

Environment Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Tuesday, 19 March 2024 at 10.00 am
Council Chamber - South Kesteven House,
St. Peter's Hill, Grantham. NG31 6PZ

Committee Members: Councillor Ian Selby (Chairman)
Councillor Emma Baker (Vice-Chairman)

Councillor Gloria Johnson, Councillor Bridget Ley, Councillor Paul Martin, Councillor Charmaine Morgan, Councillor Murray Turner, Councillor Mark Whittington and Councillor Paul Wood

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 Interests**
Members are asked to disclose any interests in matters for consideration at the meeting.
4. **Minutes from the meeting held on 13 February 2024** (Pages 3 - 16)
5. **Updates from the previous meeting** (Pages 17 - 18)
To consider actions agreed at the meeting held on 13 February 2024.
6. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

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Karen Bradford, Chief Executive

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- 7. Environmental Crime Partnership** (To Follow)
To receive a presentation and annual report.
- 8. Draft KPI's** (Pages 19 - 49)
To present the proposed key performance indicators (KPIs) for the Corporate Plan 2024-2027, to be monitored by this Overview & Scrutiny Committee, and to recommend the approval and adoption of the KPI suite from 1 April 2024.
- 9. Greater Lincolnshire Nature Partnership presentation** (Pages 51 - 76)
To receive a presentation from Greater Lincolnshire Nature Partnership.
- 10. Tree and Woodland Strategy** (To Follow)
To seek the support of Environment Overview and Scrutiny Committee for the South Kesteven District Council Trees and Woodlands Strategy 2024 - 2034, and to recommend to Cabinet for approval and adoption.
- 11. Update on Climate Change Reserve fund** (Pages 77 - 82)
To provide Members with an update on projects funded via the council's climate change reserve fund.
- 12. Update on Home Energy Upgrade Scheme** (Pages 83 - 103)
To provide an update on main outcomes of a project to upgrade private properties in the district with energy efficiency measures.
- 13. Work Programme 2023 - 2024** (Pages 105 - 107)
To consider the Committee's Work Programme for 2023 – 2024.
- 14. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

Minutes

Environment Overview and Scrutiny Committee

Tuesday, 13 February 2024, 10.00 am



SOUTH
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Council Chamber – South Kesteven
House, St. Peter's Hill, Grantham.
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Committee Members present

Councillor Ian Selby (Chairman)
Councillor Emma Baker (Vice-Chairman)

Councillor Richard Dixon-Warren
Councillor Tim Harrison
Councillor Murray Turner
Councillor Paul Wood
Councillor Paul Martin

Cabinet Members present

Councillor Ashley Baxter (Leader of the Council)
Councillor Rhys Baker (Cabinet Member for Environment and Waste)
Councillor Philip Knowles (Cabinet Member for Corporate Governance and Licensing)

Officers

Richard Wyles (Deputy Chief Executive & S151 Officer)
Graham Watts (Assistant Director of Governance & Public Protection Monitoring Officer)
Ayeisha Kirkham (Head of Service – Public Protection)
Kay Boasman (Head of Waste and Markets)
Heather Green (Licensing Manager)
Serena Brown (Sustainability and Climate Change Officer)
Amy Pryde (Democratic Services Officer)

45. Public Speaking

Mr Bell – question to the Committee, in relation to the Animal Licensing Policy:

Where a Council is exercising a function of licensing, having clear policies in place which guide the decision-making process is an important contribution to transparency and openness, and ultimately fairness for those persons seeking to obtain a licence for the animal related activities covered by this policy. The policy states, "Animal Licensing is controlled in accordance with legislation" and the policy goes on to list the applicable legislation under paragraph 1.2.

The policy, at paragraph 5.4, says:

“... the Licensing Authority will take into account whether the person proposed to be the operator of the activity can demonstrate that they have (inter alia): No relevant convictions.”

But does not elaborate further on what “relevant convictions” are.

At 6.1 the policy says:

“The Regulations have the aims of maintaining and improving animal welfare standards. However, there are other safeguarding considerations arising from licensable activities, in particular around the protection of children and vulnerable persons and the Licensing Authority must consider these in light of the Children Act 2004 and the Care Act 2004.”

My concern is that a policy related to the grant of a licence related to animal welfare (which is the thrust of the legislation referred to in paragraph 1.2) is using the licensing regime for other purposes, namely to implement safeguarding for children and vulnerable persons (which have their own legislation and protection and enforcement regimes).

The regulations refer to “fit and proper persons” but this is not further defined.

However, the Secretary of State’s guidance issued under regulation 14 does address this:

“The inspector must consider whether the conduct displayed by the applicant indicates that they are a fit and proper person to carry out the licensable activity and meet their licence conditions.”

Section 7 addresses relevance of convictions.

This is where I disagree fundamentally with the policy document. The convictions listed here are not mentioned in the legislation which empowers the Council to issue licences related to animal welfare.

There could be many people with experience of the Criminal Justice System who seek to work with animals in one way or another. Their criminal history does not automatically make them more likely than anyone else to mistreat animals and, in assessing the likelihood of harm to animals from any such persons, I doubt that there is little empirical evidence upon which any conclusion could be reached.

As regards harm to children and vulnerable adults, any individual who is considered a risk to such groups will have been released with licence conditions which the parole board consider maintains the safety of the public and any at risk groups. I

would counsel against asking Local Licensing Officers to second guess those who are better placed to address such risks.

Requiring a report within 5 days to the Council of the matters listed in 7.5 appears to be overreach by the Council of its powers and in any event is so widely drawn as to render it unreasonable and clearly open to challenge on that ground alone.

I would caution against stepping outside the bounds of what it is reasonable to ask a Council Licensing Officer to adjudicate upon when considering the matters that should properly form part of the decision making for the grant of a licence under the relevant legislation.

If Parliament had intended that Councils should take other matters in to account, then it would have said so in the legislation, or in the guidance issued by the Secretary of State.

I would ask that this version of the guidance is not approved until the above points have been addressed in the drafting.

(End of public question)

The Licensing Manager clarified that the Policy had been drafted, in 7.5 and 7.3 of the report and referred to normal circumstances.

The policy did not state that the Council would never issue a License. The Council would also naturally comply with the rehabilitation of Offenders. If the rehabilitation of offenders' limitations apply, they would not need to declare these to the Council.

A licensing authority had a wide range of responsibilities including both safeguarding to vulnerable individuals and animal welfare to consider.

Section 7.3 does refer to us not 'normally' granting a licence, it is not a 'never' proviso. Therefore if an application is received or we receive an approach from someone wishing to be licenced that had one or more of the convictions further information would be requested.

With regard to 7.5 of the report and the effect of a PSPO and the ability to run a pet shop. The provision stated that the licensing authority must ensure that the licence holder remained suitable to retain the granted licence, therefore if their situation differs to that on the original application, the licensing authority would need to consider these different circumstances. Animal welfare remained at the heart of the licensing regime, whether it be a pet shop or a boarding kennel, the care of animals is entrusted to the licence holder. It may be that the offence or pending charges, once considered do not affect the licence, however, if the Council were not aware, they were unable to uphold the principles of the policy - to protect animals and ensure their health and wellbeing, as well as providing protection for the public.

46. Apologies for absence

Apologies for absence were received from Councillors Charmaine Morgan, Bridget Ley, Gloria Johnson and Patsy Ellis.

Councillor Tim Harrison substituted for Councillor Bridget Ley.

Councillor Richard Dixon Warren substituted for Councillor Gloria Johnson

47. Disclosure of Interests

There were none.

48. Minutes from the meeting held on 12 December 2023

The minutes of the meeting held on 12 December 2023 were proposed, seconded and **AGREED** as a correct record.

49. Updates from the previous meeting

All actions were complete.

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

The Leader of the Council informed the Committee that there had been high water levels recently and one property within the District was flooded. The family were already in temporary accommodation following Storm Henk.

The Leader of the Council had attended the Welland Internal Drainage Board where Members received a presentation on recent flooding events.

The Monitoring Officer confirmed that a date was being arranged for a Joint Meeting of the Environment Overview and Scrutiny Committee and Rural and Communities Overview and Scrutiny Committee to discuss the response to Storm Henk.

The Cabinet Member for Environment and Waste noted that one of the biggest issues at present was that the current dike and drainage system was filled with water which should be within Environment Agency's waterways. There were 8 current breaches in South Kesteven, which was putting significant additional pressures on the ability to drain the water away.

The Cabinet Member for Environment and Waste thanked Officers and members of the public for cooperating with the Twin Stream Recycling roll-out, which had been successful. Reassurance was provided that the Council were exploring ways in which the Council were exploring an outcome of sack collections.

51. Animal Welfare Policy - Post Public Consultation

The Licensing Manager presented the report.

The policy covered the licensable activity of Animal Welfare. It set out the principles the Council would use when dealing with animal related licensing matters. Currently, the Council issued animal welfare licences in accordance with the Regulations but does not have a policy providing a framework to support this.

There was no statutory requirement for a local authority to adopt an Animal Welfare Policy. However, the adoption of an Animal Welfare Policy ("the draft new policy") would provide clarity to the public, partner agencies and applicants.

The purpose of animal licensing was to protect animals engaged in a licensable activity to ensure their health and wellbeing. It also provided protection for the public and those using the licensed facility, within the terms of the relevant Acts and legislative Guidance. A policy provides a framework for Officers and Members to enable consistent decision making and transparency.

The draft new policy was provided at Appendix 1. There were no proposed amendments following the consultation. The consultation report was attached in Appendix 2. There were no further updates to the draft new policy proposed.

Environment Overview and Scrutiny Committee had endorsed the policy for public consultation on 3 October 2023.

Attached in Appendix 3 were all the comments submitted as part of the Consultation and responses to the comments. 53 consultation responses were received.

Following public speaking on this item, it was suggested that the following amendment be made:

- Addition to 7.3 – 'Each case would be considered on its own merits'.

Some Members had agreed with the public speaker statement and felt as if the Committee were overstepping their remit.

The Licensing Manager clarified that the suggestion would allow the team to investigate, prior to the granting of a licence. Licence holders only required to hold a basic DBS check, not an enhanced DBS check.

The importance of DBS was discussed.

It was clarified that the Authority would be licensing the individual to attend the specified establishment rather than licensing the establishment itself.

The Cabinet Member for Environment and Waste requested the written statement from the public speaker to provide Cabinet with the issues to review.

The Monitoring Officer informed the Committee that there was no critical element of time constraint for the policy to be implemented and therefore could be deferred.

It was proposed, seconded, and **AGREED** to defer the item and for it to come back to the Committee, at a later date.

52. Annual Air Quality Status Report and an Update on Clean Air Lincolnshire project

The Head of Service – Public Protection presented the report which provided the Committee with an overview of the Annual Air Quality Status Report (ASR 2023) for awareness and noting and to update the Committee on the Clean Air Lincolnshire, which is a county wide project.

Under the Environment Act 1995, which was amended by the 2021 Environment Act and the associated Local Air Quality Management Framework. Local authorities had a duty to review and assess air quality against National Air Quality Standards. Local air quality in South Kesteven was managed via an extensive diffusion tube monitoring network comprising fifty-eight passive NO₂ diffusion tubes at thirty-five separate locations (some have triplicate/duplicate tubes at one location). The diffusion tube network is used to monitor NO₂ concentrations across the District, the tubes are located within Grantham and Stamford.

The ASR 2023, as reported in Appendix 1 of the report identified the specific locations of the diffusion tubes on a map.

Local authorities were required to produce an ASR report on an annual basis that covered the previous calendar year.

The report identifies that there were no exceedances of the air quality objectives at any of the passive monitoring sites.

Overall, the general trend showed that concentrations of NO₂ were decreasing, with all sites being below both the hourly and annual objective levels. However, there had been a slight increase observed in the concentrations at some sites from 2021 to 2022, as traffic levels within the area are starting to return to pre-pandemic levels.

The ASR identified that there were no recorded exceedances of the hourly mean objective for NO₂ when using the annual mean as a proxy for the hourly mean. Exceedances of this objective had not been predicted for the past 5 years.

The Clean Air Lincolnshire Project was a county-wide project that South Kesteven District Council were apart of. The project was funded by the Department for Environment, Food and Rural Affairs and was led by Lincolnshire County Council.

The aim of the project was to raise public awareness of the issue of clean air for health, the environment and to provide actionable steps to improve local air quality and reduce health conditions related to air pollution.

A key aim of the project was to work in partnership with identified secondary schools within the County. For South Kesteven, Kings School in Grantham was participating in the project, which was also located within the Grantham Air Quality Management Area.

One Member queried whether any other schools had become involved within the monitoring of the air quality project.

Clarification was sought around the term 'non-automatic site'.

It was noted that Appendix B highlighted a drop in figures in the month of December and why this was the case.

ACTION: For the Head of Service – Public Protection to provide background information on why there was a drop in figures in the month of December (Appendix B).

The Head of Service – Public Protection confirmed that no other schools were identified within the County as only one school was requested from Department for Environment, Food and Rural Affairs. The Kings School was chosen due to being within the air quality management area.

The 'non-automatic' route in terms of the diffusion tube were when someone had to physically collect the data in person. Automatic monitoring sites were when the data was provided by a system.

It was noted that one of the main areas affected by air quality was outside Kings School on Manthorpe Road. Concern was raised on the proposal of 2,700 new build houses over the next 5-10 years, that may utilise Manthorpe Road and worsen the air quality in the area.

It was suggested that the NO₂ levels may be affected by cold weather conditions and that tube readings should be read in the winter, when the statistics were low.

One Member requested that the Committee be provided with the Kings School data.

Castlegate had been closed between January – March 2022, however, there had been no significant impacts on the air quality statistics.

ACTION: For the Head of Service – Public Protection to provide information on the Castlegate figures.

One Member suggested that schools admission policies be revised, in order for the distance of the pupils house to be reviewed, which may assist in reducing traffic on Manthorpe Road.

It was queried how the Council could educate residents on air quality.

It was highlighted that the suggestion of receiving the data from Kings School could be included as a potential suggestion for the Air Quality Action Plan.

Education of pupils in schools had taken place within schools on the Clean Air Lincolnshire Project. It was confirmed that the education could be utilised on the Council's website, to make it more known of.

It was noted that all monitoring points were within known areas of congestion and traffic lights. It was suggested that the monitoring points be more spread out to produce a true figure of the whole area.

One Member queried whether there was any monitoring on air quality levels outside of the large conurbations and towns. It was assumed that Lincolnshire had a low level of air pollution was due to the amount of green areas within the County.

It was confirmed that the locations of the monitoring points could be reviewed in accordance with legislation, the air quality management areas and the height of the tubes.

Under the Environmental Protection legislation, the Council had statutory nuisance powers to assess any complaints around smoke nuisance from bonfires to determine whether it's prejudicial to health or a nuisance.

That the Environment Overview and Scrutiny Committee:

- 1. Notes the content of the Annual Air Quality Status Report (ASR 2023).**
- 2. Notes the update on Clean Air Lincolnshire, which is a county wide project.**

53. Draft Air Quality Action Plan

The Head of Service – Public Protection presented the report. The purpose of the report was to provide an overview of the Air Quality Action Plan (AQAP) for awareness and noting.

The local air quality management regime was introduced by the Environment Act 1995. The Council's duties under the Environment Act 1995 were to review and assess air quality against National Air Quality Standards. When a pollutant fails to comply with an objective and there is relevant public exposure, an Air Quality Management Area (AQMA) must be declared and an Air Quality Action Plan (AQAP) prepared, detailing measures which will be implemented to improve air quality in the designated area.

South Kesteven District Council declared an AQMA in 2013 encompassing the main roads in the town centre of Grantham. The main pollutant of concern was Nitrogen Dioxide (NO₂), which was largely attributable to road transport emissions, with cars being the dominant source within the AQMA.

Councillor Charmaine Morgan submitted the following statement:

"When an EIA - Air Quality Assessment was completed to support the Southern Quadrant Development Masterplan it highlighted poor Air Quality existing on a number of roads in Grantham South. In particular, where the A52 meets the routes from Grantham to the A1.

At the time I requested an extension of the monitoring of air quality by SKDC to include Grantham South but this did not occur. As a result the current measurements exclude the area affected being those roads leading up to and including:

*Gainsborough Corner A52
Springfield Road
Bridge End Road A52
Somerby Hill A52
South Parade
Spitalgate*

I am formerly requesting that the Action Plan for SKDC Air Quality includes extending measurements in Grantham to include these roads and taking mitigating action as appropriate.'

One Member queried the cost of an air monitoring system.

The Head of Service – Public Protection did not have the figures available. The determination of the data from the monitoring was also included within costs.

ACTION: For the Head of Service – Public Protection to provide costs of monitoring and data of an air monitoring system.

One Member noted the promotion on the use of clean and alternative fuels where possible, the Council would work to improve emissions from its own vehicle fleet by increasing the number of greener low emissions vehicles using alternative fuels.

It was queried whether the Council were exploring the types of vehicles used for refuse collection.

The Cabinet Member for Environment and Waste confirmed that as part of the contracts supplied by the Council. It was ensured all fleet vehicles were no older than seven years old to ensure a rolling basis of renewal.

Unfortunately, given the 350 square mile of rural nature of South Kesteven, the technology was currently not available at this stage.

ACTION: For the Cabinet Member for Environment and Waste to provide further information on the fuel mix of the Council's fleet vehicles.

It was noted that the resurfacing of footpaths in the North of Grantham should be explored, as one Member had experiences complaints from constituents.

That the Environment Overview and Scrutiny Committee:

1. Note the content of the draft Air Quality Action Plan 2024

54. Update on Environment Act 2021

The Cabinet Member for Environment and Waste presented the report.

As previously reported to this Committee, the Government's Resources and Waste Strategy was published in 2018, which identified several new policies that would have a significant impact on local authorities in relation to their waste and street cleansing duties. These included three interrelated key projects:

- Extended Producer Responsibility (EPR) for packaging,
- Deposit Return Scheme (DRS) for drinks containers, and
- Simpler Recycling - New requirements on Local Authorities (LA's) to implement greater consistency in household recycling (including separate collections of waste materials, separate weekly food waste collections and providing free fortnightly garden waste collections)

On the 28th July 2023 DEFRA wrote to all Council's advising that the Extended Producer Responsibility for packaging payments would be deferred from October 2024 to October 2025. The aim of this policy was to ensure producers of packaging pay for the cost of recycling their products.

In terms of the wider Resource & Waste reforms, the delivery of the Deposit Return Scheme for cans and plastic bottles to be taken back to retailers, is to proceed to current timescales and be introduced from October 2025.

Weekly food waste collections were required to take place from all households by 31st March 2026 (unless a transitional arrangement is agreed). DEFRA were gathering further evidence on caddy liners via statutory guidance consultation. The financial implications, alongside indicative transitional capital funding from DEFRA, of this change can be found in Section 4 of this report.

