

AGENDA



- Committee - **PERFORMANCE MONITORING PANEL**
- Date & Time - Tuesday, 8 November 2016 at 6.30 pm
- Venue - Meeting Room 1, Council Offices, Priory Road, Spalding

Membership of the Performance Monitoring Panel:

Councillors: B Alcock (Chairman), G R Aley, J R Astill, M D Booth (Vice-Chairman), C J T H Brewis, T A Carter, R Clark, G K Dark, P C Foyster, R Grocock, J L King, J D McLean, A M Newton, A C Tennant and J Tyrrell

Substitute members on the Performance Monitoring Panel may be appointed only from members who are not on the Cabinet. Substitutions apply for individual meetings only.

Quorum: 5

Persons attending the meeting are requested to turn their mobile telephones to silent mode

Democratic Services
Council Offices, Priory Road
Spalding, Lincs PE11 2XE

Date: 31 October 2016

Please ask for Christine Morgan: Telephone 01775 764454
e-mail: cmorgan@sholland.gov.uk

AGENDA

1. Apologies for absence.
2. Minutes - To sign as a correct record the minutes of the meeting of the Performance Monitoring Panel held on 30 August 2016 (copy enclosed) (Pages 1 - 10)
3. Declaration of Interests. - Where a Councillor has a Disclosable Pecuniary Interest the Councillor must declare the interest to the meeting and leave the room without participating in any discussion or making a statement on the item, except where a councillor is permitted to remain as a result of a grant of dispensation.
4. Questions asked under Standing Order 6
5. Tracking of Recommendations - To consider responses of the Cabinet to reports of the Panel.
6. Items referred from the Policy Development Panel.
7. Key Decision Plan - To note the current Key Decision Plan (Pages 11 - 14)
8. Review of implemented planning decisions - To report on the review and to consider the findings (report of the Executive Director Place enclosed). (Pages 15 - 18)
9. Performance Overview Report - Quarter 2 2016/17 - To provide an update on Council performance for the period 1 July 2016 to 30 September 2016 (report of the Executive Director Strategy and Governance enclosed). (Pages 19 - 24)
10. Performance Monitoring Panel Work Programme - To set out the Work Programme of the Performance Monitoring Panel (report of the Executive Manager Governance enclosed) (Pages 25 - 36)
11. Any other items which the Chairman decides are urgent -

NOTE: No other business is permitted unless by reason of special circumstances, which shall be specified in the minutes, the Chairman is of the opinion that the item(s) should be considered as a matter of urgency.

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 30 August 2016 at 6.30 pm.

PRESENT

M D Booth (Vice-Chairman)

G R Aley
J R Astill
C J T H Brewis
T A Carter

G K Dark
P C Foyster
R Grocock
J D McLean

A M Newton
A C Tennant
J Tyrrell

In Attendance: The Place Manager, the Environmental Services Manager, the Communities Manager, the Corporate Improvement and Performance Manager, the Democratic Services Officer, Inspector Jo Reeves, the Portfolio Holder for Community Development and the Portfolio Holder for Place.

Apologies for absence were received from or on behalf of Councillors B Alcock, R Clark and J L King.

10. **PERFORMANCE OVERVIEW REPORT QUARTER 1 2016/17**

With the permission of the Chairman and the agreement of the Portfolio Holder for Community Safety and Inspector Jo Reeves, this item was considered as the first item of business at the meeting.

Consideration was given to the report of the Executive Director Strategy and Governance which provided an update on Council performance for the period 1 April 2016 to 31 June 2016. Areas where performance had improved since the previous quarter were brought to Members' attention, as were areas of concern where performance was below expected.

Quarter 1 saw similar levels of performance against indicators as had been experienced in Quarter 4 last year. The performance was rated as good with 56.25% of indicators being green which indicated good performance above the organisational expectation. There were two amber indicators and five red indicators which in total made up the remaining 43.75% of indicators.

Areas of success highlighted within the report included: Customer Services (call waiting times and customer complaints); Commercial Property occupancy; Staffing (turnover); Planning (application determination); and Revenues (Business Rate and Council Tax collections).

Areas of concern highlighted within the report included: Customer

Action By

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Service (call abandonment); and Housing Re-Let Times. The Panel also received an update on the following areas, currently showing as 'red':

- Missed Waste Collection Rate – A change in routes had caused a spike in missed collections however, the situation was now improving.
- Percentage of Working Days Lost to Sickness – This was still showing as 'red' however, there had been a marked improvement.
- Housing re-let (void) times – Although still showing as 'red', the situation was improving. The Panel had set up a Task Group to look at this area and work would be commencing shortly.

