

Rural and Communities Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Thursday, 12 December 2024 at 10.00 am
Council Chamber - South Kesteven House, St. Peter's Hill,
Grantham. NG31 6PZ

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

Councillor Pam Byrd, Councillor James Denniston, Councillor Richard Dixon-Warren, Councillor Robert Leadenham, Councillor Habibur Rahman, Councillor Vanessa Smith and Councillor Peter Stephens

Agenda

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

1. **Public Speaking**
The Council welcomes engagement from members of the public. To speak at this meeting please register no later than 24 hours prior to the date of the meeting via democracy@southkesteven.gov.uk
2. **Apologies for absence**
3. **Disclosure of Interest**
Members are asked to disclose any interest in matters for consideration at the meeting.
4. **Minutes from the meeting held 16 October 2024** (Pages 3 - 11)

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☎ 01476 406080

Karen Bradford, Chief Executive
www.southkesteven.gov.uk

5. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**
6. **Corporate Plan 2024-27 Key Performance Indicators: 2024/25 Mid-Year (Q2) Report** (Pages 13 - 21)

This report outlines South Kesteven District Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) from July-September 2024.
7. **Armed Forces Covenant Update** (To Follow)

This report provides an update on the council's actions to meet its responsibilities under the Armed Forces Act and the Armed Forces Covenant, achievements under the Council's Defence Employer Recognition Scheme Gold Award, engagement and advocacy agendas and plans for the coming year.
8. **SK Community Awards 2024** (Pages 23 - 27)

The purpose of this report is to provide Rural and Communities Overview and Scrutiny Committee with a review of the SK Community Awards for 2024 from launch to the celebratory event and to seek comments and suggestions from Members on the Awards going forward.
9. **Work Programme 2024 - 2025** (Pages 29 - 32)

To receive the Work Programme for 2024 – 2025
10. **Any other business which the Chairman, by reason of special circumstances, decides is urgent**

Minutes

Meeting of the Rural and Communities Overview and Scrutiny Committee

Wednesday, 16 October 2024, 2.00
pm



SOUTH
KESTEVEN
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COUNCIL

Committee Members present

Councillor Nikki Manterfield (Chairman)
Councillor Pam Byrd
Councillor Richard Dixon-Warren
Councillor Tim Harrison
Councillor Robert Leadenham
Councillor Charmaine Morgan
Councillor Habibur Rahman

Other Members present

Councillor Graham Jeal

Cabinet Members

Councillor Rhea Rayside

Officers

Karen Whitfield, Assistant Director –
Leisure, Culture and Place
Fran Beckitt, Head of Service – Human
Resources and Organisational
Development
Ayeisha Kirkham, Head of Public
Protection
Claire Moses, Head of Service
(Revenues, Benefits Customer and
Community)
Carol Drury, Community Engagement &
Manager
Bethany Goodman, Leisure Officer
Joshua Mann, Democratic Services
Officer

85. Public Speaking

There were no questions or statements submitted by members of the public.

86. Apologies for absence

Councillor Vanessa Smith sent apologies and was substituted by Councillor Tim Harrison.

Councillor James Denniston sent apologies and was substituted by Councillor Charmaine Morgan.

Councillor Steven Cunnington sent apologies.

87. Disclosure of Interest

No disclosures of interests were noted.

88. Minutes from the meeting held 10 July 2024

The minutes of the meeting held on 10 July 2024 were proposed, seconded and **AGREED** as a correct record.

89. Updates from the previous meeting

The actions from the 10 July 2024 meeting were completed prior to the 16 October 2024 meeting. This was confirmed with the Members without further comment.

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

There were no announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service.

91. Prevent Update 2024

The Prevent Update 2024 was presented by the Cabinet Member for People and Communities.

The purpose of this report was to provide information on the Council's delivery of the Prevent duty and to seek the Committee's recommendation to Cabinet to approve the draft Venue Hire and External Speaker Policy.

The Council was required to ensure that publicly owned venues and resources did not provide a platform for extremists and were not used to disseminate extremist views. The Council must not allow its venues to be used by those whose views would draw people into terrorism.

One way in which the Council could reduce “permissive environments” was to introduce this policy which it is required to have under the Prevent Duty.