Furthermore, DEFRA had confirmed that the Council would not be required to provide free garden waste collections, and would be offered as an additional service.

On the 9th January 2024, DEFRA wrote to Chief Executive's to outline the proposed levels of funding for the transitional capital costs. South Kesteven District Council had been offered £1.37m to cover nine additional food waste collections and food waste caddies for every household.

DEFRA were yet to release information on the level of funding for resource transitional costs.

It was highlighted that the information from DEFRA outlined the need for the development of the new depot, as it was at its full capacity.

It was queried whether the Council were looking to procure vehicles with other Local Authorities as a joint service to buy the vehicles in bulk for possible savings.

One Member raised concern that the new depot and the additional vehicles on the road would not be producing more carbon than saving with the scheme.

The Leader of the Council clarified that authorities usually purchased vehicles through framework or consortium meaning a standard price for other local authorities.

It was emphasised that the scheme would not mean an additional 240l bin for constituents to find storage space for. The scheme would mean constituents would be situated with a small waste caddy that would be collected weekly.

It was confirmed that on the 30th May 2023, Cabinet approved the Lincolnshire Framework for purchase of refuse collection vehicles.

One Member queried whether can and bottle banks still existed.

The revenue for can and bottle banks was slowly decreasing due to costs and being a target for vandalism. Objects other than glass were also being put into the can and bottle banks.

Further concern was raised on the storage of the food waste caddy for the rollout in March 2026.

It was noted that there had previously been a successful trial with food waste caddies, however, it had stopped due to an agreement on the budget of the scheme with Lincolnshire County Council.

Clarification was sought around the difference between a kitchen caddy and a curb side caddy.

The Cabinet Member for Environment and Waste clarified that a small kitchen caddy would be kept inside to hold any food waste and would then be taken outside to a larger caddy in order to be emptied by waste operatives.

It was noted that the addition of new waste collection vehicles to the Council's vehicle fleet had the potential to increase operational carbon emissions for the Council.

One Member sought clarification around the term 'circular economy'.

The financial viability of the scheme was queried. It was highlighted that the first year of the roll out of the scheme would cost in excess of £3m.

A circular economy was a process of taking an object that had been recycled and turning it into a fresh use of an object and then recycling it again.

The Head of Waste and Markets confirmed that the Council were reviewing their fleet strategy to mitigate carbon footprint.

Clarification was sought on the methodology on how DEFRA had concluded the need for 9 fleet vehicles, whereas, the Council had calculated the need for 12.

It was confirmed that the number provided by DEFRA had been worked out based on local complexities with the rurality and the size of the District. DEFRA had used indexes which were applied to households and figures.

The Leader of the Council confirmed that there would be no payback from the Council, as a result of food waste collections. Food waste was already being collected, however, the Environment Act stated that food waste must be collected separately, which would become a mandatory service.

The Cabinet Member for Environment and Waste confirmed that he would liaise with the S151 Officer to discuss the new burdens funding and how the scheme would be balanced along the Council's budget. It was confirmed that the finance aspects of the scheme would be brought back to the Committee.

An update from DEFRA had not yet been provided on any additional costs. They had provided details on transitional revenue costs and the ongoing resource costs.

That the Environment Overview and Scrutiny Committee:

Note the contents of the report, the revised timescales applied by Government and funding implications.

55. Recycling of mobile phones

The Cabinet Member for Environment and Waste presented the report and the purpose of the report was to provide preliminary exploratory information for a domestic kerbside mobile phone recycling collection service.

Mobile phones typically would last around two years in today's market, with the latest models relegating older devices into cupboards, drawers or being discarded into the waste stream. When electrical items with batteries are discarded into the waste stream, it can increase the risk of waste combusting and there have been increasing occurrences of this happening across the country in recent years.

Currently, Local Authorities were not required to collect mobile phones from households. DEFRA consultation (Environment Act 2021) on the separate collection of recyclables did not propose to introduce this item. Furthermore, under the WEEE Regulations, both producers and retailers of mobile phones had a legal obligation to offer a take back service on mobile phones.

South Kesteven District Council were unaware of other authorities who participated in this type of recycling and the introduction of a scheme would invariably have operational and financial implications, such as,

- Possible disposal barriers
- Theft of the mobile phones prior to collection (data not being wiped on the mobile phone)
- Lack of demand from residents as they have alternatives methods of disposal.
- Customisation of the refuse freighters.
- Increased collections by staff

A query was raised on the collection of batteries and when the scheme was due to commence.

The Lead Officer had put in various requests for permissions and the Council were working with Government. It was hoped that the scheme would be in place by June 2024, assuming safety and collection certificates were completed.

Concern was raised over the safety of waste operatives when collecting the phones due to the value of them.

North-West Leicestershire District Council collected batteries and mobile phones together and had been since 2019. They had collected 15 tonnes of batteries and 100kg of mobile phones, which had been recycled. It had costed them around £400 to set up the service.

Members discussed more profitable ways in which people could recycle their phones.

Concern was raised on a GDPR issue when disposing of an old phone.

One Member suggested that a scheme on the safe disposal and recycling of vape devices be explored.

The Government were exploring new legislation to tackle how vapes were to be displayed, packaged, coloured in efforts to reduce their appeal to young adults.

The Cabinet Member for Environment and Waste would seek legal advice of the possibility of batteries and vapes being collected together.

The Committee were reassured that permissions were being explored for the collection of batteries and the scheme was legally compliant with legislation.

ACTION: The Cabinet Member for Environment and Waste to provide a timeframe in which permissions for battery collection would be completed.

That the Environment Overview and Scrutiny Committee:

- 1. Note the contents of the report and consider whether there is a valid business case to introduce a kerbside mobile phone recycling collection service.**
- 2. For the agenda item to be brought back to the Committee at a future meeting.**

56. Work Programme 2023 - 2024

The Committee noted the Work Programme 2023-24.

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

There were none.

58. Close of meeting

The Chairman closed the meeting at 12:16pm.

Action Sheet

Environment Overview and Scrutiny Committee – Actions from meeting of 13 February 2024

Min no	Agenda item	Action	Assigned to	Comments/Status	Deadline
52	Annual Air Quality Status Report and an Update on Clean Air Lincolnshire project	For the Head of Service – Public Protection to provide background information on why there was a drop in figures in the month of December (Appendix B).	Head of Service – Public Protection (Ayeisha Kirkham)	Update to be provided at Committee	19 March 2024
52	Annual Air Quality Status Report and an Update on Clean Air Lincolnshire project	For the Head of Service – Public Protection to provide information on the Castlegate figures in relation to air quality.	Head of Service – Public Protection (Ayeisha Kirkham)	Update to be provided at Committee	19 March 2024
53	Draft Air Quality Action Plan	: For the Head of Service – Public Protection to provide costs of monitoring and data of an air monitoring system.	Head of Service – Public Protection (Ayeisha Kirkham)	Update to be provided at Committee	19 March 2024

Min no	Agenda item	Action	Assigned to	Comments/Status	Deadline
53	Draft Air Quality Action Plan	For the Cabinet Member for Environment and Waste to provide further information on the fuel mix of the Council's fleet vehicles.	Cabinet Member for Environment and Waste	Update to be provided at Committee	19 March 2024
55	Recycling of mobile phones	The Cabinet Member for Environment and Waste to provide a timeframe in which permissions for battery collection would be completed.	Cabinet Member for Environment and Waste	Update to be provided at Committee	19 March 2024



**SOUTH
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Environment Overview and Scrutiny Committee


19 March 2024

Report of Councillor Philip Knowles,
Cabinet Member for Corporate
Governance and Licensing

Corporate Plan 2024-2027: Key Performance Indicators

Report Author

Charles James, Corporate Policy Officer

 Charles.James@southkesteven.gov.uk

Purpose of Report

To present the proposed key performance indicators (KPIs) for the Corporate Plan 2024-2027, to be monitored by this Overview & Scrutiny Committee, and to recommend the approval and adoption of the KPI suite from 1 April 2024.

Recommendations

That the Committee:

- 1. Confirm the key performance indicators it wishes to review associated with the actions in the Corporate Plan 2024-2027.**
- 2. Notes that key performance indicators will be monitored throughout the year as determined by the Committee in agreeing its work programme.**
- 3. Notes that the KPI suite will be reviewed and if necessary revised as part of the annual review process.**

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 There are financial implications associated with this report.

Completed by: Alison Hall-Wright, Deputy Director (Finance and ICT) and Deputy S151 Officer

Legal and Governance

1.2 There are no significant legal or governance implications associated with this report which are not already highlighted in the body of the report. KPIs will be regularly reported into the relevant committees, as well as Cabinet.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

2. Background to the Report

- 2.1 The Corporate Plan (the Plan) sets out the strategic vision and key priorities of the Council. The Plan underpins the delivery of all of the Council's strategic activity and provides the performance framework for managing the delivery of the actions and priorities in the Plan. It is good practice for a public sector organisation seeking to deliver a wide set of aims and objectives to produce a Corporate Plan and regularly review the activity and achievements against it.
- 2.2 The Corporate Plan 2024-2027 was adopted by Council on 25 January 2024 (see Appendix 1). It was proposed actions, key performance indicators (KPIs) and targets would be developed by the relevant overview and scrutiny committees (OSCs), which would retain oversight of the performance management arrangements at a strategic level. Cabinet will receive performance reports on a quarterly basis. Scrutiny committees will also be able to take a deeper dive into any areas of concern.

3. Key Considerations

Performance Management Framework

- 3.1 Effective performance management is essential to the success of the Plan. It establishes how delivery will be monitored, improvements driven, and open and transparent accountability upheld.
- 3.2 There are two suites of performance indicators to support the Plan.
 - a) The Key Performance Indicators (KPIs) will monitor the **delivery of the Corporate Plan Actions and the overall performance of the Council**. This report proposes the KPI suite for the 12 actions that fall within the scope of the Environment OSC. Accountability for delivery of these actions rests with the Senior Management Team. A table of the proposed KPIs is available in Appendix 2.
 - b) The Strategic Socio-Economic Indicators (SSEIs) will monitor the progress towards the fulfilment of the Council's vision, 2034 outcomes, and the **overall performance of the district**. Each SSEI is benchmarkable against other local authorities, aligned to the Office for Local Government (OFLOG) suite, and will be reported in the annual State of the District report (SOTD). The SSEIs will be kept under constant revision, enabling immediate incorporation of new OFLOG metrics etc. The Council has limited influence over the SSEIs. Reporting will evidence whether the district is on the right trajectory and provide insight into the Council's operating environment, enable the identification of challenges and shape the service response. The current SSEI suite is available in Appendix 3.

- 3.3 Accompanying the KPI report will be a performance indicator (PI) dashboard. This will present information regarding the performance of the relevant Service, which are out of the KPI measures scope. The intention is to present the 'story' of the Service to Committee, providing as meaningful and robust performance data as possible. These measures are not KPIs and will be kept under constant review by Officers to ensure the most useful data is being captured for the Committee.
- 3.4 Once approved, reporting on the KPIs will be a regular part of the OSC workplans. Mid-year (quarter 2) and end-of-year (quarter 4) reports will be presented to the OSCs. Quarterly reports will be presented to Cabinet and the Corporate Management Team (CMT).
- 3.5 An annual performance report that considers all aspects of the Corporate Plan will be presented to Cabinet. This report will have been to relevant scrutiny committees, to consider any changes required to the KPI suite and the actions of the Corporate Plan. Changes may be required in response to the external operating environment or policy context. As an agile organisation it is crucial for the Council to retain this flexibility.
- 3.6 Work is underway to strengthen the Performance Management page of the Council's website. To improve openness and transparency it is intended this page will host the KPI reports, link to the relevant Committee meetings and publish data pertaining to the performance of the Council, but not directly captured by the measures of the KPI suite. The PI dashboards will all be hosted on the page.

Development and Design

- 3.7 An effective KPI suite must be able to perform three functions:
- Measure activity and performance.
 - Understand experiences and outcomes.
 - Use evidence to inform and drive improvement.
- 3.8 Meeting these functions has underpinned the approach to developing the KPI suite. To do this, two basic foundational principles have been observed:
- The selected metrics must be wholly within the Council's control, so offering accountability and stimulating continuous improvement.
 - The selected metrics must be SMART (Specific, Measurable, Attainable, Relevant & Timely).
- 3.9 Each KPI has quantitative (i.e. numerical or measurable data telling us how many, how much or how often) and qualitative (i.e. non-numerical data to understand underlying reasons, opinions and motivations) measures. The quantitative measures enable progress over time to be monitored and are benchmarkable where appropriate. The qualitative enable the quantitative measures to be contextualised and the experience of service delivery to be

understood. This latter function will be provided by the commentary on each KPI produced by the responsible Officer.

- 3.10 The draft KPIs have been developed in close consultation with the relevant Officers for each service. It is expected that the KPI suite will experience a degree of evolution over the next four years. This improvement will be prompted by the needs of decision makers and the scrutiny committees, and further consideration of how to best meet those needs by Officers.

4. Other Options Considered

- 4.1 As Council has agreed the OSCs will lead on this invaluable work of agreeing KPIs they wish to keep under review, there are no viable alternatives. An absence of success criteria would mean the delivery of the Corporate Plan is unmonitored and prevent continuous improvement. Having a purely internal KPI suite would prevent effective and transparent scrutiny and accountability.
- 4.2 The Department for Levelling Up, Housing & Communities (DLUHC) published draft statutory guidance on compliance with the Best Value Duty for local authorities in July 2023. The Best Value Duty relates to the statutory requirement for local authorities and other public bodies defined as best value authorities in Part 1 of the Local Government Act 1999 (“the 1999 Act”) to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness”.
- 4.3 The guidance provides greater clarity to Local Government on how to fulfil the Best Value Duty by describing what constitutes best value, the standards expected by the department and the models of intervention at the Secretary of State for Levelling Up, Housing and Communities’ disposal in the event of failure to uphold these standards. DLUHC is currently analysing consultation responses to the draft guidance. The final document is expected in 2024.
- 4.4 The draft guidance is clear that *‘Making arrangements to secure continuous improvement in performance and outcomes is a core requirement for achieving best value.’* This will require robust and effective performance management and scrutiny. The presence and practice of these arrangements are characteristics of a well-functioning authority. The absence or poor functioning of said arrangements are indicators of potential failure.

5. Reasons for the Recommendations

- 5.1 The adoption of the KPIs and targets set out in Appendix 2 of this report (and encompassing any changes agreed by the scrutiny committee) will provide a basis for effective performance management of the Corporate Plan 2024-2027 and enables the overview and scrutiny committee to input on the development of the targets.

- 5.2 The annual review process will ensure Cabinet is provided with a clear overview of progress against targets for the previous financial year, along with the opportunity of ensuring the Council's activities are focussed on the highest priority areas (i.e. a refocussing based upon any changes to the external environment or policy context).

6. Consultation

- 6.1 The draft KPIs and targets set out in Appendix 2 have been developed in consultation with relevant officers. This report provides Overview and Scrutiny Committee members with the opportunity to input on the development (and ongoing management) of relevant KPIs and targets.

7. Appendices

- Appendix 1 – Corporate Plan 2024-27
- Appendix 2 – Proposed KPI Suite 2024-27: Environment OSC
- Appendix 3 – Strategic Socio-Economic Indicator (SSEI) Suite: Environment OSC (February 2024)



Corporate Plan 2024-27



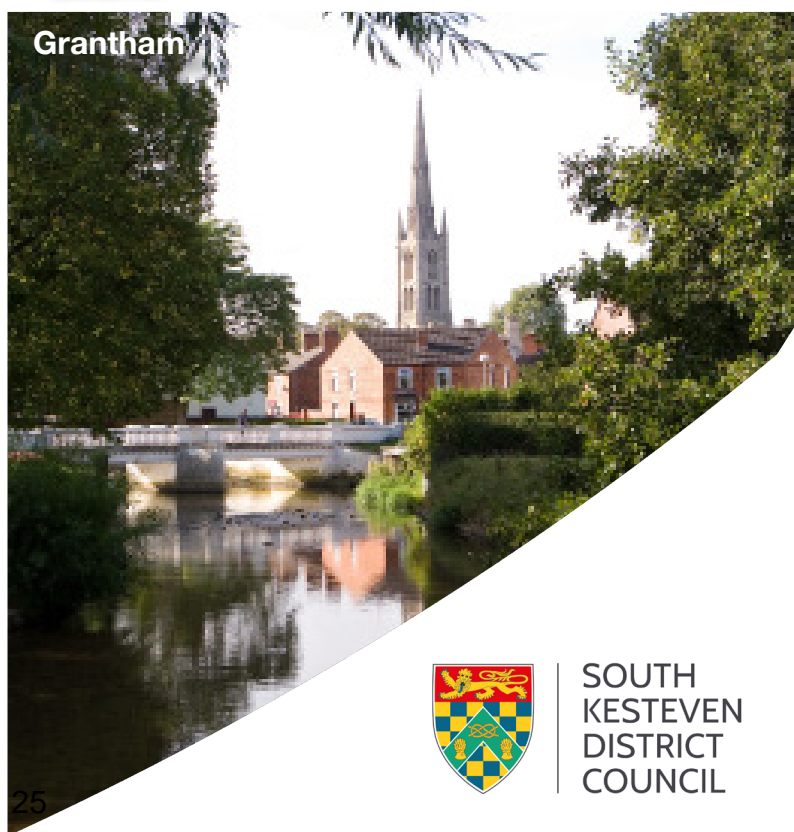
Stamford



Bourne



The Deepings



Grantham



Foreword by the Leader and Chief Executive

South Kesteven is a District full of promise and potential. It is marked by the resilience, strength, resourcefulness and kindness of our communities. It is the mission of the Council to kickstart that potential, driving forward for a sustainable future.

Our Corporate Plan clearly sets out how we intend to realise that mission. It is a statement of who we are as an organisation.

This is a plan grounded in a comprehensive evidence base, informing the Council's strategic direction and priorities.

It is designed to be ambitious, realistic, dynamic and adaptable, with a long-term focus of where we want our District to be in the medium term. We have received excellent engagement from Elected Members, businesses, partners, community groups and residents.

We are confident this Corporate Plan will guide the work of the Council towards our vision to be 'A thriving District to live in, work and visit', underpinned by five priorities:

- We will continue to engage with all communities to support a thriving society that all our residents are proud to be a part of.
- We will meet the challenge of climate change with a renewed energy, championing our District to be a clean, green and healthy environment for future generations.
- We will support business and work with partners across all sectors to create the right conditions to support a dynamic, resilient and growing local economy, which fulfils the potential of the District and benefits all our communities.
- We will ensure all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.
- We will deliver the trusted, high quality and value-for-money services our residents expect and deserve.

