this Order is made.

Obligations on persons with dogs:

5. Dogs on leads

A person in charge of a dog on land specified in the Schedule to this Order must keep the dog on a lead of not more than 1 metre in length unless (a) he has reasonable excuse for failing to do so; or

(b) the owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his failing to do so.

Exemptions

Nothing in this Order shall apply to a disabled person (within the meaning of the Equality Act 2010) whose disability restricts his ability to comply with the Order and the dog is their guide dog or assistance dog.

For the purpose of this Order:

- (a) **Restricted Area** means the land designated in the Schedule to this Order.
- (b) A person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog.
- (c) An assistance dog, in general, is one that is trained to aid or assist a disabled person.
- (d) An "authorised officer" means an officer who is authorised in writing by the Council for the purposes of giving directions under the Order.

Penalty

A person who fails to comply with any obligation imposed by this Order is guilty of an offence and liable to a fine on summary conviction not exceeding level 3 on the standard scale.

An authorised officer may issue a fixed penalty notice (currently EI 00) to a person who they reasonably believe has breached the requirements of this Order. A fixed penalty notice offers the recipient the opportunity to discharge the liability to conviction for the offence by paying the fixed penalty notice within 14 days of issue of the notice.

Date Order Made:

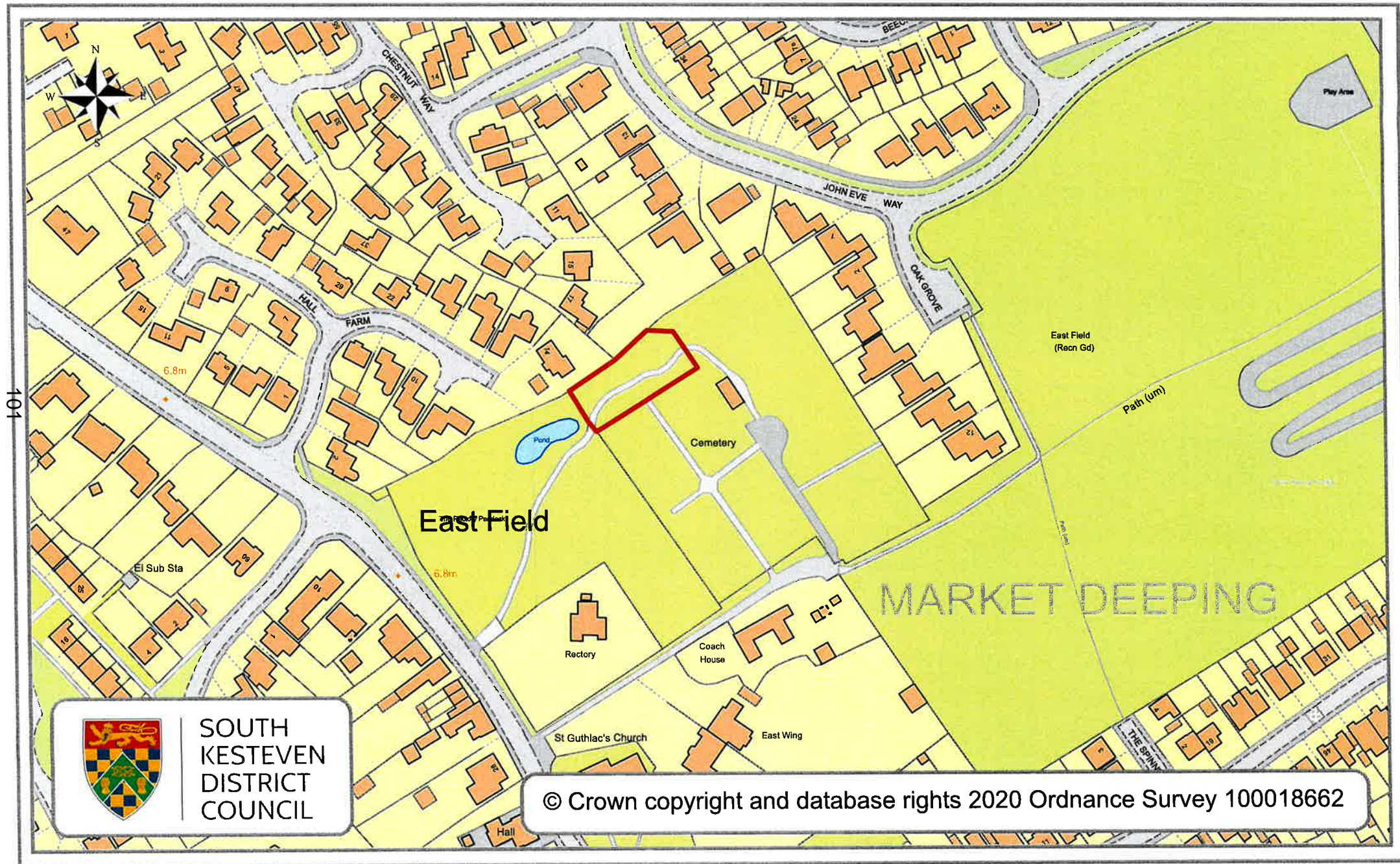
Executed as a DEED by affixing the)
COMMON SEAL of SOUTH KESTEVEN)
DISTRICT COUNCIL)

In the presence of:

Schedule

This Order applies to land which is within the administrative area of South Kesteven District Council, edged black in the attached plans, which is open to the air (which includes land which is covered, but open to the open air on at least one side) and to which the public are entitled or permitted to have access (with or without payment).