The Counter Terrorism and Security Act 2015 created a statutory duty to have due regard to the need to prevent people being drawn into terrorism. As a local authority, this responsibility applied to South Kesteven District Council (SKDC), and the report identified the steps SKDC had taken to meet the Duty. The Council provided training for both officers and elected Members to raise awareness of Prevent. Such training was undertaken either in-person or via the Home Office’s E-Learning facility. For elected Members of SKDC, this training became a mandatory annual requirement in 2024. At the time of the report’s publication, 45 of the Council’s 56 elected Members had completed the required training.

During discussions, Members commented on the following:

-What proportion of the SKDC workforce had received Prevent training. It was confirmed by the Community Engagement Manager that Prevent training was mandatory for all SKDC staff.

Following the discussion, it was proposed, seconded and AGREED to note the contents of the report and to recommend to Cabinet the approval of the Venue Hire and External Speaker Policy.

92. Draft Equality, Diversity and Inclusion Annual Position Statement 2024

The Committee was presented with the Draft Equality, Diversity and Inclusion Annual Position Statement for 2023/24.

This document was retrospective and was produced in accordance with the Council’s legal responsibilities under the Public Sector Equality Duty. The Duty required the annual publication of information to show how the Council complied with the Equality Act 2010. As a local authority, SKDC was required to publish information relating to its workforce and the communities it served.

The document had been produced to provide background on the Council’s responsibilities under the Public Sector Equality Duty and its Equality Objectives. It also provided a profile of the District and demographics – this was made up of information gathered within the 2021 national Census and Office for National Statistics Mid-Year Population Estimates and provided an insight into how the Council had continued to support its staff and customers. The Annual Position Statement outlined workforce statistics. These statistics had been used, where possible, to provide a comparison with the District’s demographic.

The document had been presented in a draft form to allow for input from the Committee.

During discussions, Members commented on the following:

-Accessibility for those without internet access or the technological skillset required to use the internet. The Member noted that there was a reliance on either the Grantham Journal or SKDC's online resources for information sharing. The Community Engagement Manager confirmed that the resources were available to members of the public in any format upon request. The Member responded that for this to effectively serve the community, they would have to already be aware of the document in order to request a printed version, which they likely wouldn't be aware of without seeing the online publication.

-A Member questioned the satisfaction felt at grassroots level regarding the implementation of the objectives in the Annual Position Statement. The Community Engagement Manager confirmed that the Community Engagement Strategy had been orchestrated to complement these objectives.

-The Member also questioned the extent to which the public were aware of the work being done by SKDC in line with the Position Statement. At a recent Bourne town forum the Member reported that only 25-30 members of the public attended. The Community Engagement Manager confirmed that SKDC would continue to try and raise public awareness of this document but efforts were already being made to include local Town and Parish Council's within the consultations.

-Building on the point of public engagement, one Member stated that it was the responsibility of Members to create interest and raise awareness within their wards and the wider district.

Following the discussions, it was proposed, seconded and AGREED to note the contents of the draft 2023/24 Equality, Diversity and Inclusion Annual Position Statement and to recommend publication of the statement to the Cabinet Member for People and Communities.

93. Health and Wellbeing Action Plan Update

The Health and Wellbeing Action Plan Update – October 2024 was presented by the Cabinet Member for People and Communities.

The purpose of the report was to provide an update on the progress and delivery of the South Kesteven Health and Wellbeing Action Plan. The recommendation of the report was to note the information provided and suggest any enhancements to the extent and clarity of the information produced for the next six-monthly update report.

The Action Plan was aimed at achieving improved health and wellbeing outcomes for the residents of South Kesteven, and supported the Lincolnshire

District Councils' Health and Wellbeing Strategy, which was structured around five lever areas:

- Housing and Homelessness,
- Activity and Wellbeing,
- Environment and Climate,
- Economic Inclusion,
- Working with Communities.

During discussions, Members commented on the following:

-The collaborative working with other Local Authorities. The Health and Wellbeing Lead confirmed that a strong rapport had been built between authorities and was being maintained through regular co-operation and communication, primary through monthly meetings.

-Whether there had been engagement with the NHS to explore additional funding opportunities. The Health and Wellbeing Lead confirmed that this had been explored particularly through the guise of Social Prescribing. The result of which was exemplified at the Wyndham Park Visitors Centre.

-Clarification was sought on the extent to which mental health support had been incorporated within the action plan. The Health and Wellbeing Lead confirmed that SKDC had been engaged in mental health partnership groups where different providers of mental health support had been pooling and coordinating their support.