Underpinning the priorities are three fundamental principles:

- *Listening and being responsive to the needs of all our communities.*
- *Building public trust and confidence by promoting a culture of openness, transparency and accountability.*
- *Providing value-for-money for residents and businesses through responsible and prudent use of resources.*

The Corporate Plan is our blueprint for the next four years, built upon the foundations of prudent financial management, the values of #TEAMSK, robust performance management and collaboration with partners who share our ambition for South Kesteven.

As the Council delivers the priorities over the next four years, residents and businesses can expect to see a continued focus on our communities, the Council leading the way to achieve Net Zero, sustainable economic growth, housing that meets the needs of the District and an effective Council always delivering for local residents.



Cllr Ashley Baxter
Leader of the Council

Karen Bradford
Chief Executive of the Council



Belton House



Grimsthorpe Castle

A New Vision for South Kesteven

The Corporate Plan is based on a golden thread. This is the thread that connects all work, at all levels of the organisation, directly to our overarching vision, priorities and ambitions.

The vision sets out what the Council wants the District to be like:

‘A thriving District to live in, work and visit’.

This phrase encapsulates our aspirations for the District, a place of dynamic, prosperous, and connected communities. Above all, a place residents are proud to call home.

Our mission is to provide excellent public services and robust governance to support South Kesteven. A mission statement defining the approach the Council will adopt has been developed:

‘South Kesteven aims to be a modern and forward-looking Council that delivers effective, efficient and equitable public services to enhance the well-being of our residents, enable prosperity, protect the environment and empower communities for a sustainable future’.

The statement sets out who we aspire to be as an organisation: committed, creative, caring. Grounded in the principles of transparency, accessibility, and accountability.

The vision and mission statement underpin our priorities and approach to service delivery. Where we have statutory services to deliver: providing housing, collecting waste, running elections, planning, licensing and environmental health, these will be delivered with the high quality, consistency and timeliness expected by our residents and businesses.

Where we deliver discretionary services: a sustainable leisure and cultural offer, supporting local enterprise and reinvigorating our towns and leading on climate action, these will be delivered with energy and creativity to achieve an exemplary level of service provision.

We recognise our vision cannot be achieved in isolation. We will champion community participation and collaborative partnerships with businesses and other public sector organisations.

We will continue to build on South Kesteven’s success as a thriving place to live, work and visit. We will cement our reputation as a Council trusted by our residents to deliver value for money.

South Kesteven: A place to call home

South Kesteven is the southern gateway to Lincolnshire. A District where heritage meets innovation, proud of our past, whilst focused on the future.

The 2021 census revealed South Kesteven is home to 143,400 residents. The majority of the population reside in the four historic market towns of Bourne, Grantham, Stamford, and The Deepings. The remainder live in the network of villages and rural dwellings. Rates of life expectancy and satisfaction are above national averages and are the highest in Lincolnshire. There is a proud military and aviation heritage reflected in the District being home to a substantially higher population of veterans than the national average, 7.4% of South Kesteven's adult population have served in either the regular or reserve Armed Forces.

The District is generally affluent with low levels of deprivation, gross disposable household income per head is the highest in Lincolnshire, whilst median earnings for residents are amongst the highest in Lincolnshire. The elegant Georgian town of Stamford has frequently been voted one of the best places to live in England. Nevertheless, there remain small pockets of severe deprivation, primarily in Grantham. The economy of the District is diverse with 6,265 registered enterprises in the District, the largest business base in Lincolnshire.

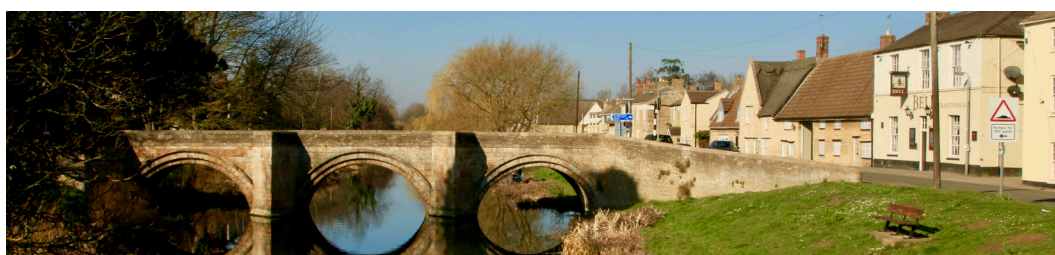
The District boasts enviable north-south connectivity and is strategically located alongside the A1 and the East Coast mainline, with arrival in London Kings Cross in less than 70 minutes by train. Combined with superb schools, attractive surroundings, a relatively lower cost of living compared to elsewhere in Britain and a low crime rate – South Kesteven is one of the safest areas in Lincolnshire. This makes the District an attractive destination for those seeking to settle and raise a family.

The high quality of life is the District's key strategic asset. Indeed, the population increased by 7.2% over the 2010s and is projected to reach 152,458 by 2036. This growth is driven by newcomers from other parts of the country, which is a strong signal of confidence in the future of South Kesteven.

As we look to the future, along with the numerous advantages set out above, we must have clear understanding of the challenges facing South Kesteven. The four key long term strategic challenges are summarised as:

- A Changing Society - The population of the District is ageing, with growth driven by internal migration.
- Opportunity for all – The District is home to some of the least deprived areas in the country, yet also has persistent pockets of severe deprivation.
- Tackling the Climate Emergency - Lead and champion the local response to climate change with the ambition of a Net Zero District by 2041.
- Sustainable and Inclusive Growth - The District's economic performance in terms of productivity, earnings and wage growth has been slow over the past decade.

The Corporate Plan has been developed in this context. These challenges will require imagination, transformation and collaboration to address. Our priorities contain fifteen outcomes for 2034. Each articulate what successful delivery of our vision for South Kesteven would look like. We cannot deliver our vision alone. The outcomes provide long-term focal points to bring together residents, businesses, skills providers, partners and community groups to develop and deliver action – united by the common goal of a thriving South Kesteven.



Bridge over the River Welland, Deeping St James



A District in Numbers



The life expectancy is
80.6
the highest in
Lincolnshire



The 2021 census estimated
the population of the
District to stand at

143,400

The population is projected
to reach 155,821 by 2043



The District is ranked
amongst the top
20%
of Districts in
England for life
satisfaction

The median age
of the District is

46

There are

6265

businesses in the District,
43 per 1000 residents



South Kesteven
is ranked
amongst the

40%

least deprived
Districts in
England

The crime rate is the
second lowest in
Lincolnshire at
61.16
recorded offences
per 1000 residents



69%

of households own
their own home



12%

of households
experience fuel
poverty

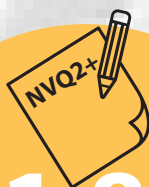
12.3%

of under 16 year olds experience
relative child poverty



13%

of jobs are in
knowledge intensive
services



81.8%

of the 16-64 population possess
at least NVQ2+ qualifications.

41.1% possess NVQ4+
qualifications



Median annual gross
earnings are

£31,914

Gross disposable
household income
per head is

£21,467

– the highest in
Lincolnshire

The local economy is worth

**£2.722
billion**



1hr

CO₂

The District's total
territorial CO₂e emissions
in 2020 were

948kt CO₂e

This equates to 6.6 tonnes
per capita



Priority 1: Connecting Communities

Mission: To enhance the strength, wellbeing, security and capacity of all our communities for a thriving and cohesive society that all our residents are proud to belong to.

Ambitions

We will:

- Enable opportunities for increased public engagement to empower and connect our communities.
- Deliver and facilitate a sustainable leisure and cultural offer.
- Work in partnership with the voluntary, private and public sectors to enable the delivery of community projects and responsive support services to meet the needs of all our communities.
- Encourage sport and physical activity to support healthy lifestyles and reduce health inequalities.
- Celebrate and promote the strong heritage and rich culture of South Kesteven.



Inspecting the troops at Prince William of Gloucester Barracks in Grantham

Why?

Strong communities are the foundation of strong societies and economies. We are fortunate that our District is largely prosperous. Most residents live in good and safe neighbourhoods, with energised community involvement, networks and facilities.

It is our task to nurture communities through support, empowerment and investment. This means working with our communities to understand their priorities and needs, to develop and deliver solutions to the issues which matter most. This means proactively improving the health and wellbeing of residents through a sustainable leisure and cultural offer.

This means building and maintaining relationships with key partners: community groups, the Police, the NHS and other tiers of government. This means supporting young people and the most vulnerable, and targeting funding towards communities who feel disconnected or left behind.

A thriving South Kesteven is one where all residents have the opportunities to lead healthy and fulfilling lives, in safe neighbourhoods and realise their full potential.

To ensure strategic focus and momentum towards the completion of our ambitions is maintained, we have described what we want our District to look like in 2034:

2034 Outcomes

- South Kesteven is a fair and vibrant society, which residents actively shape and are proud to belong to. ✓
- Inequalities within the District are reduced with pockets of severe deprivation eliminated. No part of the District will rank in the bottom decile for relative deprivation. ✓



What we have delivered:

- Received an Employer Recognition Scheme Gold Award for outstanding support to the Armed Forces community – one of only 18 organisations across the East Midlands to hold the status.
- Established the £1 million South Kesteven Prosperity Fund (SKPF), which has funded 70 projects undertaken by towns, parishes and community groups across the District.
- Upgraded 40 CCTV cameras to further improve our accredited and highly commended CCTV service.
- Granted £219,000 to local projects through the Community Fund.
- Secured an award of £344,659 from Phase 1 of the Swimming Pool Support Fund to support the operation of LeisureSK Ltd with the increased costs in relation to utilities and pool chemicals. Further bids submitted to Phase 2 of the Swimming Pool Support Fund for energy saving initiatives and a bid submitted to the Public Sector Decarbonisation Scheme.
- Secured Arts Council Transition Funding for the consortium of venues which includes Stamford Arts Centre, Guildhall Arts Centre, Louth Riverhead Theatre and the South Holland Centre.
- Adopted the Lincolnshire Districts Health and Wellbeing Strategy and developed a bespoke local Action Plan to drive health and wellbeing improvements at a local level.

What we will do:

- Deliver the Local Health and Wellbeing Action Plan
- Deliver the Sport and Physical Activity Strategy and accompanying Action Plan.
- Deliver the Cultural Strategy and accompanying Action Plan.
- Invest in a sustainable leisure and cultural offer.
- Ensure that our leisure facilities and arts venues are sustainable and meet future needs.
- Enable and support a flourishing and vibrant artistic and cultural scene.
- Deliver the Community Engagement and Development Strategy and accompanying Action Plan.
- Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police.
- Deliver the Safer Streets programme and seek opportunities to develop a legacy applied District wide once the funding period ends.
- Continue to support our Armed Forces Community, and as a Defence Employer Recognition Scheme (DERS) Gold Award holder, advocate for the Armed Forces Community Covenant.

Priority 2: Sustainable South Kesteven

Mission: To meet the challenge of climate change and ensure a clean, green and healthy natural and built environment for present and future generations.

Ambitions

We will:

- Lead by example in reducing our operational carbon footprint by 30% between 2019 and 2030.
- Lead and champion the local response to climate change with the ambition of a net zero District by 2041.
- Significantly increase tree planting across the District and manage, care and protect existing tree cover.
- Ensure the District is always a safe, clean and pleasant place to live, work and visit.
- Protect and enhance the natural environment and wildlife habitats, working to actively restore and rehabilitate damaged eco-systems.
- Provide an excellent and value for money waste and recycling collection service.

Why?

Addressing climate change and nature loss is the challenge of this generation. We have the ambition to take this challenge on, both by reducing our own carbon footprint and through sustainable management of our resources, corporate estate and housing stock.

We will champion and influence the District to do the same. We have produced the Climate Action Strategy 2023 with an accompanying Action Plan, to clearly set out how we will do this.

Responsible stewardship, an outstanding natural environment and a beautiful built environment are important for health, wellbeing, and pride of place. The District benefits from a unique countryside, extensive parks and open spaces and historic townscapes. It is our role to work to conserve, promote and enhance this inheritance for the benefit of current and future generations.

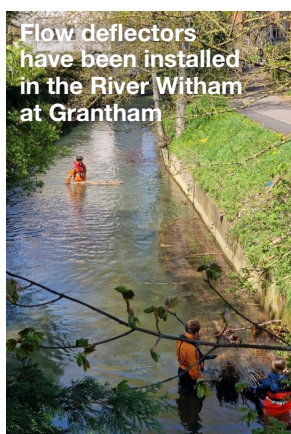
This means ensuring through planning, developments are sustainable and fit the character of the District. This means actively improving and restoring the biodiversity of South Kesteven, respecting the rural nature and promoting green and open spaces as places where nature and wildlife can flourish.

We will proactively challenge and enforce against environmental crimes, such as littering and fly tipping, and will promote responsible behaviours aimed at reducing waste and encouraging recycling. We will run an exemplary and value-for-money waste and recycling service. To ensure strategic focus and momentum towards realisation of our ambitions, we have described what we want our District to look like in 2034 as:

2034 Outcomes

- Greenhouse gas emissions have been greatly reduced. The District is on target to achieve net zero by 2041. The Council has met or exceeded the interim operational emissions target. ✓
- Adaptation and resilience to a changing climate is embedded across the organisation. ✓
- The Climate Action Plan has been delivered. ✓
- The Council's waste & recycling collection and environmental services are nationally regarded as exemplary models of delivery. ✓





What we have delivered:

- Published our first Climate Change Action Strategy 2023, establishing how the Council will continue to reduce its carbon footprint and adapt to a changing climate, whilst leading, influencing and championing the District to do the same.
- 152 properties received upgrades to low-carbon heating systems, making homes warmer and reducing energy costs for tenants through the Green Homes Grant.
- A further 300 social housing properties will be upgraded via the £7.26m Social Housing Decarbonisation Fund.
- Secured Green Flag status for the three parks in Grantham: Wyndham Park, Queen Elizabeth Park and Dysart Park.
- Rejuvenated riverside areas along the River Witham in Grantham, including the creation of a wetland area in Queen Elizabeth Park, through the successful delivery of the £1.29m Blue-Green Corridor scheme, improving access to wildlife for 13,700 residents.
- Successfully insourced the grounds maintenance team from EnvironmentSK Ltd.

What we will do:

- Deliver the Climate Change Action Strategy programme.
- Continue to reduce operational emissions to achieve the target of a 30% reduction on 2019 by 2030 and develop modelling to set a target of achieving Net Zero operations as soon as viable.
- Review and implement energy efficiency and renewable energy opportunities across the corporate estate, such as solar panels and EV chargers.
- Improve the energy efficiency of the leisure estate and review further renewable energy opportunities.
- Review and implement energy efficiency and renewable energy opportunities across the sheltered and social housing properties.
- Adopt a Tree and Woodland Strategy and deliver an accompanying Action Plan.
- Ensure biodiversity net gain is delivered through planning and corporate projects.
- Continue to tackle waste related crimes, including fly tipping with support from the Lincolnshire Environmental Crime Partnership.
- Manage the smooth implementation of twin stream recycling to improve the recycling rate and reduce contamination.
- Develop and implement an effective process for the collection of food waste.
- Deliver a range of schemes to improve the recycling rate.
- Manage the construction and transition to a new purpose-built depot, which is fit for purpose, and explore options for the old depot.
- Develop and deliver the Fleet Management Strategy and accompanying Action Plan.

Priority 3: Enabling Economic Opportunity

Mission: To enable and support a dynamic, resilient and growing local economy, which benefits all our communities.

Ambitions

We will:

- Work to support businesses to protect existing jobs and create new opportunities for all.
- Promote the District as an attractive place to visit, work, invest, study and do business.
- Attract investment to improve infrastructure, support regeneration and drive economic growth.
- Ensure an adequate supply of suitable land is allocated for commercial use and facilitated through the Local Plan.
- Maintain and strengthen relationships with the business community to understand and support their needs and aspirations.
- Develop links with educational institutions to upskill residents to meet the needs of the current and future economy.

A vibrant economy will attract new businesses, which in turn provides more jobs and opportunities for residents.

The District boasts excellent north south transport connectivity, a large business base, a skilled population, superb schools and colleges, and an attractive quality of life offer.

Capitalising on this potential entails continuing to build on the links with business forged during the pandemic, working with educational institutions to upskill residents, the operation of an effective planning system and attracting investment and funding to revitalise our towns.

By providing local opportunities, supporting businesses and employers and investing in town centres, we will enable conditions which attract and retain people who want to invest, live, work and visit the area.

We will lead by example as an employer of choice, offering excellent staff development and apprenticeship opportunities.

To ensure strategic focus and momentum towards realisation of our ambitions, we have described what we want our District to look like in 2034 as:

Why?

Economic success is closely linked to cultural success and a sense of pride in the community.

2034 Outcomes

- South Kesteven has a thriving, innovative and diverse economy and is recognised as a great place to live, visit, invest and do business. ✓
- The District's economy is growing strongly, increasingly based upon knowledge-intensive services, generating high quality jobs, with productivity levels well above the regional median and wages above the national average. ✓



Major restoration
at Westgate Hall
in Grantham



Networking across
Lincolnshire and beyond

What we have delivered:

- Created the Local Economic Forum (LEF) made up of key stakeholders which help guide decision-making and act as a key consultative body on future strategies, initiatives and funding programmes regarding local economic development.
- Distributing £3.9 million of UK Shared Prosperity Fund (UKSPF) monies.
- Through the £1.263 million High Street Heritage Action Zone programme, restored the iconic Grade II listed Westgate Hall, Grantham and nine shopfront regeneration projects, generating over £350,000 in private sector investment.
- Accelerated the £5.56 million Grantham Future High Streets Fund to the delivery phase with public realm and residential accommodation projects scheduled for completion in 2024.
- Allocated over £53 million in COVID support grants to 3000 businesses. The Council was shortlisted for the East Midlands 'Best COVID Response Award' in 2022.

What we will do:

- Deliver the Economic Development Strategy and accompanying Action Plan.
- Deliver initiatives to expand and deepen engagement with business.
- Continue to distribute the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) and explore opportunities to develop a legacy beyond the funding period.
- Embed and strengthen the Local Economic Forum as a key institution for local stakeholders to shape the District's approach to skills, business support and investment.
- Work with the Lincolnshire Growth Hub to support businesses to start-up, succeed and grow.
- Strategically leverage the Council's procurement spend to maximise social value.
- Consider targeted interventions – planning powers and schemes, to achieve high-quality regeneration across the District and explore options to unlock stalled sites.
- Bring forward a step change in the way Council-run street markets are presented, operated and promoted.
- Develop a long-term approach to regeneration and be prepared for investment and funding opportunities.
- Continue to promote and develop South Kesteven as an attractive visitor destination, focusing on our cultural and heritage strengths.

Priority 4: Housing

Mission: To ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.

Ambitions

We will:

- Through the Local Plan facilitate a range of appropriate and sustainable housing and community facilities for future generations and the emerging needs of all our communities.
- Deliver exemplary and high-quality services for housing and homelessness.
- Engage effectively with our tenants to shape the services we deliver.
- Increase the supply of sustainable and high-quality Council-provided housing.
- Work with developers and private landlords to ensure sustainable, affordable and high-quality housing is facilitated.