The Panel raised the following issues:

- Fly-tipping continued to be a problem – how was the Authority taking action with regard to enforcement?
 - Fly-tipping was notoriously difficult to enforce as it was not always possible to identify the perpetrator. The use of cameras for identification purposes was not a straightforward solution as fly-tipping did not always occur at the same sites, and strict legislation relating to the use and positioning of cameras had to be adhered to. However, the Council had a zero tolerance policy towards fly-tipping and would tackle the problem with the resources it had at its disposal.
- Signage at sites where fly-tipping occurred frequently should be taken forward.
- Some individuals offering disposal services to the public were fly-tipping items collected, rather than disposing of them in the correct manner. The public had a duty of care to find out how these individuals were actually disposing of the items that they collected.
- The local Press had recently provided good publicity for the Council regarding the prosecution of some fly-tippers.
- The fee charged by the Authority for the collection of bulky items did provide good value for money, and the Authority was one of the cheapest providers within the areas. Unscrupulous providers of a disposal service could always undercut the Authority.

The Chairman stated that the information showed the Authority's performance moving in the right direction, and that these efforts should be congratulated.

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AGREED:

That the report of the Executive Director Strategy and Governance be noted.

(The Corporate Improvement and Performance Manager left the meeting following discussion of this item).

11. DECLARATION OF INTERESTS

There were none.

12. CRIME AND DISORDER UPDATE

Crime and Disorder Update/Policing in the South Holland area

The Portfolio Holder for Community Development provided his last crime and disorder update to the Panel on 16 September 2015. During discussion on a variety of issues, it had been agreed that the Panel receive a further update, and that Inspector Jo Reeves be asked to attend to answer members' questions regarding policing matters. It was therefore agreed that the Crime and Disorder update and the Policing in the South Holland area discussion be considered as one item.

Inspector Jo Reeves and the Communities Manager provided a presentation to the Panel which provided information on Community Safety in South Holland and which also addressed questions submitted by members prior to the meeting.

How were Community Safety Priorities set?:

- Force Priorities were set by the Police and Crime Commissioner
- The Chief Constable produced an operational delivery plan
- SHDC – Corporate Plan 'To develop safer, stronger, healthier and more independent communities whilst protecting the most vulnerable
- Local Community and Neighbourhood Policing Team priorities
- Lincolnshire Community Safety Partnership priorities
- East Lincolnshire Community Safety Partnership priorities
- Community Safety Survey (Councillors were asked to promote the survey in their wards)

The Lincolnshire Community Safety Partnership had identified the following priorities on which it would focus its activities during 2015-18 (the Panel was advised that the Community Safety

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Report would be presented next week to the Board, and that this information would then be shared with the Panel):

- Anti-Social Behaviour and Hate Crime
- Domestic Abuse
- Reducing Offending
- Serious and Organised Crime
- Substance Misuse
- Sexual Violence

The presentation provided the Panel with the following data relating to crime in South Holland:

- Number of crimes per 1000 population – this provided figures for 2014/15 and 2015/16 for all Lincolnshire districts. The figures for South Holland were the second lowest in the county. Although there had been a slight increase in the current year's figures, they were still considerably lower than the national average.
- Anti-Social Behaviour – the data compared incidents for 2015/16 to the previous year, 2014/15. It showed figures decreasing however only reported data was available therefore any potential non-reported Anti-Social Behaviour would not be reflected. The Inspector confirmed that there was no correlation between the incidence of Anti-Social Behaviour and the migrant population.
- Hate Crime – Figures were available for April 2015 to March 2016, and Quarter 1, April – June 2016, separating out the various types of Hate Crime and numbers for the Lincolnshire districts. The first quarter of the current year showed a downward trend although a decrease in numbers could not necessarily be considered a success as it did not reflect unreported crimes. Work was being done to promote the reporting of hate crime when it occurred.

Partnership working was undertaken in a number of different ways. Low level intervention was helpful as many issues could be dealt with early on, thus preventing larger issues in the future:

- Attendance at Anti-Social Behaviour Risk Assessment Conference
- Working with Vulnerable Adult Panels
- Working with Blue Light Engagement Group (alcohol related)
- Working with Victim Support
- Community Engagement (the Police were now engaging with the public in a different way, rather than expecting the public to go come to them, they were engaging in different venues).

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There had been a very positive response.)

Finally, the Panel was advised of the various ways of reporting crime and how incidents were prioritised. Inspector Reeves stated that it was important for all incidents to be reported however small, as they could have links to other crimes.

AGREED:

- a) That the information within the presentation, delivered by Inspector Jo Reeves and the Communities Manager be noted;
- b) That within their own wards, Councillors be requested to promote the Community Safety Survey, engagement events and the reporting of all crime;
- c) That the Lincolnshire Community Safety Partnership's 2015/16 Community Safety Report be circulated to Panel members after it had been considered by the Board; and
- d) That the Portfolio Holder for Community Development be requested to provide a further Crime and Disorder update to the Panel in six months' time.