-It was noted by Members that they wished to keep the actions undertaken by the Health and Wellbeing Action Plan under further review despite actions being marked as completed.

The matter was NOTED by the Committee.

94. Cost of Living Update

The Cost-of-Living Update was presented by the Cabinet Member for People and Communities.

The purpose of the report was to provide the Committee with an update regarding the activities undertaken by the Cost-of-Living Team, along with details of the financial support received (facilitated by the Cost-of-Living Team) for South Kesteven residents during 2023/24 and 2024/25. The report also provided an update regarding the support being provided to pensioners affected by the changes in the eligibility criteria for the Winter Fuel Allowance.

The Cost-of-Living Team was formed in June 2023. This was the second report to be presented to this Committee, with the first report being presented on 1 February 2024.

During the discussions, Members commented on the following:

The Head of Service (Revenues, Benefits, Customer and Community) confirmed that the figure of 13,720 at section 2.18 of the report was the total number of vouchers issued and therefore included multiple vouchers for the same individuals.

- An indication was requested of the Cost-of-Living Team's future following the expiry of the Cost-of-Living Team's funding in March 2025. The Head of Service (Revenues, Benefits, Customer and Community) stated that SKDC has a reserve of £95,000 worth of re-useable vouchers that were being allocated for the new financial year.

- The Head of Service (Revenues, Benefits, Customer and Community) confirmed that that SKDC had made significant efforts to raise awareness of available support not just with digital output but also by identifying individuals known to council services as requiring support. Furthermore, the Cost-of-Living Team had conducted visits across the district. A Member praised these efforts and the hard work done by officers in the Cost-of-Living Team. However, the Member was sceptical of the extent to which efforts to raise awareness of the support had been successful. The suggestion was made for Housing Officers to be more proactive in raising awareness of the Cost-of-Living Team within their capacity. The Head of Service (Revenues, Benefits, Customer and Community) acknowledged that awareness of the support needed to continue to increase. However, they did clarify their apprehensiveness about intruding on the remit of Tenancy Services by escalating the involvement of Housing Officers. A Member noted that raising awareness of support was also a responsibility of Members across the district.

- It was noted by a Member that a barrier to some individuals accessing such support was the pride of individuals to be self-sufficient. The Member remarked that this was particularly the case with the older generation who were being directly impacted by the changes to the Winter Fuel Allowance. It was requested that resources for raising awareness were arranged in a physical printed format that could be handed to individuals or posted through doors for those unlikely to learn of the support online. The Head of Service (Revenues, Benefits, Customer and Community) confirmed that 900 letters had been posted to SK pensioner tenants regarding support available in light of the changes to the Winter Fuel Allowance. Despite these 900 letters, only 15 responses were received to date. Despite this lack of engagement by residents, SKDC were arranging for leaflets to be made available in relevant locations such as libraries, community centres, etc.

- A Member suggested engaging with Parish Churches, stating that they were often aware of specific individuals in need.

- It was identified by a Member that tackling the stigma of accessing support and simplifying the process of attaining the support should be prioritised, particularly given the link between suicide rates and those living in poverty.

- The Cabinet Member for People and Communities praised the hard work of the individuals in the Cost-of-Living Team.

The Cost-of-Living Update was NOTED by the Committee.

95. Customer Service update

The Customer Service Update was presented by the Cabinet Member for People and Communities.

The purpose of this report was to provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas for Q1 2024/25 and call handling up to 31 August 2024.

In the first quarter of 2024/25, there were 50,572 interactions recorded with customers. There were also 388,346 digital interactions via email/website visits. For context, website visits equated for 84.59% of customer interactions in this period.

It was anticipated the relocation of the Customer Service Centre to The Picture House would improve the customer service experience. The Centre had a dedicated self-service area and an increased presence of officers from high contact services.

There was also a Customer Service Centre in Bourne which remained open later in the day. The opening of further Customer Service Centres within the district was under consideration.

During the discussions, Members commented on the following:

- Whether the opening days of the Bourne Customer Service Centre could be amended to coincide with the Bourne Market; the aim being that this could allow the Market to gain casual consumers who were going to the Customer Service Centre. The Head of Service (Revenues, Benefits, Customer and Community) confirmed that this would require consultation with Lincolnshire County Council as the Libraries services were contracted out to SKDC and consideration would need to be given to any potential additional resource and cost. However, it was noted that only 3% of individuals visiting the library building were attending as an SKDC visitor for the Customer Service Centre. Given that relatively few individuals visit the Grantham Office from Bourne, this suggested a lack of demand from Bourne residents.