The Spinney, Market Deeping Cemetery



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The Anti-social Behaviour, Crime and Policing Act 2014

Section 59

South Kesteven District Council (Dog Fouling) Public Spaces Protection Order 2023

South Kesteven District Council (in this Order called “the Council”) in exercise of its powers under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 (“the Act “) hereby makes the following Order:

The Order is made on the _____ and shall have effect for a period of 3 years thereafter, unless extended by further orders under the Council’s statutory powers.

General provisions:

1. This Order applies to land in the Restricted Areas specified in the Schedule to this Order.
2. The Council is satisfied that both of the conditions set out in Section 59 of the Act are satisfied, because the activity, identified in paragraph 5 of this Order, which is carried on in a public place (“the Restricted Area”) has a detrimental effect on the quality of life of those in the locality and this effect is or is likely to be of a persistent or continuing nature, such as to make the activity unreasonable and justifies the restrictions imposed by this Order.
3. The Order is available for inspection on the Council’s website and also by appointment, at the offices of South Kesteven District Council. Appointments can be made by contacting 01476 406080 or emailing neighbourhoods@southkesteven.gov.uk
4. If any interested person desires to question the validity of this Order on the grounds that the Council had no power to make it or that any requirement of the Act has not been complied with in relation to this Order, he or she may apply to the High Court within six weeks from the date on which this Order is made.

Prohibitions on persons with dogs under their control:

5. Dog Fouling

If a dog defecates at any time on land specified in the Schedule to this Order a person who is in charge of the dog at the time must remove the faeces from the land forthwith unless -

- (a) he has reasonable excuse for failing to do so; or
- (b) the owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his failing to do so.

Exemptions

Nothing in this Order shall apply to a disabled person (within the meaning of the Equality Act 2010) whose disability restricts his ability to comply with the Order and the dog is their guide dog or assistance dog.

For the purpose of this Order:

- (a) Restricted Area means the land designated in the Schedule to this Order.
- (b) A person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog.
- (c) Being unaware of the defecation (whether by reason of not being in the vicinity or otherwise) shall not be a reasonable excuse for failing to remove the faeces.
- (d) An assistance dog, in general, is one that is trained to aid or assist a disabled person.
- (e) An “authorised officer” means an officer who is authorised in writing by the Council for the purposes of giving directions under the Order.

Penalty

A person who fails to comply with any obligation imposed by this Order is guilty of an offence and liable to a fine on summary conviction not exceeding level 3 on the standard scale.

An authorised officer may issue a fixed penalty notice (currently £100) to a person who they reasonably believe has breached the requirements of this Order. A fixed penalty notice offers the recipient the opportunity to discharge the liability to conviction for the offence by paying the fixed penalty notice within 14 days of issue of the notice.

Date Order Made:

Executed as a DEED by affixing the)
COMMON SEAL of SOUTH KESTIVEN)
DISTRICT COUNCIL)

In the presence of:

Schedule

This Order applies to all land which is within the administrative area of South Kesteven District Council, edged black on the attached plan, which is open to the air (which includes land which is covered, but open to the open air on at least one side) and to which the public are entitled or permitted to have access (with or without payment).

South Kesteven



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The Anti-Social Behaviour, Crime and Policing Act 2014, Section 59

South Kesteven District Council (Vehicle Nuisance and Anti-social Behaviour) Public Spaces Protection Order 2023

South Kesteven District Council (in this Order called “the Council”) in exercise of its powers under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”) hereby makes the following Order:

The Order is made on the _____ and shall have effect for a period of 3 years thereafter, unless extended by further orders under the Council’s statutory powers.

General provisions:

1. This Order applies to all land in the Restricted Areas to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission.
2. The Council is satisfied that both of the conditions set out in Section 59 of the Act are satisfied, because the activity, identified in paragraph 5 of this Order, which is carried on in a public place (“the Restricted Area”) has a detrimental effect on the quality of life of those in the locality and this effect is or is likely to be of a persistent or continuing nature, such as to make the activities unreasonable and justifies the restrictions imposed by this Order.
3. The Order is available for inspection on the Council’s website and also by appointment, at the offices of South Kesteven District Council. Appointments can be made by contacting 01476 406080 or emailing neighbourhoods@southkesteven.gov.uk
4. If any interested person desires to question the validity of this Order on the grounds that the Council had no power to make it or that any requirement of the Act has not been complied with in relation to this Order, he or she may apply to the High Court within six weeks from the date on which this Order is made.