EH, CM

EH, CM

13. UPDATE ON CLOSED CIRCUIT TELEVISION (CCTV) IN SOUTH HOLLAND

Consideration was given to the report of the Executive Director Place which updated members on progress with the South Holland CCTV Scheme and the use of the system to date.

In February 2014, South Holland District Council agreed to enter into a partnership agreement with Boston Borough Council to transfer the operation of the CCTV service to Boston Borough Council for an improved monitoring service.

The previous system needed to be replaced to improve the effectiveness of the system, improve the quality of transmitted and tracked images, comply with new legislation and codes of practice governing the monitoring of public Space CCTV and to provide a regularly monitored system.

The installation of the wireless infrastructure kit and the cameras took place between June and September 2015. This highlighted transmission problems with the proposed main wireless links, affecting the town links to the control point. Alternative wireless providers were investigated and re-surveying of each town for alternative transmission points was undertaken. This delayed the

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transmission of camera images to Boston control room.

Challenges with transmission of information from the cameras to the control room led to significant delays to the project and to final sign off. However, as of 17 August 2016, Spalding, Crowland and Holbeach cameras were transmitting to Boston Control room.

Monitoring data was available for the Spalding cameras for the period June 2015 to July 2016, and full details were provided in Appendices A and B to the report. The figures for April 2016 to March 2017 would be the first full year of monitoring and would provide an accurate base line for quarterly and yearly comparisons. The data only related to Spalding. Appendix B was for Quarter 1 of 2016/17 and included incidents for Crowland and Holbeach cameras.

As detailed in the appendices, since the cameras had been installed, CCTV Operators had completed 104 incident records and contributed to 17 arrests. CCTV data did not include records for arrests resulting from images reviewed post incident. The majority of data available in the CCTV Statistical reports was internal control room data. Incidents included: thefts; anti-social behaviour; criminal damage; suspicious activity; traffic collision; drink offences; and public order. The highest number of recorded incidences was for missing persons or concern for welfare, with 23 incidences.

AGREED:

- a) That the content of the report be noted;
- b) That CCTV statistical information be provided to the Performance Monitoring Panel on a quarterly basis; and
- c) That any queries about the South Holland District Council CCTV Scheme continue to be directed to the Communities Manager.

EH, CM

(Inspector Jo Reeves and the Communities Manager left the meeting following consideration of this item).

14. MINUTES

The minutes of the meeting held on 15 June 2016 were signed by the Chairman as a correct.

At that meeting, a number of issues had been raised by the Panel relating to Network Rail, and the Place Manager provided an

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update on progress:

- Station issues (outside areas) – Network Rail had been contacted by an Enforcement Officer on 16 July 2016 regarding the state of the outside areas. A positive response had been received via the Estates Department (cutting of grass and pruning of bushes) however, this had only been undertaken in the area immediately outside of the station building. The platform and car park areas were managed by others.
- Station issues (building) – The operators (East Midland Trains) had been contacted by the Transport Forum, and the Authority had been informed that they would be visiting the station on 22 September 2016 to discuss issues relating to the building. The Place Manager would be attending to represent SHDC. East Midland Trains had also advised that all weeds would be cleared by 26 September 2016.
- A number of wider issues had been raised by the Panel (downtime of barriers, faulty barriers, future changes and complaints processes). The Place Manager advised that representatives from Network Rail would be visiting SHDC on 26 October 2016, to provide a briefing prior to the meeting of the Council that evening. In attendance would be the Area Director (Gary Walsh), and the Communications Manager (Rachel Lowe). Network Rail were also hoping to send an engineer, although this would be confirmed closer to the date. Members were encouraged to attend the briefing in order to raise their concerns with the representatives.

AGREED:

- a) That the minutes of the Performance Monitoring Panel meeting held on 15 June 2016 be signed by the Chairman as a correct record; and
- b) That Panel members to encouraged to attend the briefing with Network Rail, prior to the meeting of Council on 26 September 2016, to raise issues of concern.

CM

15. QUESTIONS ASKED UNDER STANDING ORDER 6

There were none.

16. TRACKING OF RECOMMENDATIONS

There were none.

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17. ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were none.

18. KEY DECISION PLAN

Consideration was given to the Key Decision Plan issued on 4 August 2016.

AGREED:

That the Key Decision Plan issued on 4 August 2016 be noted.

19. FINAL REPORT OF THE SWIMMING POOL AND LEISURE CENTRE CONTRACT TASK GROUP

Consideration was given to the report of the Shared Executive Manager Governance, which requested that the Panel consider for approval the final report of the Swimming Pool and Leisure Facilities Contract Task Group.