- Clarification regarding the nature of 'abandoned calls' outlined within the report. The Head of Service (Revenues, Benefits, Customer and Community)

confirmed this was a reference to any call to SKDC that did not reach an officer. There was a range of reasons why a call may have been abandoned, such as opting to use the online services as prompted by the automated system.

- The suitability of the Customer Service Centre within Bourne Library was raised in the context of the ability to have sensitive conversations without being overheard by library users. The Head of Service (Revenues, Benefits, Customer and Community) confirmed that there was a confidential area within the Bourne Customer Service Centre which could be used as a safe-space for sensitive conversations.

- Also queried was the level of residents from the Deepings that travelled to the Bourne Customer Service Centre. The Head of Service (Revenues, Benefits, Customer and Community) confirmed that between 1st April 2023 to 30th September 2024, 30 individuals from a Deepings postcode visited the Centre, out of the 7215 total visitors.

- Accessibility of disabled parking was queried for the Grantham Customer Service Centre. It was stated that Blue Badge parking was available on the adjacent St. Catherine's Road, Grantham.

The report was NOTED by the Committee.

96. Youth Council

The Youth Council Update was presented by the Cabinet Member for People and Communities.

The purpose of the report was to update the members of the Rural and Communities Overview and Scrutiny Committee on the progress and activities of the Youth Council of SKDC. The Committee was recommended to note the contents of the report.

The Youth Council was formed in July 2023 and consisted of Members between the ages of 11 and 19. The three priorities identified by Members of the Youth Council were:

- Mental Health & support available,
- Climate change/sustainability,
- Entrepreneurship of young people.

It was noted that the Youth Council were currently recruiting for more Members via social media and engagement with local schools.

Members of the Rural and Communities Overview & Scrutiny Committee were encouraged to attend the Youth Council and it was noted that the 'Cost of

Living' was being debated at the upcoming November meeting of the Youth Council.

During the discussions, Members commented on the following:

- Members praised the work done by the Members of the Youth Council.
- It was queried where the Youth Council meetings were held and when they were. It was confirmed that the meetings were held in the Council Chamber in SK House and Members were encouraged to contact the HR Manager or the Cabinet Member for People and Communities in order to learn the time/dates of upcoming meetings.

The Youth Council report was NOTED by the Committee.

97. Work Programme 2024 - 2025

The Work Programme was NOTED.

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

A Member asked whether the day of Bourne Market could be moved to coincide with the opening days of the Bourne Customer Service Centre, if it was not possible to amend the opening days of the Customer Service Centre. It was noted that evaluation of this suggestion would lie within the remit of the Culture and Leisure Overview and Scrutiny Committee.

The meeting closed at 3:10pm.

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**SOUTH
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Rural & Communities Overview & Scrutiny Committee

Thursday, 12 December 2024

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

Corporate Plan 2024-27: Key Performance Indicators Report - Mid-Year (Q2) 2024/25

Report Author

Charles James, Policy Officer

✉ Charles.James@southkesteven.gov.uk

Purpose of Report

To present the Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) for quarter 2 2024/25.

Recommendations

That the Committee:

- 1. Notes and scrutinises the performance against the Corporate Plan Key Performance Indicators in relation to the delivery of the Corporate Plan 2024-27.**

Decision Information

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

1. Implications

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

Finance and Procurement

1.1 There are no significant financial implications arising from this report.

Completed by: Paul Sutton, Interim Head of Finance (Deputy 151 Officer)

Legal and Governance

1.2 Regular monitoring of service area performance by the relevant Committee of the Council is to be welcomed and represents good governance. This report is for noting and there are no significant legal or governance implications arising from the report.

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

2. Background to the Report

2.1 The Corporate Plan 2024-2027 was adopted by Council on 25 January 2024. It was proposed actions, key performance indicators (KPIs) and targets would be developed by the relevant overview & scrutiny committees, which would retain oversight of the performance management arrangements at a strategic level.

2.2 The actions within the remit of this Committee with accompanying measures were presented to and agreed by the Committee on 28 March 2024.