Under international law, to be adequately housed means having secure tenure. It means living somewhere which is in keeping with your culture and having access to appropriate service, schools and employment. Rates of home ownership are high in South Kesteven. Prices are relatively affordable compared to elsewhere in England. The Council owns and is the social landlord to nearly 6000 properties.

As a planning authority, the system will be operated efficiently as a driver to sustainable growth. Planning policy will maintain a strong focus on good design to ensure developments are sustainable and in line with the unique characters of the District. We will look to ensure housing across a range of prices and tenures, with appropriate community facilities, are available to meet demand and help residents to remain in the District.

We will continue to drive improvements in our housing services, to deliver exceptional provision which meets the needs of our tenants and the residents of South Kesteven.

To ensure strategic focus and momentum towards realisation of our ambitions, we have described what we want our District to look like in 2034 as:

Why?

The provision of decent homes is an economic, social and moral necessity. Without a suitable housing supply, productivity growth is constrained, and the local economy will stall. Housing is most importantly a human right.

2034 Outcomes

- Housing delivery matches the needs of communities, homes are affordable, private rentals are high quality and homelessness is reduced. ✓
- The Council's housing and planning services are nationally regarded as exemplary models of delivery. ✓
- Housing services are fully compliant with all regulations and best practice. Repairs and complaints are actioned promptly and to a high standard. The Council's tenants feel their concerns and priorities are recognised and are satisfied with the service provided. ✓
- Successful delivery of the ongoing new build pipeline continues to contribute towards meeting the housing need in the District. ✓



Council bungalows in Trinity Road, Stamford



Breaking ground at Swinegate, Grantham



Artist impression of Elizabeth Road, Stamford

What we have delivered:

- Ground broken on the construction of 20 properties at Swinegate, Grantham. This is part of a pipeline of the Council building 65 affordable properties over the next two to three years.
- Successfully delivered the Housing Improvement Plan after self-referring to the Regulator of Social Housing. The Regulatory Notice has been lifted.
- Delivering a £3.2 million programme of renovation works to 143 properties in the Earlesfield Estate, Grantham.
- Acquired 21 properties through the first tranche of Local Authority Housing Fund money allocated to the Council. These will house Ukrainian and Afghan refugees and will ultimately be added to Council's social housing stock.
- Introduced new housing management and choice-based letting systems.
- Commenced an early review of the Local Plan with a confirmed five year housing land supply.
- Completed 336 adaptations through the Disabled Facility Grants scheme worth a total of £2.9 million.

What we will do:

- Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.
- Ensure services to support residents to remain living in their community with as much independence as possible, ideally within their own home, with the right support.
- Review and rationalise the Council's assets portfolio to ensure an optimal return for the Council.
- Deliver the £3.3 million decarbonisation programme.
- Ensure the Council's housing stock is high quality and suitable for the needs of tenants now and into the future. Seek to dispose of properties which are economically unviable.
- Continue to improve the turnaround period and standard of properties.
- Deliver a high-quality, planned and responsive repairs service.
- Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.
- Seek opportunities to improve the energy efficiency of the Council's own housing stock and continue to support private retrofit projects to reduce energy costs, lower carbon emissions and create a more sustainable future.
- Develop a joint approach to bringing empty homes back into use.
- Ensure the Local Plan continues to facilitate sustainable growth across the District and the Local Plan Review is successfully completed in 2026.
- Ensure the planning process is effective, efficient, high quality and timely.

Priority 5: Effective Council

Mission: To deliver trusted, high quality and value-for-money services that fulfil the needs and expectations of all our residents.

Ambitions

We will:

- Provide excellent, value-for-money and financially sustainable services.
- Manage our resources and assets effectively with open, transparent, and accountable decision making.
- Actively and effectively engage with and listen to our residents, placing their needs and concerns at the heart of everything we do.
- Embrace and maximise opportunities for innovation, improvement and securing external funding.
- Through #TEAMSK retain a highly skilled, empowered, motivated and professional workforce.
- Uphold a healthy and robust local democracy, where Elected Members champion their wards, communities and the District as a whole.

Why?

The key to delivering local growth, thriving communities and a healthy local democracy is effective political and administrative leadership. This requires a clear vision and set of priorities, and the will and ability to champion the area.

Effective leadership is open and accountable, this is the foundation of a positive relationship between the Council and residents and businesses.

Trust should never be taken for granted. Our residents and businesses rightly have high expectations of us. We must and will demonstrate that we are worthy of trust through action. In a period where there have been high profile national failures across local government it is more important than ever that the Council delivers on its duty to provide best value for its residents. This means a Council that is responsible in its handling of public money and makes prudent use of its resources to achieve financial sustainability. This means delivering the excellent services that are expected, in partnership and collaboration with other organisations where possible. This means having robust governance and management structures in place.

This means having an energetic organisational culture committed to high performance and continuous improvement. Above all, this means a confident and outward looking Council that is always open to honest scrutiny and challenge and listens our residents. It is in this spirit that we have produced this Plan and will approach all our priorities and ambitions. To ensure that strategic focus and momentum towards the realisation of our ambitions is maintained, we have described what we want our Council to look like in 2034:

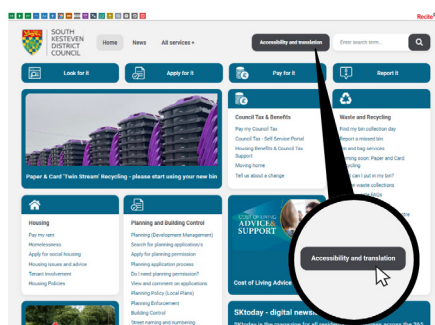
2034 Outcomes

- The Council's service delivery provides exceptional quality and value for money and is nationally regarded as exemplary in its approach when compared to peer authorities. ✓
- The Council's governance offers exceptional quality and assurance and is nationally regarded as an exemplary model in its approach when compared to peer authorities. ✓
- The Council's financial management offers exceptional quality and value for money and nationally regarded as an exemplary model in its approach when compared to peer authorities. ✓

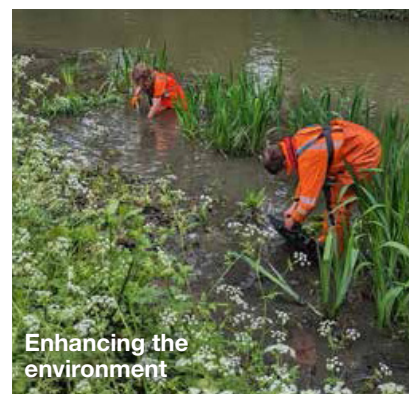




Waste freighter raising awareness of breast cancer



Providing inclusive and accessible services for residents



Enhancing the environment

What we have delivered:

- A successful Corporate Peer Challenge resulted in a review of governance structures and rationalised the amount of Council-owned companies to improve efficiency and effectiveness.
- Adopted a People Strategy, vastly improving staff engagement, retention, training and satisfaction.
- Completed a full review of the Health & Safety policy and plans to strengthen risk control and accident awareness across the Council.
- Pursued a policy of 'grow your own' employing

23 apprentices and awarded Apprenticeship Employer of the Year 2023 by Grantham College.

- Saved £300,000 per annum by moving into modern, open plan office accommodation in Grantham.
- Implemented and embedded a new Constitution and Committee structure, including a new Housing Overview & Scrutiny Committee and Standards Committee.
- Completed 2021-22 and 2022-23 Statement of Accounts audit. An unqualified opinion was received for 2021-22. The same is expected for 2022-23.

What we will do:

- Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the District to help communities to be more self-sufficient.
- Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent.
- Continue to implement and embed a one team approach to deliver effective services.
- Produce and deliver a Councillor Development Strategy and accompanying programme to achieve accredited Councillor Development Charter status.
- Deliver the refreshed Customer Experience Strategy and accompanying Action Plan.
- Ensure the tax collection process is always effective, efficient, timely and fair.
- Deliver a balanced, sustainable financial plan over the medium term.
- Implement and embed the new finance system.
- Deliver the IT Roadmap, ensuring all systems meet the needs of internal and external customers, and explore opportunities for new technologies and innovation.
- Seek opportunities to maximise value for money in all services.
- Deliver the Internal Audit Plan and drive continuous organisational improvement.
- Ensure procurement is always compliant, fair and delivers value for money.
- Continue to embed the People Strategy and accompanying Action Plan.
- Develop and deliver Planned Maintenance Strategy and accompanying Action Plan.



The Foundations: Financial Sustainability

South Kesteven District Council continues to work hard to ensure that high quality and cost-effective services are delivered and that savings and efficiencies are achieved which will assist with achieving financial sustainability.

There is a clear focus on identifying how a balanced budget can be achieved over the medium term in order to ensure that services continue to receive the investment required to deliver a quality offer to our residents.

The Council continues to drive forward its plan to achieve financial sustainability against a backdrop of significant uncertainty regarding future funding from government.

This year is the sixth in succession that Councils have received a one-year only funding settlement which makes financial planning extremely challenging and national changes to the way in which Councils will be funded in future further adds to the uncertainty.

The latest budget forecasts show that the Council needs to save £1.15 million over the next three years, based on government funding assumptions, in order to be in a position where a balanced budget will be achieved.

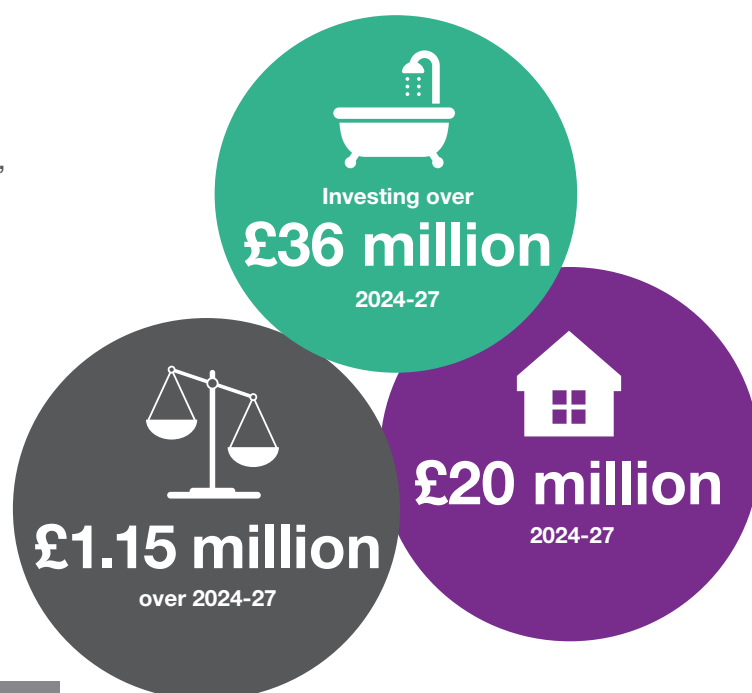
The Council is fully committed to achieving this target and will continue to adopt approaches which include streamlining the organisation, so that it is ready for the challenges ahead, modernising processes and procedures, and rationalising assets and operating costs where possible.

The delivery of the Council's priorities set out in the Corporate Plan remains its key focus.

Underpinning this is a pledge to provide quality services, a strong commitment to investing in sustainable growth, meeting the challenge of climate change, improving leisure facilities and delivery of an ambitious housing programme that meets the needs of the social housing sector.

Financed from a combination of reserves and grants, the Council has committed over £20 million to fund the delivery of new build social and affordable housing and stock acquisition programmes over the next three years. Over the same time period it will also continue to maintain its existing housing stock, by investing over £36 million in a range of programmes including compliance works, re-roofing, external wall insulation, structural refurbishment and the replacement of kitchens and bathrooms.

The environment in which the Council set out its medium-term financial plan remains challenging and there is a great deal of uncertainty regarding future government funding, however the Council remains committed to providing high quality services to all its residents and delivering the actions set out in the Corporate Plan.



The Foundations: Managing Performance

Effective performance management is essential to progress in delivering the ambitions and actions of the Corporate Plan. This requires monitoring whether initiatives are having the intended positive impacts on the District. There are two suites of performance indicators to support the Corporate Plan – Key performance indicators and strategic socio-economic Indicators.

The Key Performance Indicators (KPIs) will monitor the delivery of the Corporate Plan Actions and the overall performance of the Council. Each KPI is SMART (Specific, Measurable, Attainable, Relevant & Timely) and agreed via the scrutiny committees to which quarterly reports will be presented.

The selected metrics will be wholly within the Council's control and will offer accountability and stimulate continuous improvement. The suite will be reviewed annually.

The Strategic Socio-Economic Indicators (SSEIs) will monitor the progress towards the fulfilment of the Council's Vision, 2034 Outcomes, and the overall performance of the District. Each SSEI is benchmarkable against other local authorities, aligned to the Office for Local Government (OFLOG) suite, and will be reported in the annual State of the District (SOTD). The SSEIs provide the evidence base of the Corporate Plan, underpinning the District SWOT analysis which has informed the Council's Priorities and Ambitions.

The Council has only very limited influence over the SSEIs. Reporting will evidence whether the District is on the right trajectory and provide insight into the Council's operating environment, enable the identification of challenges and shape the service response. The table below sets out some examples of SSEIs for each priority:

Priority Area	Example SSEI
Connecting Communities	Crime rate per 1000 residents
	Prevalence of child poverty
	Physically active adults
Sustainable South Kesteven	Household waste recycling rate
	Air quality
	Total territorial CO ₂ emissions
Enabling Economic Opportunity	Employment rate
	Productivity
	Median weekly earnings
Housing	Affordability ratio (median earnings/house prices)
	Net additional homes delivered
	Households in temporary accommodation
Effective Council	Council Tax collection rate
	Total core spending power per dwelling
	Level of band D Council Tax rates



The Foundations: Values and Equalities

The values of the Council determine how we behave and deliver services to residents and businesses and how we interact with each other. They are the ‘true north’ that underpins the culture of #TEAMSK.



Our values are:

- **Trust** - Trust is the foundation of all positive relationships – between colleagues, management, officers and Elected Members, and our residents trusting us. It is about fostering a culture of honesty and openness.
- **Empowerment** - Colleagues are encouraged and supported to take initiative and contribute to the betterment of our services and our communities.
- **Accountability** - We are transparent in and take ownership of our actions and decisions.
- **Making a Difference** - Recognising that the Council is driven by a purpose to create a positive impact and improve the lives of all our residents and communities.
- **Supportive to All** - Putting the residents at the heart of everything we do.
- **Kindness** - Being emphatic and understanding of others and always going the extra mile.



Equality, Diversity and Inclusion

Our commitment to equalities is about long-term, continuous improvement.

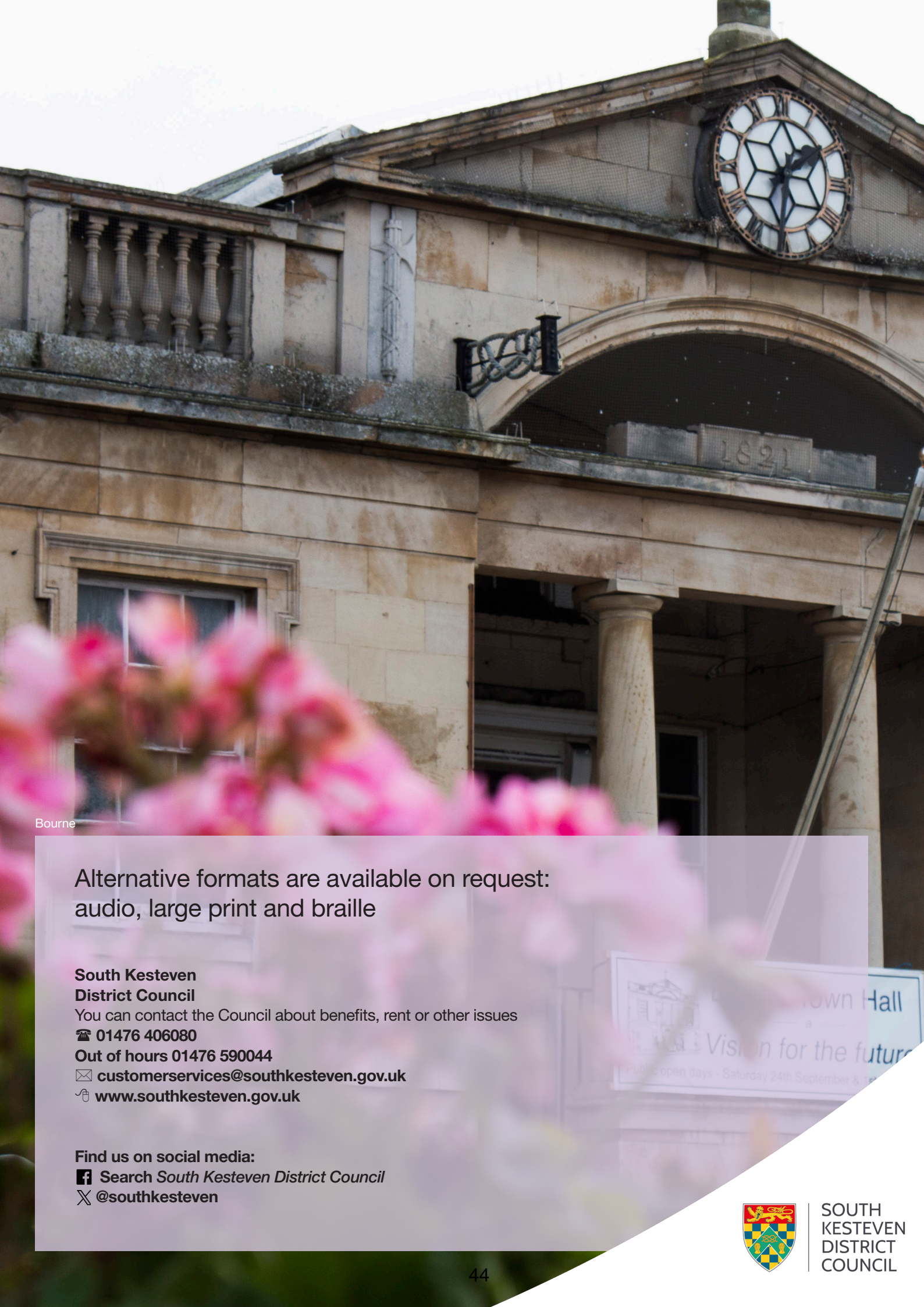
It is the responsibility of all Officers and elected Members to implement the principles of equality, diversity and inclusion.

Our equality objectives will be supported by a

delivery plan as part of the People Strategy, which will include actions from all service areas.

This will ensure consideration of the needs of our staff and our residents is at the heart of what we do – from the earliest stage of development, through to decision-making and implementation.