Prohibitions:

5. Vehicle related nuisance and Anti-Social Behaviour

The activities which are to be controlled are:

- a) Within the Restricted Area specified in the Schedule to this Order, anyone being the driver of a vehicle (motorised or otherwise) performs any of the following activities
 - i. Revving of engine(s) as to cause a public nuisance
 - ii. Sudden and/or rapid acceleration as to cause a public nuisance
 - iii. Repeated sudden and/or rapid acceleration as to cause a public nuisance
 - iv. Racing by two or more vehicles
 - v. Performing stunts as to cause a public nuisance
 - vi. Sounds horns as to cause a public nuisance
 - vii. Playing music from a vehicle as to cause a public nuisance

Vehicle includes a pedal cycle; power assisted pedal cycle; pedal cycle (in combination with a trailer constructed or adapted for carrying one or more passengers); scooters and electric scooters.

- b) Acting in a manner that causes or is likely to cause harassment, alarm or distress

For the purpose of this Order:

- (a) Restricted Area means the land designated in the Schedule to this Order
- (b) An “authorised officer” means an officer who is authorised in writing by the Council for the purposes of giving directions under the Order or a police constable or a community support officer designated under the Police Reform Act 2002.

Penalty

A person who fails to comply with any obligation imposed by this Order is guilty of an offence and liable to a fine on summary conviction not exceeding level 3 on the standard scale.

An authorised officer may issue a fixed penalty notice (currently £100) to a person who they reasonably believe has breached the requirements of this Order. A fixed penalty notice offers the recipient the opportunity to discharge the liability to conviction for the offence by paying the fixed penalty notice within 14 days of issue of the notice.

Date Order Made:

Executed as a DEED by affixing the)
COMMON SEAL of SOUTH KESTEVEN)
DISTRICT COUNCIL)

In the presence of:

Schedule

This Order applies to land which is within the administrative area of South Kesteven District Council, edged red in the attached plans, which is open to the air (which includes land which is covered, but open to the open air on at least one side) and to which the public are entitled or permitted to have access (with or without payment).

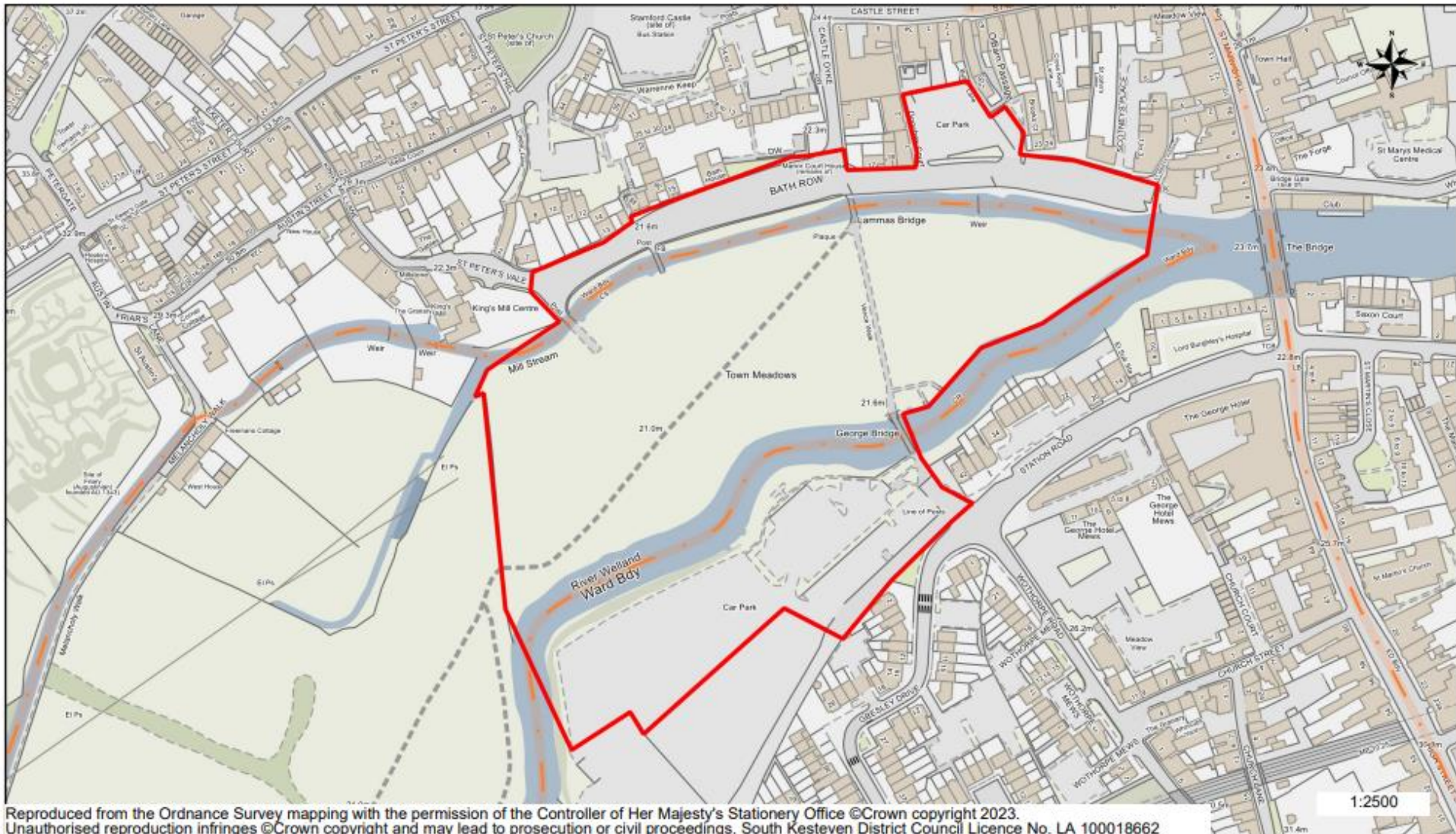


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Station Road (Cattle Market) Car Park, The Meadows and Bath Row, Stamford