3. Key Considerations

- 3.1 This report is the first of the new reporting cycle, and covers the period July to September 2024 (Quarter 2 2024/25).
- 3.2 Appendix A presents the overall performance against the ten actions being presented in this session. Commentary by the responsible officer is provided for each action. Performance is summarised using a RAG system as follows:
- 3.3 Eight of the actions are rated Green overall. These are actions which are on or above target as planned.
- 3.4 Two actions are rated as Amber, these are those off target by less than 10% or where milestone achievement is delayed but with resolution in place to be achieved within a reasonable timeframe.
- 3.5 Zero actions are rated as Red. These are actions that are significantly below target.
- 3.6 The 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 Committees, and further consideration of how to best meet those needs by Officers.

4. Other Options Considered

- 4.1 As Council has agreed the Committees will lead monitoring performance, there are no viable alternatives. An absence of performance arrangements would mean the delivery of the Corporate Plan is unmonitored and prevent continuous improvement. A purely internal KPI suite would prevent effective and transparent scrutiny and accountability.

5. Reasons for the Recommendations

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

6. Appendices

- 6.1 Appendix A – Corporate Plan 2024-27 KPI Report: Rural & Communities OSC Mid-Year (Q2) 2024/25

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Corporate Plan 2024-27: KPI Summary Report Q2 2024/25 – Rural & Communities Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
COM1	Connecting Communities	Deliver the Local Health and Wellbeing Action Plan	Assistant Director (Leisure, Culture and Place)	Deliver 100% of the Local Health and Wellbeing action plan actions .	41%	On Target	There has been significant progress of actions being completed or underway. Some actions are considered as being continuously ongoing and therefore will be difficult to show as 'completed' by the end of the plan. There are a total of 92 actions across all the lever areas with 58 being classed as ongoing actions and 34 have timeframes associated. Of the 34 actions, a total of 14 have been completed representing 41% completion rate. Officers continue to attend the Health and Wellbeing Officer Working Group and the Healthy Weight Operational Partnership Group. A general progress report was presented at the October meeting of the Rural and Communities Overview and Scrutiny Committee.
COM7	Connecting Communities	Deliver the Community Engagement and Development Strategy and accompanying action plan.	Head of Service (Revenues, Benefits, Customer Service & Community) / Community Engagement Manager	% of total actions on target/complete	92%	On Target	The effectiveness of Community Engagement relies on interventions, support and projects that are ongoing. The Action Plan covers a four year period and all but 2 of the actions within it have already commenced and will remain ongoing. We are exceeding expectation in relation to the delivery of the Plan and, most importantly, the work is having a strong and lasting impact on our communities.
				Number of Community Engagement events held across the district (cumulative)	5	On Target	The Team is on target to successfully deliver against the agreed number of events during this year.
				£ levered by the SK Community Fund (cumulative)	£28,683	On Target	This figures exceeds what would have been expected during the first two quarters of the year. The full year value remains dependent on the uptake of grants and project value, but is boosted by the direct support being offered to groups across the District by the work of the Community Grants and Funding Officer.

South Kesteven District Council - Appendix A – Corporate Plan 2024-27 KPI Report: Rural & Communities OSC Mid-Year (Q2) 2024/25

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
COM8	Connecting Communities	Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police.	Head of Service (Public Protection)	% Public Realm CCTV cameras working at all times (Monthly)	99.3%	On Target	The target for public realm cameras working for 90% of the time is being achieved and is above the target. The audit is not due until Q3 and therefore this is when this part of the KPI will be reported.
				Achievement of successful annual review by Surveillance Camera Commissioner	N/A – due to take place in Q3	N/A	
COM9	Connecting Communities	Deliver the Safer Streets programme and seek opportunities to develop a legacy applied districtwide once the funding period ends	Head of Service (Public Protection)	% of funding spent	39%	Below Target	The project is progressing well and being monitored and delivered by the Safer Streets Coordinator. The information reviewed identifies that at the end of Q2 around 39% of the Office of Police and Crime Commissioner Funding has been spent. This is around 11% below what is expected at the end of Q2 (which would be 50%). One of the challenges has been getting the patrols fully covered. This is under constant review and the coordinator is developing ways to increase the number of patrols. The Lincolnshire Deputy Police & Crime Commissioner (PCC) Sara Munton visited the project on 01/11/2024. The Deputy PCC observed a self-defence class at Grantham West Academy, viewed the CCTV centre, and met premise licence holders and security staff at Morrisons who have benefitted from the radios funded by the project. The Deputy PCC was impressed by the project and described it as an excellent example of how innovative and effective partnership working can deliver for communities.