Objective	How this will be achieved
Continue to maintain an inclusive, diverse workforce that feels valued.	In all parts of your work life we will work in a fair and equitable manner.
	Encourage celebration and support our differences.
Continue to build and promote a culture of equality and inclusion into all the services, functions and projects we deliver.	Develop a network of equality allies across the Council who are empowered to support and advise their colleagues on matters of equality, diversity and inclusion.
	Ensure all projects, policies strategies and reports which have a direct impact on people are accompanied by a robust equality impact assessment.
	Consult with residents on all aspects of the Council's work that have a direct impact on them as our customers
Continue to develop and support resilient, connected and inclusive communities that have a voice in the decisions that affect them.	Ensure the Council's services are responsive to different needs and treat service users equitably, with dignity and respect.
	Involve, listen and respond to our communities effectively.
	Engage with communities to promote opportunities for funding and project support.



Bourne

Alternative formats are available on request:
audio, large print and braille

**South Kesteven
District Council**

You can contact the Council about benefits, rent or other issues

☎ 01476 406080

Out of hours 01476 590044

✉ customerservices@southkesteven.gov.uk

🌐 www.southkesteven.gov.uk

Find us on social media:

📘 Search *South Kesteven District Council*

🐦 @southkesteven



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Corporate Plan 2024-27 – Draft Provisional KPI Suite – Environment OSC									
Priority	Code	Overview & Scrutiny Committee	Provisional Action	Action Summary	Service Area	Provisional Owner/s	Proposed KPI Measure/s	Provisional Targets	Notes
Sustainable South Kesteven	ENVIRO1	Environment	Deliver the Climate Change Action Strategy programme.	Delivery of document and document contents.	Projects, Performance & Climate Change	Sustainability & Climate Change Officer	Development & Approval of Action Plan	Approval of Action Plan by end of 2024	N/A
							% of total actions on target/complete	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	
Sustainable South Kesteven	ENVIRO2	Environment	Continue to reduce operational emissions to achieve the target of a 30% reduction on 2019 by 2030 and develop modelling to set a target of achieving Net Zero operations as soon as viable.	Reduction of direct operational emissions.	Projects, Performance & Climate Change	Sustainability & Climate Change Officer	Reduction in SKDC carbon emissions.	190 tonnes a year.	N/A
							% of action plan for theme: Low Carbon Council	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	
Sustainable South Kesteven	ENVIRO3	Environment	Review and implement energy efficiency and renewable energy opportunities across the corporate estate, such as solar panels and EV chargers.	Energy efficiency of corporate estate.	Projects, Performance & Climate Change	Sustainability & Climate Change Officer	Charging Point Utilisation Percentage (% of total time charger in use)	15%	Report amount of funding secured to support energy efficiencies and Display Energy Certificate (Energy Performance Operational Rating) as Pls.
							Review and Implementation of energy conservation measures	Number of actions/options reviewed (cumulative)	
								Number of actions implemented	
Sustainable South Kesteven	ENVIRO7	Environment	Adopt a Tree and Woodland Strategy and deliver the accompanying action plan.	Tree and woodland strategy	Projects, Performance & Climate Change	Sustainability & Climate Change Officer	Development & Approval of Action Plan	Number of actions/options reviewed (cumulative)	N/A
								Number of actions implemented	
Sustainable South Kesteven	ENVIRO8	Environment	Ensure that biodiversity net gain is embedded through corporate projects and operations	Biodiversity net gain for corporate projects	Projects, Performance & Climate Change	Sustainability & Climate Change Officer	Develop and deliver Biodiversity Action Plan.	Number of actions reviewed	Limited to PPCC new build pipeline. The Council does not have control of whether developers fulfil net gain commitments.
							Biodiversity net gain for HRA new build projects.	Number of actions implemented	
								Number of sites 10% or above BNG targeted	
Sustainable South Kesteven	ENVIRO9	Environment	Continue to tackle waste related crimes, including fly tipping with support from the Environmental Crime Partnership	Enforcement on waste related crimes.	Public Protection	Head of Service (Public Protection)	Number of enforcement actions undertaken when evidence of an offence is available.	50% of cases enforced against where evidence of an offence is found.	Note: enforcement can include warning letter, simple caution, FPN, Community Protection Notice or Warning, Prosecution.

Priority	Code	Overview & Scrutiny Committee	Provisional Action	Action Summary	Service Area	Provisional Owner/s	Proposed KPI Measure/s	Provisional Targets	Notes
Sustainable South Kesteven	ENVIRO10	Environment	Manage a smooth implementation of twinstream recycling to improve the recycling rate and reduce contamination.	Implementation of twinstream recycling	Waste	Head of Waste Management & Market Services	% of households with access to the twin stream recycling service.	1% YOY increase (currently 88%)	N/A
							% of non-target waste within the recycling stream.	10%	
							Proportion of total recycling waste collected which is paper and card.	35%	
Sustainable South Kesteven	ENVIRO11	Environment	Develop and implement an effective process for the collection of food waste. (Food waste collection mandatory from 31st March 2026)	Implementation of food waste collection.	Waste	Head of Waste Management & Market Services	Work with relevant stakeholders to establish a project group and Action Plan for implementation	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	N/A
							% of non-target waste within the recycling stream.	10%	
							Tonnes of food waste collected	1% YOY increase from 2026 baseline	
Sustainable South Kesteven	ENVIRO12	Environment	Deliver a range of schemes to improve the recycling rate.	Future projects to improve recycling rate	Waste	Head of Waste Management & Market Services	Tonnes of domestic waste recycled per household	0.5t	N/A
							Increase uptake of the garden waste recycling service.	1% year on year increase.	
							% of non-recyclable materials in the recycling stream.	15% (currently 30% - twin stream comms campaign has reduced this recently)	
Sustainable South Kesteven	ENVIRO13	Environment	Manage the construction and transition to a new depot, that is fit for purpose, and explore options for the old depot	Delivery of new depot	Waste	Property Services Manager	Construction commenced	July 2024	N/A
							Construction Completion	March 2025	
							New depot fully operational	May/June 2025	
							Options appraisal for future of Alexandra Road	March 2024	
Sustainable South Kesteven	ENVIRO14	Environment	Develop and deliver the Fleet Management strategy and accompanying action plan.	Delivery of document and document contents.	Waste	Head of Waste Management & Market Services	Develop and adopt Strategy	Approval - TBC	N/A
							% of total actions on target /complete	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	
Sustainable South Kesteven	ENVIRO15	Environment	Review and implement energy efficiency and renewable energy opportunities within private properties in the district.	Improved energy efficiency and reduced fuel poverty of private sector housing	Projects, Performance & Climate Change	Sustainability & Climate Change Officer	Number of properties improved	Report numbers (dependent on availability of Government grants and resident take up.)	Report amount of funding secured to support energy efficiencies as a PI.
							Number of energy efficiency measures implemented	Report numbers (dependent on availability of	

								Government grants and resident take up.)	
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Strategic Socio-Economic Indicator (SSEI) Suite: Environment OSC (February 2024)

These metrics will monitor the performance of the district. Each can be benchmarked against all other English district authorities. The latest available data will be presented.

1. Total Territorial CO2 Emissions (kilotonnes kt 2020) within Local Authority Scope of Influence
2. Total Territorial CO2 Emissions - Domestic Electricity (kilotonnes kt 2020)
3. Mortality attributable to particulate air pollution
4. Access to Green Space
5. Total waste collected annually per 1000 households
6. Percentage of Household Waste Recycled
7. Renewables - Installed Capacity
8. Renewables - Generation
9. Licensed Ultra Low Emission Vehicles (all vehicles)
10. Number of publicly available electric vehicle charging devices (all speeds per 100,00 residents)
11. Proportion of dwellings rated EPC C+
12. Prevalence of Fuel Poverty
13. Percentage of domestic properties not connected to the gas grid
14. Household waste recycling rate
15. Residual household waste
16. Recycling contamination rate

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GLNP

GREATER LINCOLNSHIRE
NATURE PARTNERSHIP

Introduction to the Greater Lincolnshire Nature Partnership

Charlotte Phillips – Nature Partnership Manager
Luke Bamforth – Policy Officer

What do we do?

- Local Wildlife Sites and Local Geodiversity Sites system
- Ancient Woodland Inventory
- Operation Water Vole
- Local Nature Recovery Strategy
- Policy work
- Local Environmental Records Centre
- Mapping



Who are we?

- Partnership of 49 + organisations
- Hosted by Lincolnshire Wildlife Trust
- Long history
- Environmental Records Centre

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Local Sites System

Local Sites reporting – Indicator 160-00

End of financial year figures for 2021-22



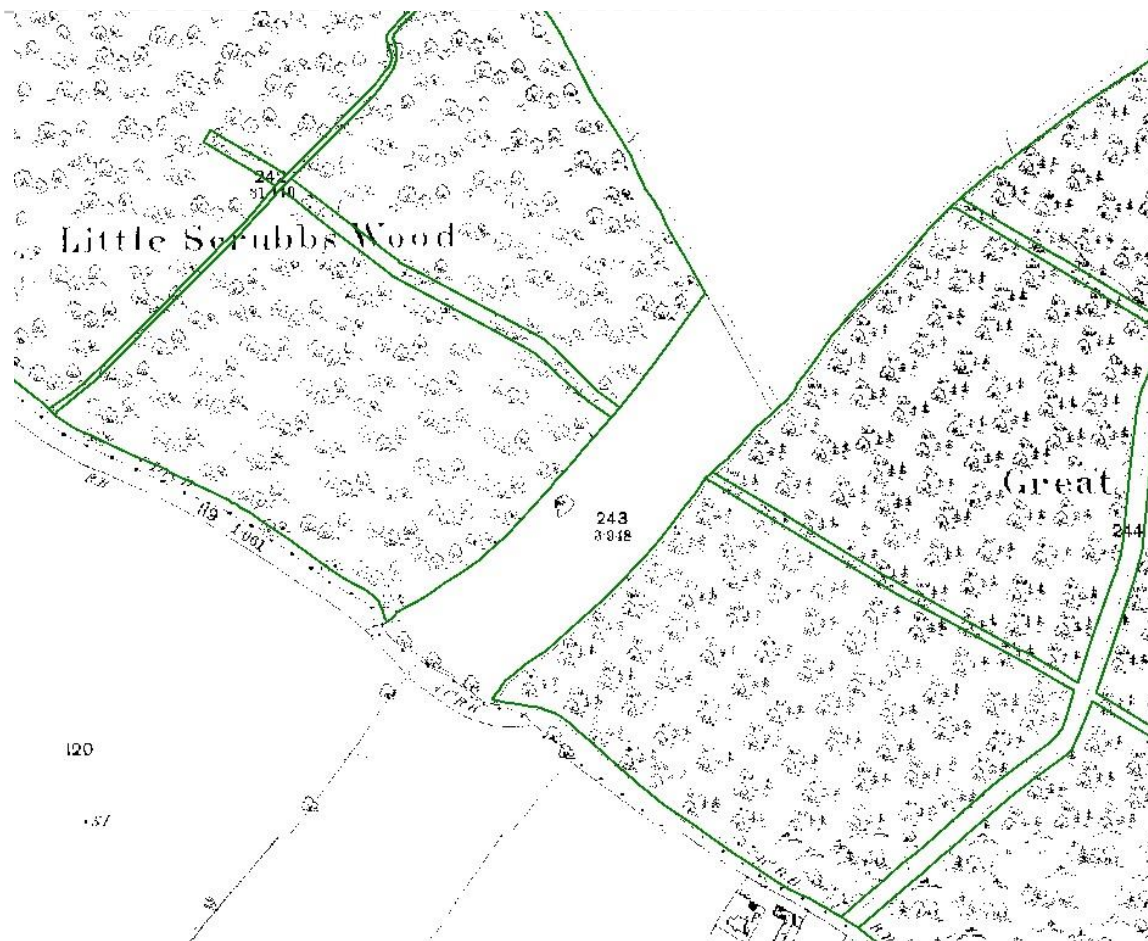
Single Data List Indicator 160-00
“Proportion of Local Sites where positive conservation management is being achieved” is a proxy measure of local biodiversity and is used by central government to assess the performance of local authorities.

	LWSs	LGSs	Local Sites	Sites in positive management	
				Number	Proportion
Boston	26	1	27	23	85%
City of Lincoln	45	2	47	32	68%
East Lindsey	416	21	437	199	46%
North Kesteven	150	8	158	61	39%
South Holland	56	0	56	41	73%
South Kesteven	229	12	241	102	42%
West Lindsey	192	8	200	83	42%
Central Lincs JPU ¹	384	17	401	175	44%
Lincolnshire County	1093	51	1144	529	46%
North East Lincolnshire	32	8	40	9	22%
North Lincolnshire	198	36	234	160	68%
Greater Lincolnshire	1315	95	1410	690	49%