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Evidence to support the proposed PSPO to tackle vehicle related nuisance and anti-social behaviour covering the area of the Station Road car park (also known as Cattle market), The Meadows and Bath Row car park, Stamford.

Year & Authority	No. Incidents	Investigation/Enforcement
2021 – Police	9	<ul style="list-style-type: none"> • S59 Warning (Police Reform Act 2002) issued for Vehicle being driven in an antisocial manner • Prosecution for dangerous driving (Driver strapped picnic chair to van roof and drove people around Stamford Cattle Market car park in 'unbelievable' and 'dangerous' stunt (stamfordmercury.co.uk)) • Proactive Patrols and disruption by multi agency response
2021 – SK	9	<ul style="list-style-type: none"> • Noise monitoring • CCTV monitoring • Proactive Patrols and disruption by multi agency response
2022 – Police	25	<ul style="list-style-type: none"> • S59 Warning (Police Reform Act 2002) issued for Vehicle being driven in an antisocial manner – 13/06/22 • Dispersal Order Authorised (S34 Anti-social Behaviour Crime and Policing Act 2014) by Police for both Cattle Market and Bath Row Car Parks 21-23/07/22 • Words of advice given to multiple drivers
2022 – SK	4	<ul style="list-style-type: none"> • Proactive Patrols and disruption by multi-agency response • Noise monitoring • ASB Awareness week SK & Police– Focus on Cattle Market and Bath Row car park • Words of advice given to multiple drivers
2023 – Police	22	<ul style="list-style-type: none"> • 1 Vehicle Seized for Road Traffic Offences - 29/01/23 • S59 Warning (Police Reform Act 2002) issued for Vehicle being driven in an antisocial manner – 29/01/23
2023 – SK	1	<ul style="list-style-type: none"> • Proactive Patrols and disruption

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Rural and Communities Overview and Scrutiny Committee

5 July 2023

Councillor Rhea Rayside – Cabinet
Member for People and Communities

Customer Service update

Report Author

Claire Moses - Head of Revenues, Benefits and Customer Service

 claire.moses@southkesteven.gov.uk

Purpose of Report

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.

Recommendations

That the Committee

- 1. Notes the report and are invited to ask questions relating to the report.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	High performing Council
Which wards are impacted?	All wards

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

1.1 There are currently no financial or procurement implications to this report.

Completed by: Richard Wyles, Chief Finance Officer

Legal and Governance

1.2 There are currently no legal or governance implications to this report.

Completed by: Graham Watts, Assistant Director of Governance and Monitoring Officer

2. Background to the Report

- 2.1 A telephony and call handling report was presented to Finance, Economic and Development Overview and Committee on 22 November 2022. The report focussed on the position regarding call handling.
- 2.2 The Customer Service Team handle customer interactions in various ways for 15 service areas, as well as general public enquiries.
- 2.3 This report will focus on the customer interactions during 2022/23, the call handling position as of 31 March 2023 and will provide the Committee with an update regarding various projects being undertaken , which includes:

- Customer Experience Strategy review and refresh
- Rollout of softphone telephony solution
- Implementation of Virtual Operator

Customer Interactions – 2022/23

- 2.4 The number of customer interactions received into the Customer Service Team in 2022/23 was the highest it has been for the last 3 years

	2022/23	2021/22	2020/21	2019/20
Telephone calls (Press 1 etc)	108,201	103,000	94,680	90,076
Switchboard calls	42,039	51,895	55,792	49,033
Total calls	150,240	154,903	150,472	139,109
Face to Face	5,677	1,897	122	31,283
Emails	27,004	28,118	29,323	10,388
Total other	32,681	30,015	29,445	41,671
Grantham walk-in	3,959	1,220	0	21,183
Grantham appointments	464	157	57	512
Bourne walk-in	223	41	0	121
Bourne appointments	1,021	479	65	1,432
Bourne library	22,694	11,848	4,149	46,405
Deepings walk-in*	0	0	0	1,471
Stamford walk-in*	0	0	0	569
Stamford appointments*	0	0	0	5,995
Total walk-in	28,371	13,745	4,271	77,688
Total interactions	211,292	198,663	184,188	258,468

* Following public consultation regarding opening hours, the decision was taken to remove front facing customer service at both the Deepings and Stamford customer access points.