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
COM11	Connecting Communities	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.	Head of Service (Revenues, Benefits, Customer Service & Community) / Armed Forces Covenant	% of total actions on target/complete (Armed Forces Covenant Action of Community Engagement and Development Strategy)	78%	On Target	The Action Plan and all the events/activities are on target to be delivered well within the lifetime of the Plan.
				Number of engagement events delivered annually that raise awareness of the Armed Forces community and bring together business, community and the defence sector to explore opportunities for collaboration (7)	5 (cumulative)	On Target	
				Number of events delivered within the district that mark national commemorations relating to the Armed Forces community (1)	3 (cumulative)	On Target	This indicator relates specifically to national commemorative events related to our Armed Forces community. No events have taken place within this quarter however, going forward, we will mark the 80th Anniversary of the Arnhem campaign and Remembrance in November.
COUN1	Effective Council	Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities.	Head of Service (Public Protection)	Attendance at partnership meetings (75%)	94%	On Target	From the list of meetings that the Public Protection Service attends with Partners, the Service in Q1 attended 96% of meetings and in Q2 attended 94%, this is greatly above the set target of 75%.

South Kesteven District Council - Appendix A – Corporate Plan 2024-27 KPI Report: Rural & Communities OSC Mid-Year (Q2) 2024/25

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
COUN2	Effective Council	Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent.	Head of Service (Public Protection)	% of Regulatory Services service requests with an initial response within a defined timescale (5 working days) 95%	Service Average: 95%	On Target	This target has been set for the Licensing Team within the Public Protection Service, however each of the 4 service areas (Environmental Health- Food Health and Safety; Environmental Health- Environmental Protection, Private Sector Housing, Disabled Facilities Grants; Community Safety and Licensing) have been included. In Q2 the service is operating at 95% (the target) and individually licensing is at 98%. Therefore the target is being achieved.
					Neighbourhoods Team: 94%	Below Target	
					Commercial Team: 100%	On Target	
					Licensing Team: 98%	On Target	
					Environmental Health, Environmental Protection, Private Sector Housing: 90%	Below Target	
COUN5	Effective Council	Deliver the refreshed Customer Experience Strategy and accompanying action plan.	Head of Service (Revenues, Benefits, Customer Service & Community)	Approval of refreshed Customer Experience Strategy	Pre-consultation	On Target	The consultation for the Customer Experience Strategy is currently being drafted. Draft consultation will be presented to CMT in November, with public consultation taking place during February/March 2025.
				Volume of calls offered (% handled) 80%	82% (Q1 75%)	On Target	Total calls offered to 30 September 2024 for Q2 were 50,058 (105,787 in total), of which 82% were handled (41,058) . There continue to be peaks and troughs during the year and the handling of calls is monitored closely.
COUN6	Effective Council	Ensure the tax collection process is always effective, efficient, timely and fair.	Head of Service (Revenues, Benefits, Customer Service & Community)	% Council Tax collected (Monthly)	55.52%, therefore, collection is currently level.	On Target	The amount collected in 2024/25 is compared to the amount collected at the same time in 2023/24. Collection continues to be on target for all 3 areas.
				% Business Rates collected (Monthly)	55.88%, therefore, collection is currently 0.05% or £21,594 above target.	On Target	
				% SKDC Rental Income collected (Monthly)	49.554%, therefore, collection is currently 0.42% or £125,373 above target.	On Target	

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
HOUS2	Housing	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.	Head of Service (Public Protection)	100 completed per year	42 (cumulative) 25 were completed in Q2.	Below Target	At the end of Q2, the cumulative number of adaptations completed YTD is at 42, which is just short of the expected 50 at this point in the year. The completion rate rose from 17 in Q1 to 25 in Q2. The rate should increase further as we continue into Q3 and Q4 to enable the target of 100 to be achieved by the end of Q4. An additional surveyor has been added to the team which will contribute towards this.

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**SOUTH
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Rural and Communities Overview and Scrutiny Committee

Thursday, 12 December 2024

Report of Councillor Rhea Rayside,
Cabinet Member for People and
Communities

SK Community Awards 2024

Report Author

Carol Drury, Community Engagement Manager

✉ carol.drury@southkesteven.gov.uk

Purpose of Report

The purpose of this report is to provide the Rural and Communities Overview and Scrutiny Committee with a review of the SK Community Awards for 2024 from launch to the celebratory event and to seek comments and suggestions from Members on the Awards going forward.