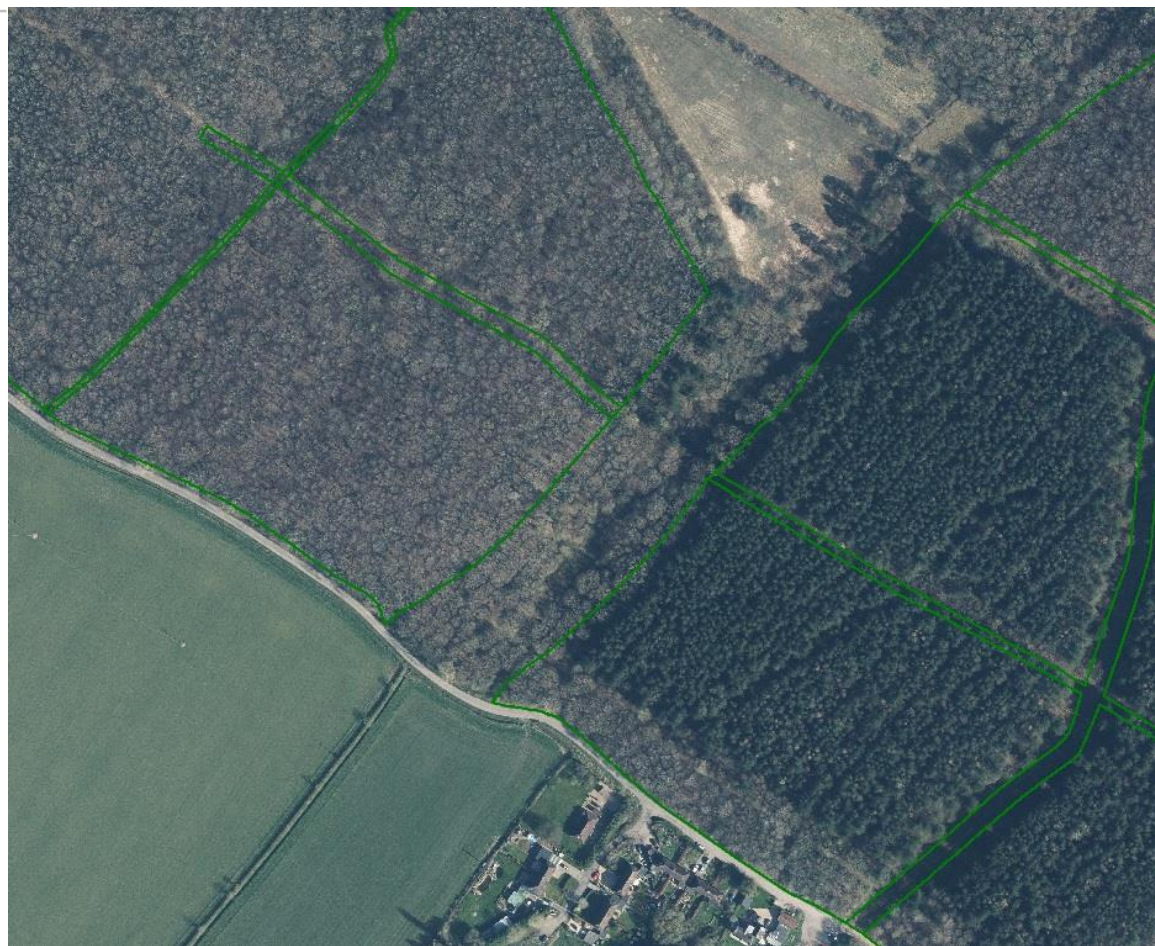
Operation Water Vole



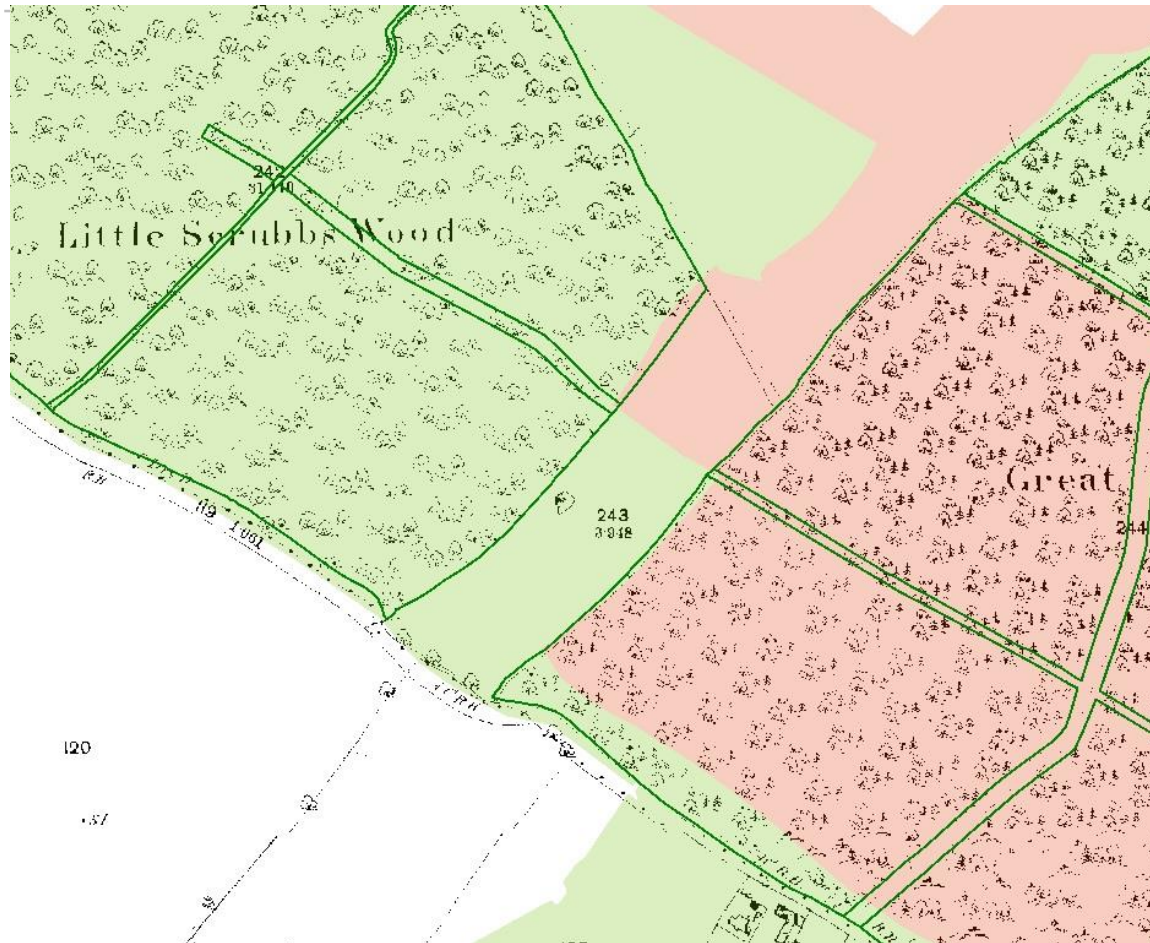
Ancient Woodland Inventory



Ancient Woodland Inventory



Ancient Woodland Inventory

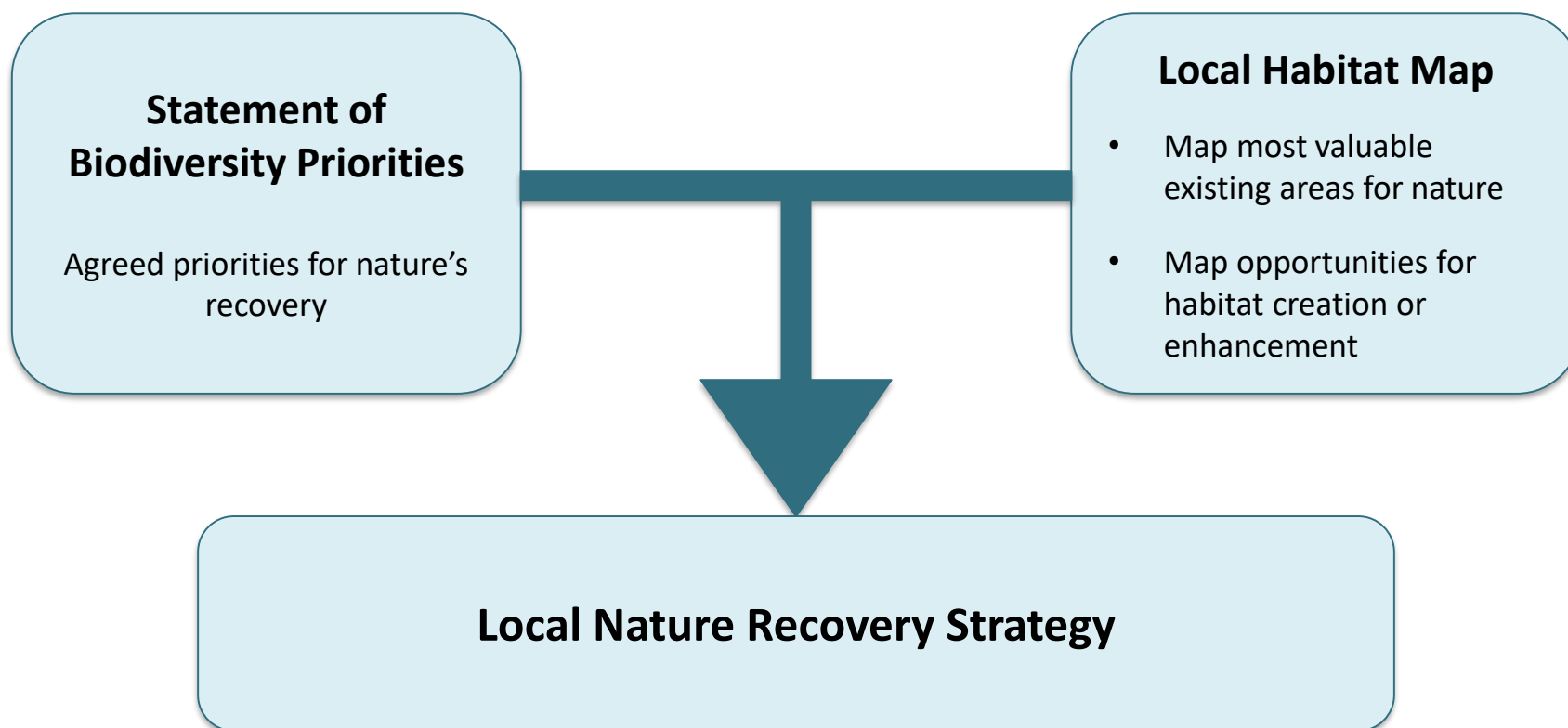


Local Nature recovery Strategy



LNRS Production

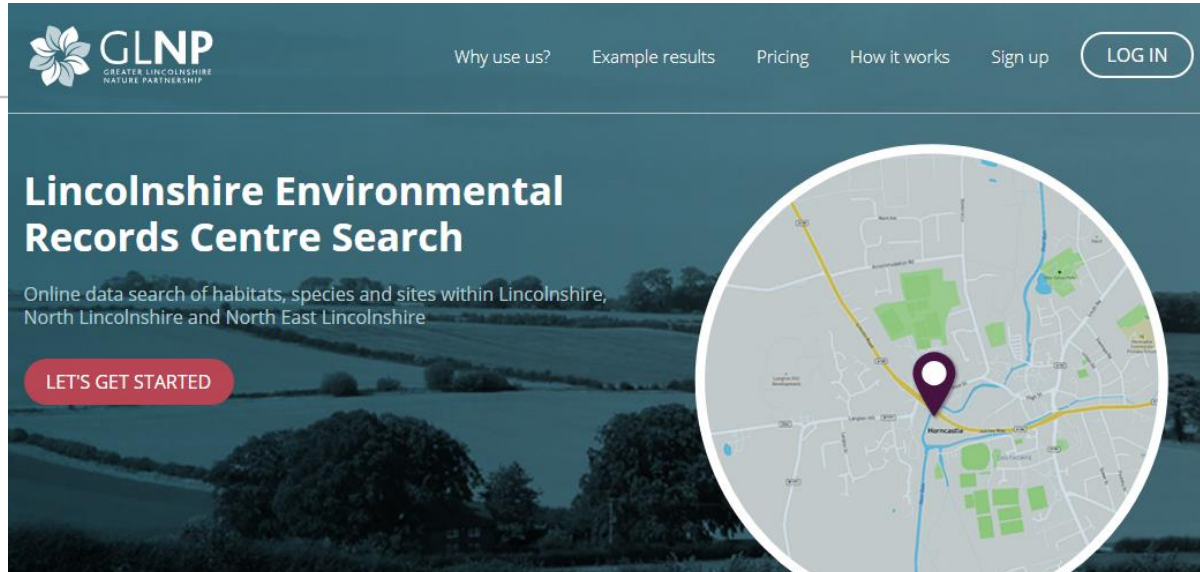
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LNRS Timeline





The screenshot shows the LERC Search website. At the top is the GLNP logo and navigation links: 'Why use us?', 'Example results', 'Pricing', 'How it works', 'Sign up', and a 'LOG IN' button. The main heading is 'Lincolnshire Environmental Records Centre Search'. Below it, a subheading reads: 'Online data search of habitats, species and sites within Lincolnshire, North Lincolnshire and North East Lincolnshire'. A red button labeled 'LET'S GET STARTED' is positioned on the left. On the right, a circular inset displays a map of Lincolnshire with a red location pin over the city of Lincoln.

Why should you use **LERC Search** for your environmental searches in Lincolnshire?



24/7 Access with instant results



Over **5 million species records**



All statutory and non-statutory sites



One fixed price for searches



Filterable Excel spreadsheet of results

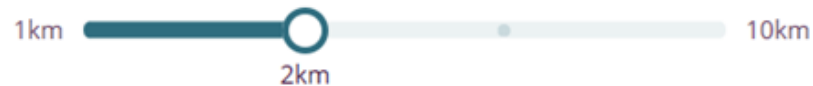


Data from Lincolnshire, North and North East Lincolnshire **including all local groups**

Begin your search...

Enter a grid reference...

Select your radius...



SEARCH NOW

Need a custom search? We can still help, just **email us** the details.

Results!

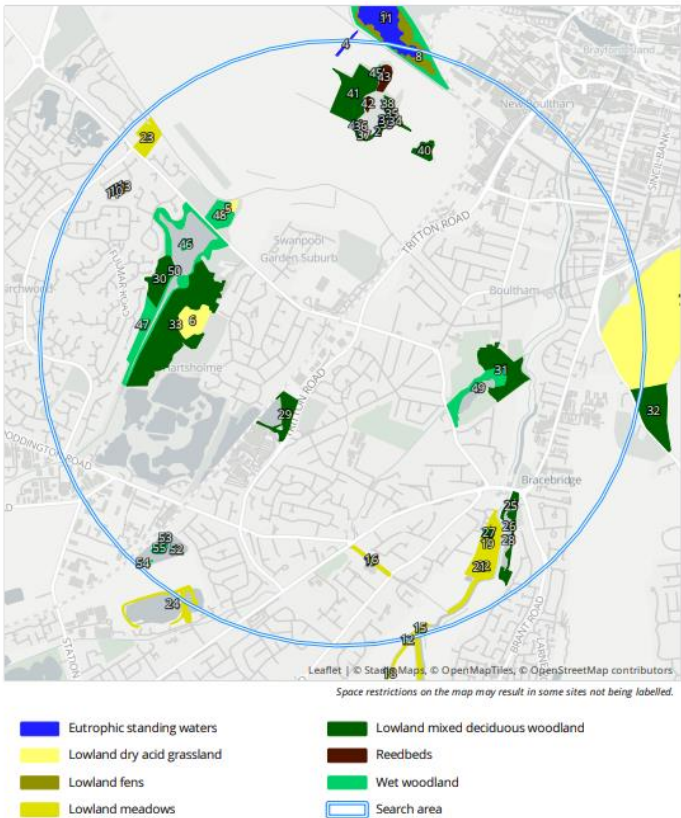
Habitats

Priority habitats are those identified as being the most threatened and requiring conservation action in the UK. The most-recent list of UK priority species and habitats was published in August 2007 following a 2-year review of the process and priorities, representing the most comprehensive analysis of such information ever undertaken in the UK.

The data presented is the most up-to-date of the data collated by the GLNP and mostly comes from surveys of Local Sites; further historic data and non-Priority habitat data may also be available. Absence of information doesn't mean that the Priority habitat isn't present merely that no information is held.

Code	Type	Habitat	Survey Date	Area (ha)
1	Priority Habitat	Eutrophic standing waters	2006	7.5
2	Priority Habitat	Eutrophic standing waters	2014	0.04
3	Priority Habitat	Eutrophic standing waters	2014	0.07
4	Priority Habitat	Eutrophic standing waters	2014	0.19
5	Priority Habitat	Lowland dry acid grassland	2006	0.55
6	Priority Habitat	Lowland dry acid grassland	2006	3.08
7	Priority Habitat	Lowland dry acid grassland	2006	61.9
8	Priority Habitat	Lowland fens	2006	1.46
9	Priority Habitat	Lowland fens	2006	3.05
10	Priority Habitat	Lowland meadows	2006	0.01
11	Priority Habitat	Lowland meadows	2006	0.01
12	Priority Habitat	Lowland meadows	2006	0.03
13	Priority Habitat	Lowland meadows	2006	0.06
14	Priority Habitat	Lowland meadows	2006	0.07
15	Priority Habitat	Lowland meadows	2006	0.17
16	Priority Habitat	Lowland meadows	2006	0.29
17	Priority Habitat	Lowland meadows	2006	0.3
18	Priority Habitat	Lowland meadows	2006	0.75
19	Priority Habitat	Lowland meadows	2006	1.79
20	Priority Habitat	Lowland meadows	2006	1.81
21	Priority Habitat	Lowland meadows	2006	1.84
22	Priority Habitat	Lowland meadows	2006	1.84
23	Priority Habitat	Lowland meadows	2006	2.36
24	Priority Habitat	Lowland meadows	2008	1.74
25	Priority Habitat	Lowland mixed deciduous woodland	2006	0.06
26	Priority Habitat	Lowland mixed deciduous woodland	2006	0.08
27	Priority Habitat	Lowland mixed deciduous woodland	2006	0.57
28	Priority Habitat	Lowland mixed deciduous woodland	2006	1.47
29	Priority Habitat	Lowland mixed deciduous woodland	2006	2.22
30	Priority Habitat	Lowland mixed deciduous woodland	2006	3.14
31	Priority Habitat	Lowland mixed deciduous woodland	2006	5.17

Habitats within the search area



Previous searches



Previous searches

Searches are valid for **12 months**, after they expire you will no longer be able to download the results. To search after expiry click search again.

Date ▼	Grid ref ▼	Project name ▼	Invoice no.	Downloads		Search again
10 Oct 18	SK 95470 69136	Showroom sea...	GLNP1159	Report	Species	
02 Oct 18	TF 140 778	test 1	GLNP1113	Report	Species	

Start a new search

Policy Priorities

- Farming with nature
- Being well with nature
- Planning with nature
- Enjoying nature





“The Lincolnshire Bird Trail is a collaborative project which aims to promote Greater Lincolnshire’s value as a birdwatching destination, connecting people with nature, enhancing the visitor offer and extending the tourist season. It includes the most appropriate sites taking into account the bird species present, the sites ability to absorb visitor footfall and the wider hospitality offer nearby.”

Current policy work with SKDC

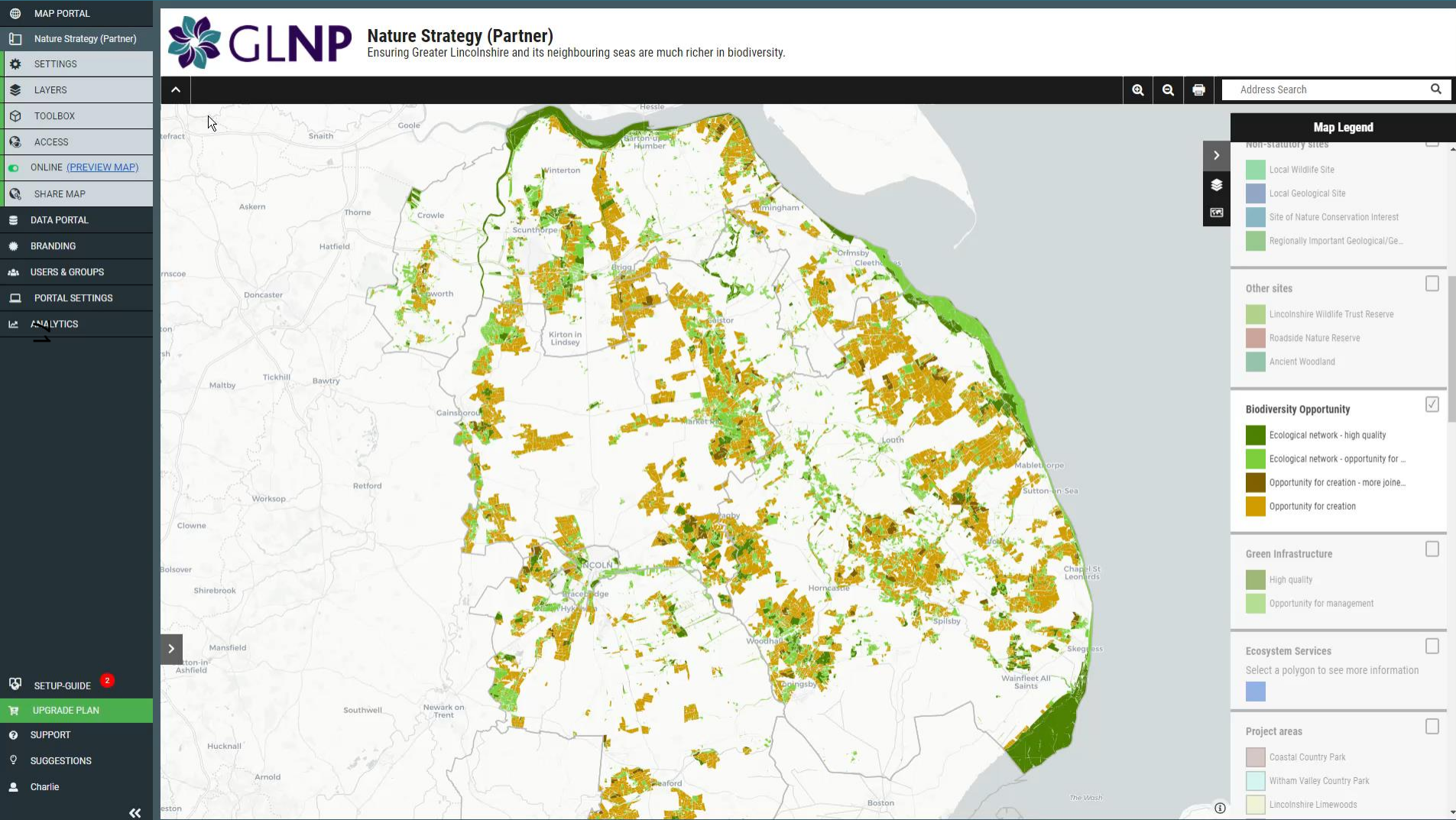
- Local plan
 - 2018 SoCG
 - Screening potential allocated sites
 - Supporting on biodiversity policy including BNG
- Biodiversity net gain
 - Preparing internal guidance for planning officers
 - Developing guidance on interpreting the statutory metric
 - Training for planning officers on interpreting the metric
- Mapping