- 2.5 Analysis has been undertaken as to the number of visitors to Grantham Guildhall Arts Centre from Deeping and Stamford post codes during 2022/23 (recording started in June 2022):
- PE6 – Deepings = 22
 - PE9 – Stamford = 60
 - Prefer not to say = 457
- 2.6 Customers do have access to a payment kiosk at both Deeping Library and Stamford Arts Centre. There is also a telephone and PC access point at Stamford Arts Centre.
- 2.7 These interactions will be analysed further, in particular to overlay website interactions to ascertain where there was an increase in use of website, with specific

focus on the “Apply for it, Pay for it, Report it” and to determine in which areas channel shift has been successful.

- 2.8 The work involved for the customer interaction is linked to the review of the Customer Experience Strategy, which is detailed in paragraphs 2.24 to 2.25.

Weekly customer contact handled by Customer Service Team – 31 March 2023

- 2.9 The table below shows the weekly customer contact handled by the Customer Service Team. This data is as of 31 March 2023 for WC 27 March 2023.

- 2.10 Of the 444 staffing hours available (12FTE), all customer contacts totalled 534.75 hours, meaning there was a failure demand for 90.75 hours of customer contact. This failure demand would be a combination of calls not being handled (13%) or emails being responded to beyond the 8 working day target.

- 2.11 Since mid-March, the team have been carrying 7FTE vacant posts. The impact of these vacancies is detailed further in paragraph 2.15 to 2.17.

	31 March 2023	Average time taken	Total time taken (hrs)
Total FTE available	12	N/A	444

Contact Type	Contact Volume		
Calls offered	(3,667)	5 mins	306
Calls handled	3,178		
% Answered	87%		
Face to Face – Grantham (includes walk-ins and appointments)	119	20 mins	40
Face to Face – Bourne (walk-ins)	15	10 mins	2.5
Face to Face – Bourne (library)	420	10 mins	70
Emails – Customer Service	349	5 mins	29
Emails – Housing evidence	219	5 mins	18.25
Emails – Green Waste	239	5 mins	20
Housing Register applications	49	60 mins	49
Total customer contacts	4,571		534.75

- 2.12 Once all 7FTE vacancies have been recruited to, this will increase the available FTE per week to 4.9FTE or 181 hours (taking into account 30% shrinkage for annual leave and unplanned absences such as sickness).

- 2.13 Taking WC 27 March 2023 as an example, this will further increase the available hours from 444 to 625 per week and therefore resulting in an improvement performance in call handling and email response times. Going forward, the

improvement will be variable as other factors such as customer interaction volumes and absences will need to be considered.

- 2.14 Benchmarking has been undertaken with the other Lincolnshire Districts, and it is clear all Districts offer a different level of service from their Customer Service Teams. As a result, the volume of customer interactions handled by the Customer Service Teams is also significantly different with our team receiving more interactions than any other District across Lincolnshire.

Impacts of vacancies within the team

- 2.15 The 7FTE vacancies are a combination of full and part time, as well as permanent and fixed term within the budget.

- 2.16 The vacancies are due to a variety of reasons from retirement, resignation and advisers moving into other service areas within the Council. The latter is always inevitable as the Customer Service Advisers handle enquiries for 15 different service areas and as a result they are multi-skilled. Therefore, when vacancies arise in these service areas, they have relevant experience to enable them to successfully progress their careers into other areas across the Council. The reasons for the vacancies are detailed below:

- Moving to another service area = 3 officers
- Career progression (away from SKDC) = 2 officers
- Retirement = 1 officer (1 further officer due to retire in July)
- Personal/family caring commitments = 1 officer

- 2.17 Recruitment has taken place, with all vacant posts being recruited to. The final recruit is due to join the team on 3 July 2023. Training of the new staff is comprehensive and will take between six and nine months to complete for all 15 service areas.

Call Handling

- 2.18 Statistics are produced and issued by the Customer Service Co-Ordinator on a weekly and monthly basis to the relevant service areas. The information includes number of calls offered, handled, abandoned and average speed of answer.
- 2.19 Performance clinics with service are continuing on a fortnightly or monthly basis which enable the Customer Service Team have a platform to be able to advise of upcoming changes.

- 2.20 Service areas have been able to advise of pressures experienced in the previous week and explain these, along with clarification as to whether these are one off, or likely to be ongoing. Discussions have taken place as to:
- Ongoing pressures: Service Team to advise how the pressures will be addressed – such as review of staffing, increased staffing, change to working practices etc.
 - Ad hoc pressure: Service Team to advise if this is expected in coming weeks/months i.e. mail out created surge in customer contact, annual leave etc.
- 2.21 The graphs in **Appendix 1** show call handling between March 2023 and January 2022 for high volume service areas (where calls are directed into agent queue i.e. the customer has been taken through the 'Press 1, Press 2' route).

Customer Experience Strategy – Review and Refresh

- 2.22 The Customer Service Management team have undertaken a thorough review of the current Customer Experience Strategy, looking at the activities which have been achieved (and how), alongside those that have not been achieved, and most importantly why.
- 2.23 An action plan will be produced, which will be included within the next update report presented to this committee for review and comments of the next steps.