Recommendations

The Committee is recommended to:

- 1. Note the content of this report**
- 2. Establish a Working Group to assist in the review of the SK Community Awards**

Decision Information

Does the report contain any exempt or confidential information not for publication?

No

What are the relevant corporate priorities?

Connecting communities

Which wards are impacted?

(All Wards);

Implications

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

Finance and Procurement

- 1.1 There are no financial implications directly arising from this report, which is for noting.

Completed by: Paul Sutton Interim Head of Finance (Deputy s151))

Legal and Governance

- 1.2 There are no significant legal or governance implications arising from this report.

Completed by: Graham Watts, Monitoring Officer

2. Background to the Report

- 2.1. The SK Community Awards are an annual initiative that celebrates the work, dedication and commitment of volunteers, community groups, charities and businesses that give back to their communities across South Kesteven.
- 2.2. The Awards, which were first introduced in 2021 as a response to upsurge in volunteering and neighbourliness during the Covid 19 Pandemic, are open annually to nominations from the general public.
- 2.3. Generally, the Awards are opened to nominations during Volunteers week (1st to 7th June annually). In 2024 however, the launch had to be pushed back to July as a result of the general election being called. Nominations remained open until the end of September.
- 2.4. Categories in the 2024 Awards were:
- **Inspirational Young Person**
 - This category was open to nominations for young people pioneering or supporting an activity or project that would make a difference in their local community. Countless young people support projects and people within their communities and get no recognition for their efforts. Nominations were confined to people aged up to 25 years.

- **Community Contribution by Business**
 - This category was open to nominations for businesses actively benefitting their local community. Eligible business could, for example, donate unsold food, sponsor a local youth football team or work to make the local area smarter, safer, healthier or more sustainable. Nominations were encouraged for all sizes of businesses that operate locally.
- **Neil Smith – Beyond the Call of Duty**
 - This award acknowledged the incredible bravery of people who take action in emergency, often life-threatening situations. It is presented in remembrance of our late colleague Neil Smith who saved his infant son's life by administering CPR. Nomination were open for anyone – whether a member of the public who responded in an emergency situation to community police officers, paramedics or ambulance crews, fire officers, a volunteer first responders or doctors.
- **Community in Bloom**
 - Our towns and villages are a huge asset to the district but who keeps them looking so lovely, putting in time and effort? This award recognised the places that are kept colourful and well cared for through community commitment to planting and neatness.
- **Judy Smith – Lifetime Community Champion**
 - This award honoured a popular former councillor who worked tirelessly for her community. Always the most popular category, we were again looking to celebrate an individual who has contributed a huge amount of their time and effort to a club, group, charity or organisation.

- 2.5. Submission of nominations is via the Council's website. The person nominating is asked to provide up to 250 words about their nominee to give an insight into the person and their involvement in activity within the community.
- 2.6. For those unable to access the website, hard copies of the nomination form are provided. Anyone unable to complete a form is assisted by a member of the Community Engagement Team to ensure no-one misses out on the opportunity to nominate a community champion.
- 2.7. At the close of the nomination period, the submissions are broken down into categories. Often, an individual nominee has multiple nominations. These are condensed, ensuring that all the information provided is retained to be shared with the judging panel.
- 2.8. Finalists and the ultimate winner in each category were chosen by a panel of Elected Members. The Chairs and Vice Chairs of the Overview and Scrutiny Committees were invited to be part of the panel along with the Cabinet Member for People and Communities.

- 2.9. The judging panel meets in person to go through the nominations by category. Each panel member is given a voting slip on which they note their first, second and third choice. If, after this round of voting, there is no clear winner or runners up, the panel votes again.
- 2.10. In addition to the categories listed above, two additional awards were made this year. They were:
- Volunteer of the Year
 - Community Group of the Year
- 2.11 The recipients of these two awards were decided by the Judging Panel from amongst the people/groups nominated across all categories.
- 2.12 The three finalists in each category nominated by the public, along with the recipients of the volunteer of the year and community group of the year award were invited to attend a celebratory dinner held in Bourne in November 2024 at which the winners were announced.
- 2.13 The winners and runners up, who are invited to bring a guest with them to the Awards evening, were presented with a crystal trophy by members of the Cabinet and the Chairman of the Council.
- 2.14 The SK Community Awards are really well received by our nominees and this project and its celebratory event are an excellent way of showing Council support for the voluntary, community and business sectors of South Kesteven.