Biodiversity opportunity mapping

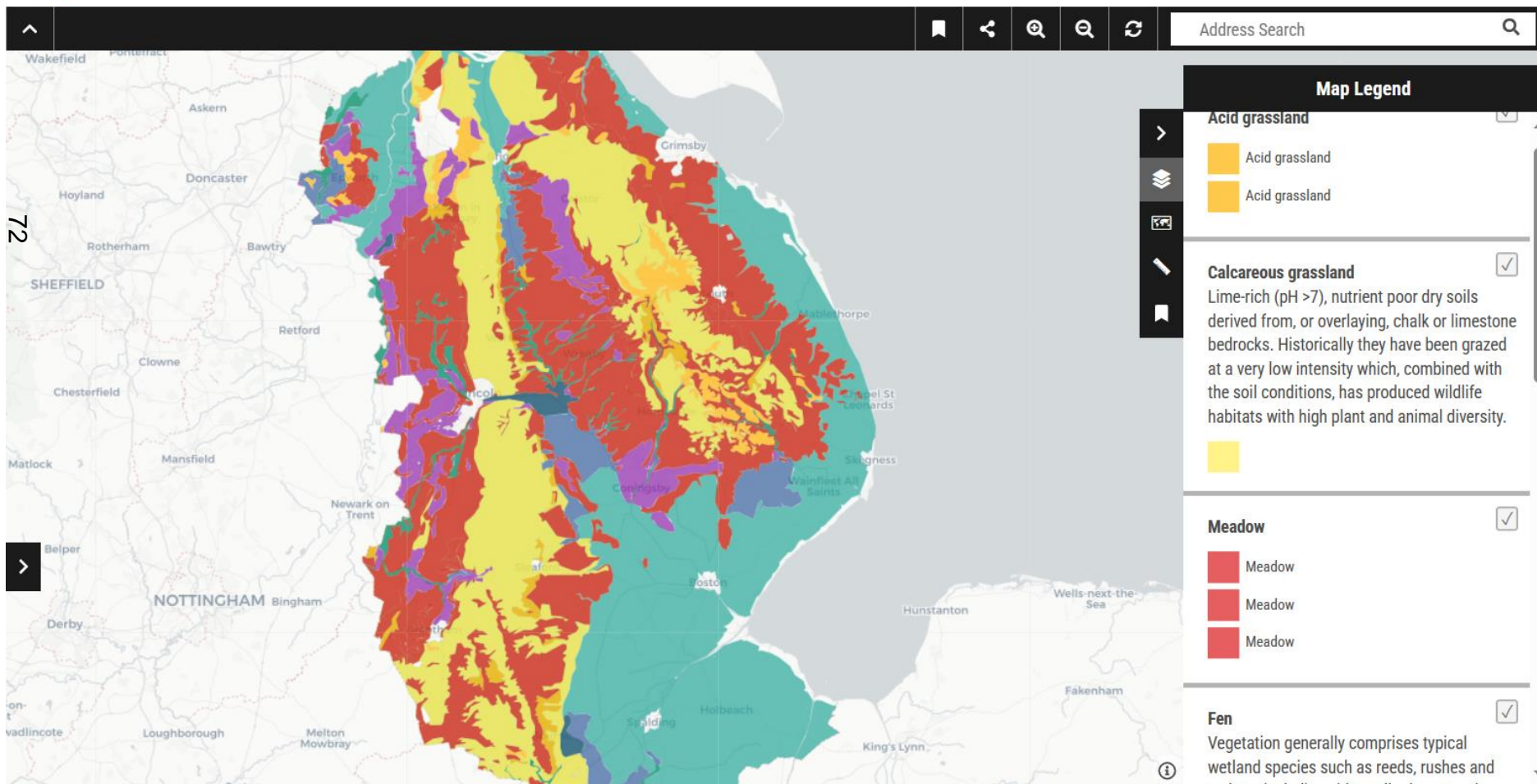
- Strategic approach to nature recovery
- Landscape scale
- Connecting habitats and connected areas
- on • Useful for many organisations
- National Planning Policy Framework
- Public facing map soon
- Next stage habitat recommendations



Greater Lincolnshire Nature Partnership

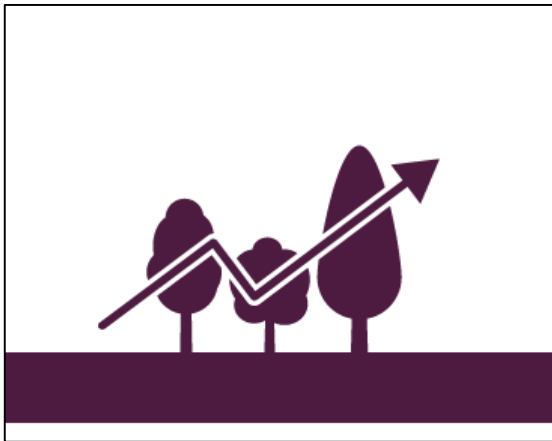


Greater Lincolnshire Nature Partnership



Local Natural Capital Plan

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The Plan will use a biodiversity first principle and be completed over three phases. It will seek to build on existing data while encouraging input from all relevant stakeholders. Intended outputs will include a list of shared objectives, a natural capital evidence base and a toolkit to enable stakeholders to utilise this evidence.

Greater Lincolnshire Nature Partnership



What can we do to help?



Any Questions?





**SOUTH
KESTEVEN
DISTRICT
COUNCIL**



Environment Overview and Scrutiny Committee

Tuesday, 19 March 2024

Report of Councillors Patsy Ellis and
Rhys Baker Cabinet Members for
Environment and Waste

Update on Climate Change Reserve Fund

Report Author

Serena Brown, Sustainability and Climate Change Officer

 Serena.brown@southkesteven.gov.uk

Purpose of Report

This report provides an update to Members on projects progressing and those planned utilising the Council's Climate Change Reserve Fund.

Recommendations

That the Committee:

- 1. Notes the updates and projects funded to date utilising the Climate Change Reserve Fund.**
- 2. Considers recommending the replenishment of the Reserve balance following the review of the financial Outturn 2023/24.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Sustainable South Kesteven
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 The Climate Change Reserve Fund was established for the 2023/24 financial year in order to help respond to the budgetary pressures driven by the increasing cost of energy and the Council's stated ambition of carbon reduction across the Council's property portfolio. All project proposals are reviewed for value for money in order to ensure a sound investment for the Authority.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 As part of good governance, it is important that Members are updated on the council's projects focussed on reducing energy consumption and carbon emissions, in order to contribute towards the Council's carbon reduction targets.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

Climate Change

- 1.3 All of the projects outlined within this report are expected to deliver an energy saving for the Council and contribute towards the authority's carbon reduction targets, while reducing utilities expenditure.

Completed by: Serena Brown, Sustainability and Climate Change Officer

2. Background to the Report

- 2.1 South Kesteven District Council made a formal declaration of climate emergency on 26 September 2019 with cross party support. Alongside this, the Council confirmed the political ambition to reduce the organisation's carbon footprint by at least 30% by 2030, and to endeavour to become net-zero as soon as viable before 2050.
- 2.2 Following this declaration of climate emergency, the Council's updated carbon footprint was established, using baseline data from 2018/19. This signalled some of the major categories of carbon emissions arising from council operations and highlighted projects to pursue to reduce carbon emissions.
- 2.3 Annual updates are provided to monitor the Council's carbon emissions and review emissions reduction in order to meet (or exceed) the target of at least 30% by 2030. The latest of these was discussed at Environment Overview and Scrutiny Committee on [3rd October 2023](#) for the 2022/23 financial year and saw an overall 13% reduction.
- 2.4 Whilst good progress has been made in reducing the Council's carbon emissions, it is evident that further investment is required across different areas in order to sustain a continued reduction. There is also a need for the Council to proactively respond to the sharp increase in utility costs, principally electricity and gas. Through making targeted upgrades, the Council both reduce ongoing utility costs and sustain a significant reduction in carbon emissions.
- 2.5 The table below shows the original General Fund budgets for 2023/24 when compared with the outturn for the previous financial year. Whilst the forecast outturn is significantly lower than the original budgets, the figures are still higher than previous years.

	2022/23 Outturn (£)	2023/24 Budget (£)	2023/24 forecast (£)
Electricity	651,200	1,659,200	950,600
Gas	79,700	144,400	125,600

- 2.6 A Climate Change Reserve Fund of £300,000 was established within the 2023/24 financial year, in order to respond to some of these opportunities for inward investment and enable proactive energy savings.
- 2.7 A review was also conducted of opportunities to reduce energy consumption across the leisure centre estate, which was completed in summer 2023. This identified several projects for consideration to reduce gas or electricity use and associated utilities cost.
- 2.8 An update on confirmed and planned projects to be funded is provided in the table below, with confirmed spend highlighted in green cells. All projects have been identified are expected to deliver an energy saving to the authority, helping to respond to the increase in utility costs.

				Estimated annual savings		
Proposal	Project description	Expected cost	Indicative payback (years)	£	Carbon	kWh
South Kesteven leisure centres - installation of pool covers to reduce heat loss	Upgrade existing/provide new pool covers Bourne and Stamford leisure centres	£69,672	4.2	£16,478	17.1	89,012
Grantham Meres leisure centre 3G pitch - upgrade floodlighting to energy efficient LED	Upgrade existing lamps to LED	£22,337	3.5	£6,336	2.85	12,672
Grantham Meres leisure centre - main and small sports halls - upgrade lighting to energy efficient LED	Upgrade existing lamps to LED	£36,795	1.7	£21,106	12.5	60,404
Bourne Corn Exchange - Upgrade lighting to energy efficient LED	Upgrade existing lamps to LED	£12,500	5.5	£2,237	1.9	8,423
South Kesteven District Council corporate properties - improved control of heating systems to limit waste heat	Install new heating control equipment to allow for efficiency savings	£70,000	TBC	TBC	TBC	TBC
South Kesteven District Council main offices - installation of solar PV panels	Investigate installation of solar PV on roof of SKDC main offices	£38,500	3.3	£11,838	8.6	40,820
Trial of battery electric grounds maintenance equipment	Trial battery powered grounds maintenance equipment to reduce fuel use	£10,000	TBC	TBC	TBC	TBC
TOTAL	-	£259,804	-	£65,077	50	250,010

- 2.9 Three projects have been fully costed and are progressing. These include:
- Installation of new motorised pool covers to pools at Bourne and Stamford leisure centres. Once in place these will reduce heat loss from pool water, as well as reduce the energy demand on air handling units in the pool halls
 - Upgrade of floodlighting at Grantham Meres leisure centre 3G pitch to energy efficient LEDs
 - Upgrade of lighting within the main and small sports halls at Grantham Meres leisure centre pitch to energy efficient LEDs
- 2.10 A further 4 projects are being reviewed by officers, including:
- Upgrade of lighting at Bourne Corn Exchange to energy efficient LEDs
 - Improved control of heating systems for SKDC corporate properties to support planned boiler upgrades
 - Installation of solar PV panels for SKDC main offices to offset electricity demand
 - Trial of battery powered electric grounds maintenance equipment to reduce fuel consumption
- 2.11 Once projects are completed, energy reductions and cost savings will be carefully monitored. An update will be provided for the 2023/34 financial year regarding carbon emissions and energy efficiency initiatives later in the year.

3. Key Considerations

- 3.1 The report is provided to update Members on projects being considered and funded via the climate change reserve.

4. Other Options Considered

- 4.1 No further options are set out within this report which is provided to update Members on projects being considered and funded via the climate change reserve.

5. Reasons for the Recommendations

- 5.1 This report is provided as an update on the climate change reserve fund.



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Environment Overview and Scrutiny Committee

Tuesday, 19 March 2024

Report of Councillors Patsy Ellis and
Rhys Baker Cabinet Members for
Environment and Waste

Update on Home Energy Upgrade Scheme

Report Author

Serena Brown, Sustainability and Climate Change Officer

 Serena.brown@southkesteven.gov.uk

Purpose of Report

This report provides an update on the main outcomes of the Home Energy Upgrade Scheme project to upgrade eligible private properties in the district with energy efficiency measures.

Recommendations

That the Committee:

1. Notes the updates regarding the Home Energy Upgrade Scheme project

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Sustainable South Kesteven Housing
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 The Sustainable Warmth Scheme was fully funded by the Home Upgrade Grant and Local Authority Delivery Phase 3 Grant allocations awarded to the Council. The scheme was monitored as part of the General Fund Capital Programme and complied with the terms and conditions of the funding, which included balancing cost caps and identifying property types with low EPC ratings. All unspent funding has been returned to Midlands Net Zero Hub on behalf of the Department for Energy Security and Net Zero.

Completed by: Alison Hall-Wright, Deputy Director (Finance & ICT) and Deputy S151 Officer

Legal and Governance

- 1.2 Local authorities do not have a statutory duty to deliver proactive energy efficiency upgrades to private properties. However, by making use of funding opportunities available, local authorities can help to deliver valuable reductions in carbon emissions and contribute to local and national net-zero carbon targets, as well as addressing issues of fuel poverty and helping to reduce resident's energy bills.
- 1.3 The Council worked as part of a consortium of other local authorities within Lincolnshire to procure and manage the scheme compliantly.

Completed by: Graham Watts, Assistant Director (Governance and Public Protection) and Monitoring Officer

Climate Change

- 1.4 The core aims of the Sustainable Warmth Competition funding were to save households money, reduce fuel poverty, and cut carbon emissions. Installing energy efficiency and low-carbon heating measures will benefit residents as well as contributing to local and national net-zero carbon emissions.

Completed by: Serena Brown, Sustainability and Climate Change Officer

2. Background to the Report

- 2.1 The UK has a significant challenge to improve the energy efficiency and decarbonise the building stock of the country. Britain has the oldest housing stock in Europe, with 20% of properties constructed before 1919. This presents a serious challenge to make buildings more efficient, reduce heat loss and make them safe and suitable for inhabitants.
- 2.2 Fuel poverty relates to households that cannot meet their energy needs at a reasonable cost. It also has an impact on health, with cold homes presenting health risks, particularly to the most vulnerable in society. In 2023, there were an estimated 13% of households in fuel poverty in England, including an estimated 9.9% of households in the East Midlands region.
- 2.3 In February 2021, the government published its latest fuel poverty strategy, [Sustainable warmth: protecting vulnerable households in England](#). This strategy discussed the link between addressing fuel poverty and meeting national net zero carbon targets.
- 2.4 The Sustainable Warmth Competition for local authorities was later launched in 2021, bringing together two distinct fuel poverty funding schemes: Local Authority Delivery Phase 3 (LAD3) and Home Upgrade Grant Phase 1 (HUG1). The aims of the funding were to save households money, reduce fuel poverty, cut carbon and support the aims of the government 10 point plan for a Green Industrial Revolution. Both schemes aim to support low-income households in England, living in energy inefficient homes by installing energy efficiency and low carbon heating upgrades.
- 2.5 Nationally, these funding allocations were comprised of:
- Local Authority Delivery Phase 3 (LAD3): a third phase of LAD with £200m available. LAD3 has a refined scope to support low-income households heated by mains gas.
 - Home Upgrade Grant Phase 1 (HUG1): £150m for low-income households with homes off the gas grid

- 2.6 The Midlands Net Zero Hub co-ordinated a consortium bid on behalf of local authorities in the Midlands area. As part of this, South Kesteven District Council were offered the following allocation for both schemes:

	Capital	Administrative allocation
Home Upgrade Grant Phase 1 (HUG1)	£800,000	£80,000
Local Authority Delivery Phase 3 (LAD3)	£445,000	£44,500
TOTAL	£1,245,000	£124,500

- 2.7 Household eligibility was set out for both schemes by the Department for Energy Security and Net Zero. Key eligibility for the scheme included:
- Private households (homeowners / private renters) in England with an annual household income of £30,000 for LAD3 and £31,000 for HUG1
 - Properties with poor energy efficiency and an Energy Performance certificate of D, E, F, or G (Band D properties are capped at 30%*)
 - The maximum grant for LAD3 is set at £10,000 per home for owner occupiers with no match funding required (additional funding available via HUG1)
 - Landlords must contribute at least a third of the cost and their grant cap is up to £5,000 (additional available for HUG1)
 - The maximum grant for HUG1 is set at £25,000 per home for owner occupiers with no match funding required
 - All measures that improve energy performance funded, except fossil fuel heating
- * Subsequently increased to a cap of 75% EPC D properties for LAD only
- 2.8 The delivery window for both schemes was initially set as April 2022 to end of March 2023, but was later extended to end of May 2023 for HUG1 and end of September 2023 for LAD3.
- 2.9 As part of delivery plan preparation for the scheme, neighbouring authorities were approached regarding their plans and the opportunity emerged to work in a partnership to maximise delivery and jointly procure a delivery partner. South Kesteven District Council worked with North Kesteven, West Lindsey and City of Lincoln councils to deliver the project as the Central and South Lincolnshire consortium. City of Lincoln Council was the consortium lead, with all partners working closely to oversee the project.
- 2.10 Following a review of delivery models and providers, YES Energy Solutions were appointed as a principal contractor for the project on behalf of the central and south Lincolnshire consortium via the Fusion 21 Decarbonisation framework.
- 2.11 In order to simplify the support available through the scheme, it was agreed to market the scheme under the banner of the **Home Energy Upgrade Scheme**. A

webpage was published on the council's website at: [Home Energy Upgrade Scheme | South Kesteven District Council](#)

- 2.12 Upon contract commencement, several methods were employed to target potentially eligible households for the scheme across the county. The main method of communication was targeted letter drops. YES Energy Solutions used the national EPC database to ascertain EPC information for all properties in the four districts where a certificate had been issued. This was used to target properties with an EPC of E, F, or G, where households received a letter letting them know they may be eligible for the scheme and how to express their interest. In total, across the 4 council areas, 36,257 households were contacted via a letter drop.
- 2.13 The letter drops were supported by adverts in Lincoln bus station, information on social media, radio adverts, updates on council webpages and press releases to local media outlets. Some residents also contacted council representatives asking for information regarding the scheme, who were assured of the legitimacy of the offer and, if eligible, to contact YES as soon as possible to take part.
- 2.14 Typical energy efficiency measures a property might receive include:
- Insulation: loft, cavity wall or external wall insulation/internal wall insulation, or room in roof insulation given the wall type of the property
 - Low-carbon heat (principally HUG1): including air source heat pumps and electric storage heaters
 - Low-carbon energy generation: including solar PV panels
 - Ventilation: improved bathroom and kitchen mechanical ventilation, improved air movement throughout the property including window trickle vents and internal door undercuts
- 2.15 Throughout the delivery window residents came forward for the scheme. A typical process for a property would include:
- Customer contacts YES Energy Solutions to express interest
 - Eligibility information is taken from the customer to on-board them to the scheme
 - If no valid EPC is available for the property, a new one is issued and funding stream (either LAD3 or HUG1) is determined
 - A retrofit assessment is arranged for the property, where energy efficiency measures are recommended for the property
 - The retrofit assessment is reviewed and a costed proposal is sent to the Council for approval
 - Once approved, installation works are scheduled in with the customer
 - Once all measures are completed, a post works EPC is issued to measure any change to the property

- 2.16 Customer satisfaction was measured throughout the scheme to understand any potential issues. A customer satisfaction report is attached at Appendix A, detailing that 66% of residents were satisfied or very satisfied with the quality of installers who attended the property, and 63% of residents were satisfied or very satisfied with YES Energy solutions and the work completed in their property.
- 2.17 At the close of the scheme in late 2023, the following main outputs for the scheme *within South Kesteven* are as follows. Within the district, a total of 29 properties were upgraded with 106 separate energy efficiency measures. The total spend for the whole project for South Kesteven was £631,032.