Telephony solutions update

- 2.24 The Performance and Customer Improvement Lead is managing this project and is currently working with IT to move all staff to soft phones by 30 June 2023. This means a physical handset will not be needed and all calls can be received through the officers laptop.
- 2.25 The introduction of the telephony solution is enabling staff to set up voicemail and call forwarding to ensure all calls are handled appropriately. Where voicemail has been set up, an email will be issued to the officer with the message transposed into text format.

Virtual Operator

- 2.26 A Virtual Operator (VO) solution will be introduced from 1 October 2023, allowing callers to the council to be greeted and automatically routed to the extension or service area directly. This would improve the speed of which calls are handled and reduce the need for CSA's to answer switchboard, allowing them time to undertake other activities within the service (circa 0.33%).
- 2.27 The VO will be provided through our current telephony provider, Mitel, for switchboard calls, which will reduce the number of calls to the traditional manual switchboard requiring processing by Customer Service Advisor's.
- 2.28 The system works by voice activation and speech recognition, asking the caller to state which service or officer they require, by name. The call is then transferred immediately into the call queue or directly to that officer if the line is available.
- 2.29 Our customers will see a positive improvement in their customer journey:
- A VO keeps phone lines covered at all times and helps to correctly direct customers without the need to re-dial, if busy.
 - Providing the customer correctly states which service or officer they require; the call will be routed correctly first time. The current IVR (Press 1, press 2 options) can be complex, with customers often choosing the wrong department, requiring them to be re-routed – resulting in a longer call time than necessary.
 - This provides a consistently good customer journey every time a customer contacts SKDC with calls routed to the right people every time.

3. Key Considerations

- 3.1 These are set out in the report.

4. Other Options Considered

- 4.1 All options for improvement are included within the report.

5. Reasons for the Recommendations

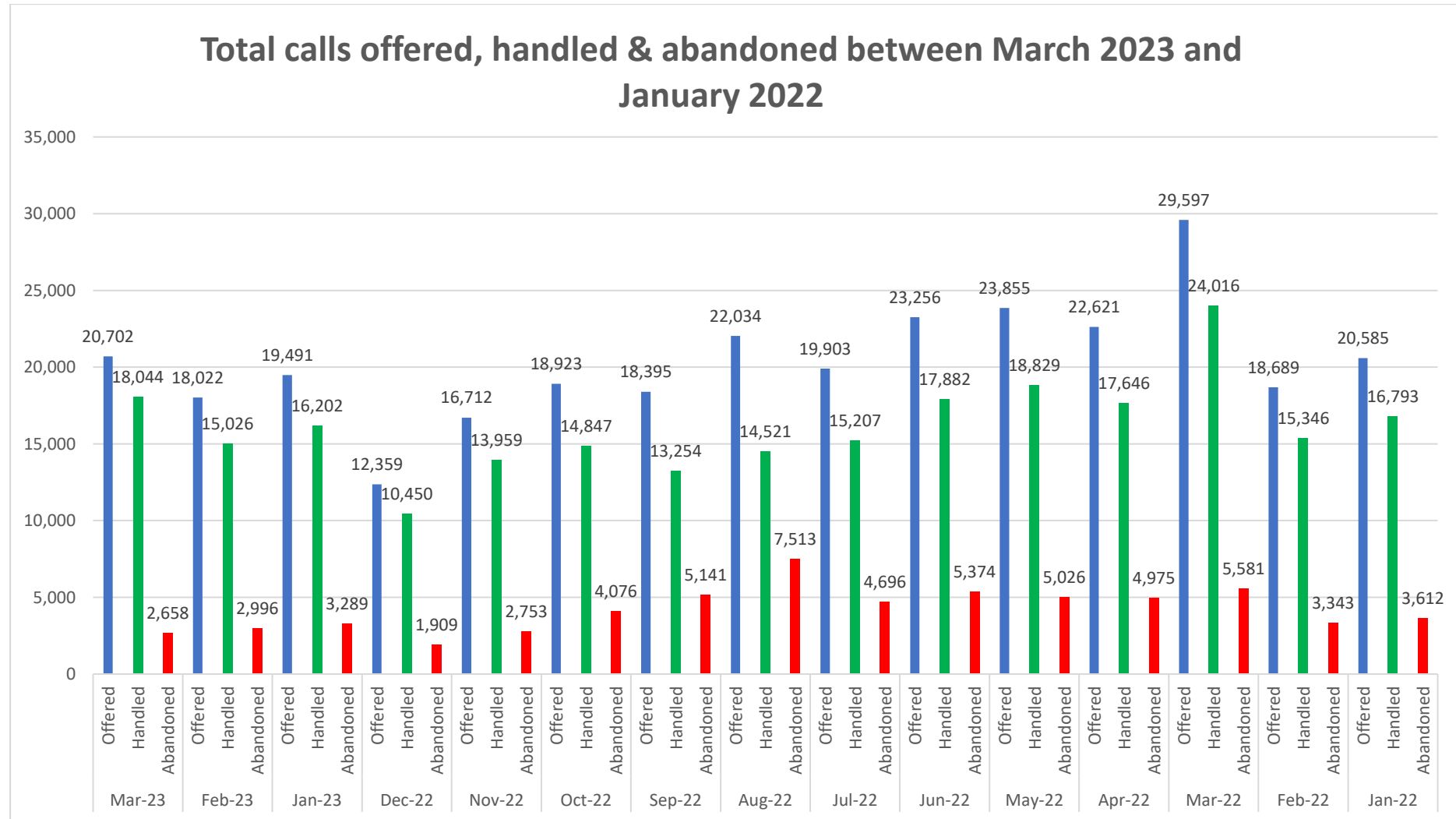
- 5.1 A Customer Service update report will be provided to this committee on a quarterly basis.