3. Key Considerations

- 3.1. Since its introduction in 2021 there have been 343 nominations to the SK Community Awards. We should be mindful however that of that number 25% were multiple nominations for individuals across the categories. It is also seen that many of the same people are nominated year-on-year for their work in the community.
- 3.2. As mentioned in 2.2 above, the SK Community Awards were introduced as a direct result of the remarkable community support and spirit that came out of the Covid 19 pandemic. The number of nominations in the first year was high (123) but the numbers have seen a decline in the years since with only 39 unique nominations being made this year.
- 3.3 Although, over the years, some of the categories have changed (based on numbers of nominations year-on-year), the Awards have operated the same way. With declining numbers of nominations it is considered that the process should be reviewed to ensure it remains fit for purpose.

4. Other Options Considered

- 4.1 Whilst this report is presented for information, it is requested that the Committee forms a working group to work alongside officers and the Cabinet Member for People and Communities to review the process and make suggestions for whether any changes should be made for the 2025 SK Community Awards.
- 4.2 The working group would feed back to this Committee on its findings to allow Members to vote on recommendations made. It is suggested that the working group meet in early January 2025. This would allow time for the process to be reviewed and reported back to Rural and Communities OSC at its meeting of 13 February 2025.

5. Reasons for the Recommendations

- 5.1. To provide information to the Committee on the SK Community Awards 2024.
- 5.2. To offer the opportunity to help shape the SK Community Awards for 2025.

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Rural and Communities Overview and Scrutiny Committee 2024/25

WORK PROGRAMME

REPORT TITLE	OFFICER	PURPOSE	ORIGINATED/COMMIITEE HISTORY DATE(S)	CORPORATE PRIORITY
12 December 2024				
Corporate Plan 2024-27 Key Performance Indicators: 2024/25 Mid-Year (Q2) Report	Debbie Roberts (Head of Corporate Projects, Policy and Performance)	This report would outline South Kesteven District Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) from July-September 2024.		
Armed Forces Update	Debbie Nicholls (Armed Forces Officer)	To provide a retrospective of events, activity and support provided during 2023/24 relating to the Armed Forces Covenant and the Council's responsibilities under the Armed Forces Act.	Agreed at agenda setting meeting	Effective Council Connecting Communities
Community Awards				
13 February 2025				
Consideration of the Corporate Plan in the context of farming and agri-food producers.				

REPORT TITLE	OFFICER	PURPOSE	ORIGINATED/COMMIITEE HISTORY DATE(S)	CORPORATE PRIORITY
Customer Experience Strategy 2025 to 2028	Claire Moses (Head of Service (Revenues, Benefits, Customer and Community))	Committee to review and provide feedback on the draft Customer Experience Strategy 2025 to 2028 as part of stakeholder consultation		
CCTV Update				
Road Safety & Speeding in Communities Presentation				
20 March 2025				
Cost of Living Update	Claire Moses (Head of Service (Revenues, Benefits, Customer and Community))	It will be intended for these to be every 6 months from 2025	1 February 2024 Last reported 16 October 2024	Enabling Economic Opportunity Effective Council
Customer Service Update – Q3 position	Claire Moses (Head of Service (Revenues, Benefits, Customer and Community))	To provide an update regarding Customer Service performance and specific activities impacting on Customer Service	5 July 2023	Effective Council
Customer Experience Strategy 2025 to 2028	Claire Moses (Head of Service (Revenues, Benefits, Customer and Community))	Committee to review and provide feedback on the outcome of stakeholder consultation and final Customer Experience Strategy 2025 to 2028		

REPORT TITLE	OFFICER	PURPOSE	ORIGINATED/COMMIITEE HISTORY DATE(S)	CORPORATE PRIORITY

Unscheduled Items

Report title	Issue	Originated	Corporate Priority
Car Parking			
Discussion around road safety and speeding in communities			
Impact of the Forbidden Forest Festival on South			

Kesteven's rural communities			
Crime Disorder Meeting			
Parish and Town Council liaison	To provide a review of the Parish and Town Council Conference		Connecting Communities

The Committee's Remit

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

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