	Number of homes surveyed	Number of homes completed	Number of measures installed	Capital spend	% of initial capital allocation	Admin spend	% of initial admin allocation
HUG1	30	22	58	£263,828	32.98%	£32,320	40.40%
LAD3	53	27	48	£290,091	65.19%	£44,793	100.66%
Total	83	49	106	£553,919	-	£77,113	-

- 2.18 Across the council consortium of City of Lincoln Council and West Lindsey, North Kesteven and South Kesteven District Councils, 81 properties were updated using HUG1 funding, and 81 properties were also updated using LAD3 funding. City of Lincoln Council also upgraded further properties using a separate allocation of LAD3 funding administered directly by the Department for Energy Security and Net Zero.
- 2.19 Following the closure of both schemes, the Council returned £583,852 of HUG1 funding and £154,616 of LAD3 funding. Some of the main issues hampering delivery for the schemes included:
- Difficulty finding households that meet the low-income eligibility criteria
 - Difficulty finding properties that meet the EPC criteria
 - Properties identified required further upgrades that were limited by the cost caps for the scheme
 - Property not technically suitable for specified upgrades
 - Customer unable to commit to upgrades to their property at the time
- 2.20 In response to some of these challenges, the central and south Lincolnshire consortium identified the opportunity to provide some more specific and tailored support to Lincolnshire residents around home energy efficiency. A successful bid to the Local Energy Advice Demonstrator, administered by Midlands Net Zero Hub

on behalf of the Department for Energy Security and Net Zero, was submitted in 2023. From early 2024, a team leader and two advisors are now in place to attend events and provide detailed advice on domestic energy to residents, directing them to support schemes where possible.

2.21 The Council were also successful in securing further funding via the next round of the Home Upgrade Grant scheme: HUG2. This is again provided for low-income households off the gas grid. The delivery window for this project is for the financial years 2022/23 and 2023/34, which is being delivered in the same successful consortium basis. West Lindsey District Council is the lead authority for this round of funding, and a dedicated post was established to manage the scheme of behalf of all authorities.

2.22 Support for eligible households is also available via the Energy Company Opportunity (ECO4) scheme. Local authorities do not handle funding directly for this scheme, which functions as an obligation put on energy companies to deliver energy efficiency measures to domestic properties. ECO is not a grant scheme – it is in the remit of the energy companies to determine which retrofit projects they choose to fund and the level of funding they provide. Residents that wish to express interest in the scheme are encouraged to contact YES Energy Solutions as the dedicated delivery partner for the scheme.

3. Key Considerations

3.1 The report is provided for information rather than decision. Members are encouraged to take note of the progress of the scheme and main outputs.

4. Other Options Considered

4.1 No further options are set out within this report which is provided as an update to the Home Energy Upgrade Scheme.

5. Reasons for the Recommendations

5.1 The report is provided as an update to the Home Energy Upgrade Scheme.

6. Appendices

6.1 Appendix A: Lincolnshire Home Energy Upgrade Scheme Customer Satisfaction Report

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To: Central and Southern Lincolnshire Consortium
From: YES Energy Solutions
Date: 17/3/2023

Customer Satisfaction Report

Lincolnshire Home Energy Upgrade Scheme

1. Overview

This report provides a snap short of current customer satisfaction results and case studies collated from the Lincolnshire Home Energy Upgrade Scheme.

To date 93 homes have been successfully completed with energy efficient measures, helping vulnerable, low income householders save energy and combat the current cost of living crisis. Many more installations are still underway.

So far residents from 68 of the completed properties have taken part in our customer satisfaction survey. One householder was also happy to complete the survey and provide a testimonial after only receiving one of their recommended measures - the second measure is due to be installed by the end of March.

As an ethical customer centric community interest company, it is our core duty to ensure customers feel safe, comfortable and satisfied from their first point of contact through to the final stages of their installation.

As such, once a property is completed, a member of our award winning Project team reaches out to each customer individually and asks them a series of questions, calculating their responses on a scale of 1-10.

We are constantly striving to improve our scores by collecting customer feedback and making necessary improvements to our processes. We also contact a sample of customers to complete more in depth case studies to really measure the true impact of the works completed.

This report covers results from the last 6 months.

2. Scheme specific customer satisfaction results

Customers who have completed their journey are reengaged and asked three simple questions to help us evaluate the quality of our overall service.

We measure success using a sliding scale:

- 1-4 Unsatisfactory / needs improvement
- 5-7 Neutral / generally satisfied
- 8-10 Very happy / quality service received

Q1. How likely are you to recommend YES Energy Solutions to a friend or family member?

When a resident is engaged for a customer satisfaction call this is the first question we ask. YES Energy Solutions are often the first point of contact for scheme applicants and first impressions mean a lot.

Residents' opinion of YES is often intertwined with their opinion of the Council, therefore it is encouraging to see that the most common rating for YES Energy Solutions on the Lincolnshire Home Energy Upgrade Scheme is 10/10.

Customer Rating	Customer Responses	%
Unanswered	2	3%
1	1	7%
2	0	
3	2	
4	2	
5	7	21%
6	0	
7	7	
8	10	69%
9	7	
10	30	



Q2. How would you rate the quality and attitude of the installers that came to your property?

When running these schemes many of the residents that we work with are facing difficult circumstances and in many cases are considered vulnerable. It is important that they can be assured the work being carried out at their homes is to a high quality and that they feel safe in the presence of our installers.

For the second question on our customer satisfaction survey we are pleased to report that the responses from constituents across the Central and Southern Lincolnshire catchment are again predominantly positive.

Customer Rating	Customer Responses	%
Unanswered	1	1%
1	1	9%
2	2	
3	3	
4	0	
5	8	24%
6	3	
7	5	
8	7	66%
9	7	
10	31	



Q3. Overall, how satisfied are you with YES Energy Solutions and the work carried out?

The overall satisfaction score is most significant to us, it measures how a resident perceives the entire customer journey including each and every touch point with the YES team, their survey appointments, and the day their energy efficient measures are finally installed. This score also helps us to understand how residents feel about the measures implemented and highlights the impact the scheme has had.

We are pleased to say that the majority of residents gave YES Energy Solutions a high score for satisfaction with some customers offering to be case studies, helping us promote the benefits of the project to more vulnerable people across the catchment.

Customer Rating	Customer Responses	%
Unanswered	4	6%
1	1	9%
2	2	
3	2	
4	1	
5	7	22%
6	1	
7	7	
8	9	63%
9	7	
10	27	



3. Customer Case Studies

Several happy customers from the Lincolnshire Home Energy Upgrade Scheme agreed to meet with our marketing team and share their experience. Below are some of the latest case studies collated:

Adam Whitelam

Lincolnshire Home Energy Upgrade Scheme - Case Study
(City of Lincoln)

“The solar panels have already cut my fuel bills by quite a bit...”

Security guard and family man, Adam Whitelam from Lincoln, recently had Solar PV panels installed on the roof of his mid-terraced property through the Lincolnshire Home Energy Upgrade Scheme - a programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Concerned about rising energy bills, Adam jumped at the chance to generate his own home grown electricity.

“I have lived in my home with my partner and three kids for nearly 12 years. We have seen a significant increase in our energy bills and were looking for ways to save money.

I first learnt about the scheme through a letter sent by YES Energy Solutions. The funding looked like a great opportunity so I rang the helpline. I was delighted that we qualified.”

Soon after his enquiry a full technical survey was arranged and plans were put in place to install a 16 panel system, helping Adam harness the power of the sun to help power his home. Adam was delighted with the end result:

“The solar panels have already cut my fuel bills by quite a bit and I’m hoping this will continue once sunnier days appear. It has been a great addition to our home.

The YES team themselves were all good from start to finish, with all my questions answered since installation. I'm very satisfied with the work completed and are looking forward to lower bills in the future."

Adam is just one of many people benefitting from the Lincolnshire Home Upgrade Scheme, an ambitious initiative funded through the Government's Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG). It spans four Local Authority areas, helping hundreds of vulnerable and/or low income residents in Lincoln City, West Lindsey, North Kesteven and South Kesteven save energy and money.

For more information call **03309 126 199** or visit:

<https://www.yesenergysolutions.co.uk/schemes/home-energy-upgrade-scheme>

Katie Hanson

Lincolnshire Home Energy Upgrade Scheme - Case Study
(South Kesteven)

"I'm not even paying a third of what I was before!"

Postal worker, Katie Hanson from Grantham recently had loft insulation, an air source heat pump and a solar PV system installed in her property through the Lincolnshire Home Energy Upgrade Scheme - a programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Katie told our team about how she got involved in the project:

"I have been working as a post lady for most of my life and I moved into this property three years ago.

I first heard about the Lincolnshire scheme in an advert on the back of a bus. Also a colleague of mine went through YES Energy Solutions and had a lot of work done. It is definitely worth a try if you are thinking about applying."

She went on to explain the benefits of her new installations:

“All the work I’ve had done has been really helpful. The main thing is the air source heat pump. Before the installation, I had eco (electric) radiators that needed to be running all the time and they cost an absolute bomb, around £15-20 a day.

The property now is comfortable and nice overall, it’s brought my bills down to like £3 across two days.

It 100% has had a large impact on my bills. I’m not even paying a third of what I was before!”

After telling us about the energy impact, Katie expressed her gratitude towards the YES team:

“Glenn was my main point of contact and has been great, he always answers any questions I have and even came back to fully explain how things work.

I originally had a leak under the sink because of the air source heat pump pressure, but Glenn came back around and fixed it. My hat goes off to him, he’s amazing.

Everyone that came has been very respectful of my home as I had to leave them with the key.”

Finally, Katie ended by summarising her whole experience of the scheme:

“I’m really glad I called, it has been a blessing and because I live alone there was no way I would have been able to afford to get the work done without the scheme.

I no longer need to worry about inviting people round and it being cold. I’m now proud of my home.”

The Lincolnshire Home Energy Upgrade Scheme is funded through the Government’s Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG). It spans four Local Authority areas, helping hundreds of vulnerable and/or low income residents in Lincoln City, West Lindsey, North Kesteven and South Kesteven save energy and money.

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Alan Floodgate

Lincolnshire Home Energy Upgrade Scheme - Case Study
(North Kesteven)

“Right from the beginning I instantly knew it was a worthwhile piece of work...”

Alan Floodgate of Brant Broughton recently had solar PV panels and loft insulation installed at his property in North Kesteven. The installation was fully subsidised through the Lincolnshire Home Energy Upgrade Scheme - a targeted retrofit programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Alan told us about his experience with his recent installation:

"I'm a recently retired, self-employed planning consultant. I live with my wife and we are both in our 70s. Over the years the property has needed a complete overhaul throughout. We moved in 4 years ago, and I was very aware, especially with the energy crisis, that the loft desperately needed insulating.

I came across YES in an advert from North Kesteven District Council, helping to make homes more energy efficient, so I applied for that to see if I could get any support or assistance in getting my loft insulated.

The survey was done and to my surprise, they also recommended solar panels for providing electricity. I was absolutely delighted when all of this was approved."

We asked Alan what impact the installation has had. He explained:

"Right from the beginning I instantly knew it was a worthwhile piece of work that was done. Overall, I'd roughly estimate a reduction in the electricity bill, bearing in mind that we do try to use as little electricity as possible, but I would imagine, along with the solar panels generating power, somewhere in the region of 30% less electricity used than we did before."

Alan summarised his overall experience with our team:

"The phone was answered promptly (unlike a lot of companies), and they answered my questions and explained things well. Things were done when they said they were going to be done, very good.

It was very easy, very straightforward, and to be honest I can't fault it."

The Lincolnshire Home Energy Upgrade Scheme is funded through the Government's Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG) fund. It spans four Local Authority areas, helping hundreds of vulnerable and/or low income residents in Lincoln City, West Lindsey, North Kesteven and South Kesteven save energy and money.

For more information call **03309 126 199** or visit:

<https://www.yesenergysolutions.co.uk/schemes/home-energy-upgrade-scheme>

Anthony Kitchen

Lincolnshire Home Energy Upgrade Scheme - Case study
(West Lindsey)

“It was a very smooth process.”

Retiree, Anthony Kitchen from Gainsborough, qualified for fully funded solar PV panels through the Lincolnshire Home Energy Upgrade Scheme, a government funded initiative managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



We asked Anthony and his wife how they got involved in the scheme, they explained:

“Well, someone we know had solar panels installed through YES and recommended it to us, so we got in touch. I spoke to the customer care team and we were pleased to find out we qualified for funding. It was a very smooth process.”

Anthony is confident his new PV system is saving him money:

“We had the solar panels installed in June 2022, and since then bills appear to be cheaper. It’s hard to tell because of the rising (energy) costs, but in proportion to the high cost of everything, I definitely think our bills are cheaper. I think we can claim money back for the energy our solar panels have produced as well, which is an added benefit.”

Finally, Anthony told us about his experience with the install team:

“There was a slight hiccup with the panels at first as they didn’t have the correct rails. But it was all sorted quickly and the install was absolutely fine. Everything was sorted as expected and I can’t complain at all. We are very satisfied.”

The Lincolnshire Home Energy Upgrade Scheme is funded through the Government’s Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG) fund. It spans four Local Authority areas,

helping hundreds of vulnerable and/or low income residents in Lincoln City, West Lindsey, North Kesteven and South Kesteven save energy and money.

For more information call **03309 126 199** or visit:

<https://www.yesenergysolutions.co.uk/schemes/home-energy-upgrade-scheme>

Antoinette Du Rose

Lincolnshire Home Energy Upgrade Scheme - Case Study
(West Lindsey)

“It’s had a big impact on being able to manage fuel costs...”

Antoinette Du Rose recently had solar PV panels installed on her home in Brookenby, Market Ransan. The installation was funded through the Lincolnshire Home Energy Upgrade Scheme, a targeted fuel poverty and carbon reduction programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Antoinette told us about her recent experience:

“I have cared for my son (who receives PIP) for nearly 20 years. He recently went to university for the first time since the pandemic, so I have been trying to meet the current energy costs alone. So looking for new ways to save money was a top priority.

“When I received my council tax bill I saw there was a promotion with the possibility to qualify for the scheme. I really wanted solar panels when I first moved in 10 years ago, but couldn’t afford them, so I was overjoyed when I found out I qualified.”

After telling us about her circumstances Antoinette went on to explain the benefits the solar panels have brought:

“It’s had a big impact on being able to manage fuel costs, which impacts wider life, like having extra disposable income.

“I haven’t had to increase my direct debit since the cost of electricity went up, and that’s down to having the Solar PV installed.”

Antoinette was delighted with the professional service she received through the scheme:

“Everyone’s been amazing! The panels were fitted easily and efficiently. YES have been really helpful and I just can’t believe I was able to apply so easily.”

The Lincolnshire Home Energy Upgrade Scheme is funded through the Government’s Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG) fund. It spans four Local Authority areas, helping hundreds of vulnerable and/or low income residents in Lincoln City, West Lindsey, North Kesteven and South Kesteven save energy and money.

For more information call **03309 126 199** or visit:

<https://www.yesenergysolutions.co.uk/schemes/home-energy-upgrade-scheme>

Frances Piggott

Lincolnshire Home Energy Upgrade Scheme - Case Study
(South Kesteven)

“The installer was brilliant.”

Frances Piggott and his wife, who have lived in their property in Grantham for four years, recently had external wall insulation (EWI) installed through the Lincolnshire Home Energy Upgrade scheme. The installation was subsidised by the Central and Southern Lincolnshire Consortium, utilising Government Home Upgrade Grant (LAD) funding. YES Energy Solutions were the assigned project manager and principle contractor.



When asked about their recent experience, Frances explained:

“We first heard about the scheme through a letter in the post. It seemed like a great opportunity to keep our home warm and improve its appearance.

Now that the EWI is finished, we are just waiting for an air source heat pump to be installed and then hopefully there will be a big difference in our energy bills. The EWI has made the home feel much warmer, so we are bound to save money once the heat pump is in place.

The installer was brilliant, I’m very happy at the moment and I’m looking forward to everything being done, it will make a big difference to me and my partner.”

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Derek Holland

Lincolnshire Home Energy Upgrade Scheme - Case Study
(South Kesteven)

“The appearance itself is great!”

Derek Holland, a retired homeowner living in Grantham, recently qualified for a fully funded Solar PV system through the Lincolnshire Home Energy Upgrade Scheme - a targeted domestic energy efficiency programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium



We asked Derek about his recent experience:

“Recently it has been snowing so it’s been hard to measure a difference in energy savings, but previously it has helped cut my bills, especially when we have better weather.

More than that, the appearance itself is great!”

Derek was happy with the service provided, from initial enquiry through to installation:

"I had no problems with the YES team, I couldn't fault them.

I also had no issues with the installation team who finished quickly and completed the installation without issue.

The only problem I faced was getting the Solar PV app to work, but someone soon came back out to my house to show me how to use it. Fantastic!"

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Environment Overview and Scrutiny Committee 2023/24

WORK PROGRAMME

REPORT TITLE	LEAD OFFICER	PURPOSE	ORIGINATED/COMMITTEE HISTORY DATE(S)	CORPORATE/ PRIORITY
19 March 2024, 10:00am				
Environmental Crime Partnership	Ayeisha Kirkham (Head of Service - Public Protection)	To present the ECP annual report, alongside a presentation.	Standing item	A Clean and Sustainable Environment
Draft KPI's	Debbie Roberts (Head of Corporate Projects, Policy and Performance)			
Greater Lincolnshire Nature Partnership presentation	Serena Brown (Sustainability and Climate Change Officer)	To update the Committee on the workstreams of the Greater Lincolnshire Nature Partnership	New item	A Clean and Sustainable Environment
Tree and Woodland Strategy	Serena Brown (Climate Change and Sustainability Officer)	To present the draft Tree and Woodlands Strategy for South Kesteven to the Committee	New item	A Clean and Sustainable Environment
Update on Climate Reserve fund	Serena Brown (Climate Change and Sustainability Officer)	To update on projects underway via the climate reserve fund	New item	A Clean and Sustainable Environment
Update on Home Energy Upgrade Scheme	Serena Brown (Climate Change and Sustainability Officer)	To update on outcomes of project to upgrade private properties with energy efficiency measures	New item	A Clean and Sustainable Environment

REPORT TITLE	LEAD OFFICER	PURPOSE	ORIGINATED/COMMITTEE HISTORY DATE(S)	CORPORATE/ PRIORITY
June 2024				
Air Quality Management Area	Ayeisha Kirkham (Head of Service - Public Protection)			
Animal Welfare Policy	Heather Green (Licensing Team Leader)	This report proposes a new Animal Licensing Policy for approval, following the 4-week consultation with the public, local businesses, partner agencies and other organisations.	June 2024 Committee	Healthy and strong communities
Report on disposal of vapes	Kay Boasman (Head of Waste and Markets)			
Hedges Society				

Unscheduled future items

The Committee's Remit

The remit of the Environment 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:

- Air quality
- Animal welfare licensing (Policy)
 - Commercial, industrial, and clinical waste collection and management
- Dog breeding and control orders
- Domestic waste and recycling management
- Energy efficiency
- Environment SK Ltd
- Environment SK Commercial Services Ltd
- Estate and grounds maintenance
- Flooding
- Food hygiene and safety
- Health and safety
- Noise
- Renewable energy
- Scrap metal dealers
- Green open space management

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