6. Appendices

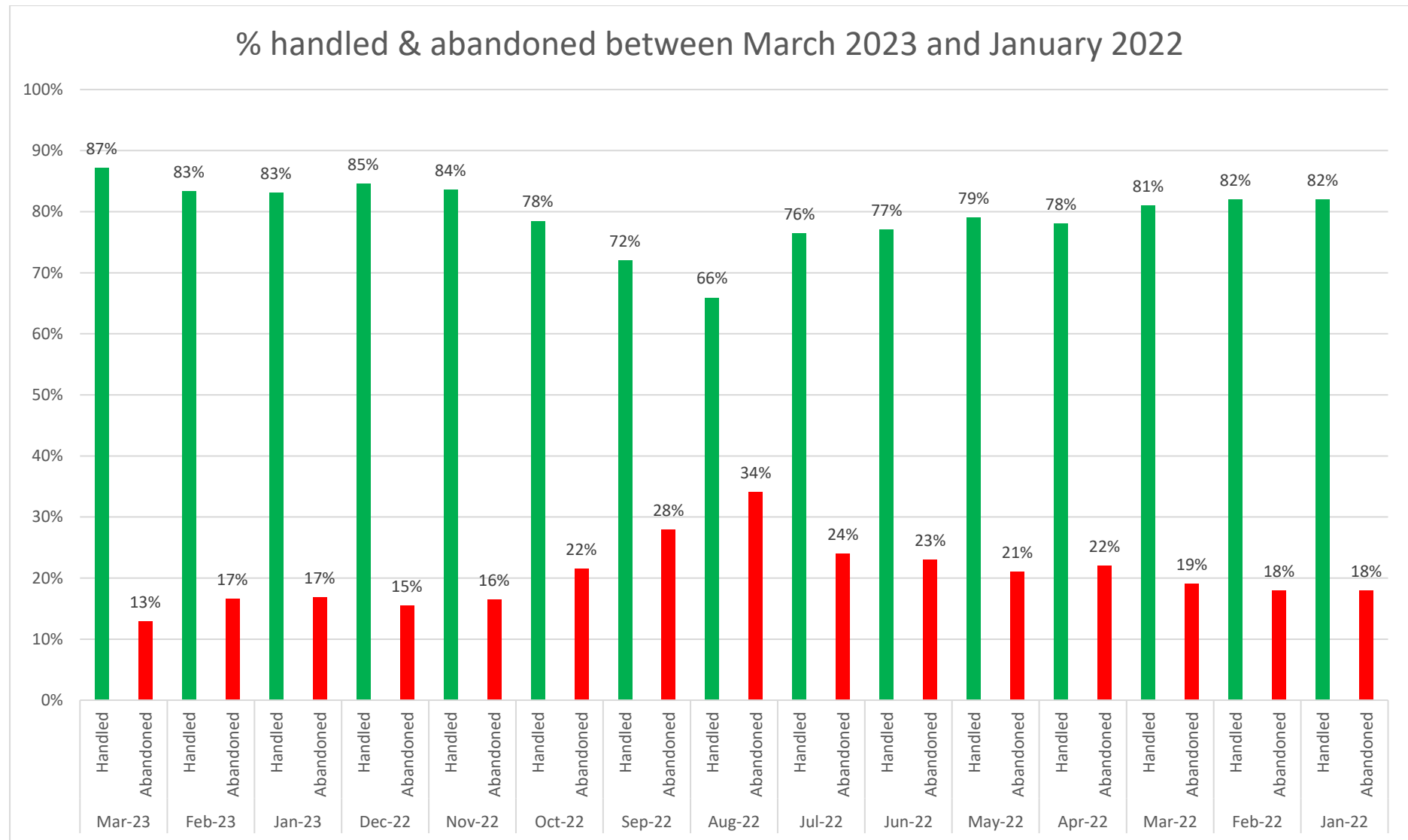
6.1 There is one appendix attached to this report:

- Appendix 1: Call Handling between March 2023 and January 2022

Appendix 1: Calls offered, handled, and abandoned (volume)



Calls handled and abandoned (%)



Rural and Communities Overview and Scrutiny Committee 2023/2024

WORK PROGRAMME

REPORT TITLE	ISSUE	PURPOSE	ORIGINATED/COMMIITEE HISTORY DATE(S)	CORPORATE PRIORITY
5 July 2023, 2.00pm				
End of year KPI's	To scrutinise and comment on performance against agreed measures Lead Officer: Debbie Roberts (Head of Corporate Projects, Policy and Performance)	To review the end of year Corporate Plan key performance indicators		High Performing Council
Review of Public Space Protection Orders (PSPOs)	Lead Officer: Ayeisha Kirkham (Public Protection Manager)	To review and scrutinise the PSPOs in place.		
Customer Service Update	Lead Officer: Claire Moses (Head of Revenues, Benefits and Customer Service, Interim Management - Community Engagement)	To provide the outturn position for 2022/23 regarding customer interactions and call handling as at 31 March 2023. Provide an update regarding the review of the Customer Experience Strategy and various projects being undertaken by the service.	Last reported 22 November 2022 to Finance, Economic Development and Corporate Services Overview and Scrutiny Committee	High Performing Council

REPORT TITLE	ISSUE	PURPOSE	ORIGINATED/COMMITTEE HISTORY DATE(S)	CORPORATE PRIORITY
SK Community Awards	To provide a verbal update on the 2023 SK Community Awards Lead Officer: Carol Drury, Community Engagement Manager	For information	Last reported 28 April 2022	Healthy and Strong Communities
5 October 2023, 2.00pm				
Update on the bespoke local action plan, specific to South Kesteven, as part of the Lincolnshire Health and Wellbeing Strategy	To consider a local Health and Wellbeing Action plan for SKDC Lead Officer: Karen Whitfield, Assistant Director Culture and Leisure	Following the adoption of the Lincolnshire districts' Health and Wellbeing Plan to consider a local action plan for South Kesteven and agree regular reporting on delivery	Last reported 9 February 2023	Healthy and Strong Communities
Disabled Facility Grants	To raise Members awareness of DFGs and outline function and eligibility Lead Officer: Ayeisha Kirkham (Public Protection Manager)	To consider the length of time the DFG process takes from enquiry to completion, concentrating on how this can be improved for the client efficiently and effectively.	Summary of activity relating to DFG's during quarters 1 to 3 of 2022/2023 reported to 21 February 2023 Finance, Economic Development and Corporate Services OSC	
Presentation of the outcome of consultation and proposed Community Engagement and	Lead Officer: Claire Moses (Head of Revenues, Benefits and Customer Service, Interim Management - Community Engagement)	To comment on the draft Community Engagement & Development Strategy and associated action plan	Rural and Communities OSC received a report on 16 March 2023 and agreed consultation was to take place and then the subsequent	High performing Council Healthy and Strong Communities

REPORT TITLE	ISSUE	PURPOSE	ORIGINATED/COMMIITEE HISTORY DATE(S)	CORPORATE PRIORITY
Development Strategy			development of the strategy	
Community Drop-in Sessions	Lead Officer: Craig Spence, Acting Director of Housing			
Equality Diversity and Inclusion Annual Position Statement	Lead Officer: Carol Drury (Community Engagement Manager)	To share the Equalities Annual Position Statement for 2022/23 for comment prior to its publication. The publication of this document is a requirement under the Equality Act 2010.	Brought to the Rural and Communities OSC annually to allow for comment from Members	High Performing Council
Cost of Living Update	Lead Officer: Claire Moses (Head of Revenues, Benefits and Customer Service, Interim Management - Community Engagement)	To review the impacts of cost of living and scrutinise the performance of the action plan	Last reported to Committee on 16 March 2023	High performing Council Healthy and Strong Communities
14 December 2023, 2.00pm				
Armed Forces – Advocacy and Community Engagement	Lead Officer: Claire Moses (Head of Revenues, Benefits and Customer Service, Interim Management - Community Engagement)	Annual report – Due December 2023	Last reported to Committee on 8 December 2022	High performing Council Healthy and Strong Communities

REPORT TITLE	ISSUE	PURPOSE	ORIGINATED/COMMIITEE HISTORY DATE(S)	CORPORATE PRIORITY
SK Community Fund	Lead Officer: Carol Drury (Community Engagement Manager)	To consider changes proposed changes to the funding criteria To provide recommendations to Cabinet to approve changes and to allow the Fund to re-open to applications in April 2024	SK Community Fund last reported on 16 March which focused on the proposed amendments to the Fund	High performing Council Healthy and Strong Communities
1 February 2023, 2.00pm				
Safeguarding Annual Report	Lead Officer: Craig Spence, Acting Director of Housing			
Change4Lincs Update	Lead Officer: Craig Spence, Acting Director of Housing		Last reported 9 February 2023	
28 March 2024, 2.00pm				
Crime Disorder and Local Partnership working update			last reported on 16 March 2023	

Unscheduled Items

Report title	Issue	Originated	Corporate Priority

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The Committee’s 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:

- Allotments
 - Anti-social behaviour, community safety and local policing
 - Benefit claims
 - Community engagement & cohesion
 - Community funding and volunteering
 - Community right to bid
 - Community well-being
 - Customer services
- Disabled facilities grant
 - Equality and diversity
 - Parish and town council liaison
 - Public conveniences
 - Safeguarding and individual wellbeing
 - Shop front designs and funding
 - Street furniture

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