The Performance Monitoring Panel had established the Swimming Pool and Leisure Facilities Contract Task Group on 1 December 2015, and the following scope had been agreed:

- To consider performance, in relation to the contract, by the Authority and the contractor, particularly with reference to building maintenance and cleanliness, promotion of the facilities and reinvestment in the facilities;
- To look at the Council's performance in monitoring the leisure facilities, and
- To learn from the outcomes of this scrutiny, to inform future contracts and contract monitoring.

A summary of the Task Group's findings, conclusions and recommendations was included within the report provided to members.

DECISION:

That the final report of the Swimming Pool and Leisure Facilities Contract Task Group be approved for presentation to the Cabinet.

CM

20. PERFORMANCE MONITORING PANEL WORK PROGRAMME

Consideration was given to the report of the Executive Manager Governance, which set out the Work Programme of the

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Performance Monitoring Panel. The Work Programme consisted of two separate sections, the first setting out the dates of the future Panel meetings along with proposed items for consideration, and the second setting out the Task Groups that had been identified by the Panel.

The Panel was reminded that a date had been set for the Review of Implemented Planning Decisions – it would be held on 15 September 2016. Those members that had not yet confirmed attendance were requested to do so within the next few days, and all members were advised that if attending, they should do so for the whole of the event.

With regard to Task Groups, the Panel was advised that work on the Performance of the re-letting of voids Task Group would be starting shortly.

AGREED:

That both sections of the Panel's Work Programme, as set out in the report of the Executive Manager Governance, be noted.

(The meeting ended at 8.35 pm)

(End of minutes)

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KEY DECISION PLAN

Issued – 19 September 16

Representations in respect of all the matters shown should be sent in writing, at least one week before the date or period the decision is likely to be made, to:

*Shelley French, Democratic Services Support Officer, Council Offices, Priory Road, Spalding, Lincolnshire, PE11 2XE
Telephone: 01775 764451 Fax: 01775 711253 Email: demservices@sholland.gov.uk*

The Key Decision Plan shows all Key decisions that the Council is likely to make over the next twelve months

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The Key Decision Plan is updated on a rolling basis and shows the decisions that will be considered and the date when the decision is expected to be made. In accordance with the Council's Constitution the DECISIONS detailed within this document, unless otherwise stated, come into force and may then be implemented on the expiry of a 5 working day call-in period from the date of publication of any decision.

Key decisions are: *"A decision which, in relation to an executive function, has a significant effect on communities in two or more Wards of the Council and / or is likely to result in the Authority incurring expenditure, generating income or making savings in any single financial year above the threshold of £75,000 in respect of revenue expenditure and £180,000 in respect of capital expenditure."*

Significant decisions are: *1. A decision made in connection with setting the Council Tax; 2. A decision to approve any matter relating to a Policy or Strategic Plan; 3. Any non-Executive decision which significantly affects the community in two or more wards or electoral divisions. Some of the decisions will be recommendations to full Council, particularly if they impact on the Budget and the Policy Framework (comprising of statutory plans and strategies)*

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION
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PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION
Portfolio Holder for Housing CSU Building Materials Contract	To award a contract.	Portfolio Holder for Housing. Meetings and discussions.		Housing Landlord Manager Between 1 Oct 2016 and 31 Oct 2016
Leader of the Council Greater Lincolnshire Devolution Proposal	(i) To receive consultation responses and in light of them determine whether in principle to approve the final scheme and consent to the various matters contained in it; and (ii) To consider whether to consent to an Order establishing a Greater Lincolnshire Combined Authority.	Members of the public. Formal consultation jointly with all other Lincolnshire authorities.		Leader of the Council Between 1 Oct 2016 and 31 Oct 2016
Portfolio Holder for Housing CSU Glazing Replacements Contract	To award a contract.	Portfolio Holder for Housing. Meetings and discussions.		Housing Landlord Manager Between 1 Nov 2016 and 30 Nov 2016

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION
Portfolio Holder for Place Update on the Garden Waste Collection Pilot	To update Councillors on the Garden Waste Pilot, and set out options for the future.	Portfolio Holder for Place and Executive Director Place Meetings and correspondence		Cabinet 8 Nov 2016
Portfolio Holder for Housing New sewerage maintenance contract for council housing stock	To award new sewerage maintenance contract for the housing stock.	Portfolio Holder for Housing Landlord, Housing Manager. Informal meetings and discussions.		Housing Landlord Manager Between 1 Dec 2016 and 31 Dec 2016

***Cabinet Membership**

The Lord Porter of Spalding CBE (Leader)
 Councillor C N Worth (Deputy Leader of the Council)
 Councillor M G Chandler (Deputy Leader)
 Councillor A Casson (Portfolio Holder)
 Councillor P E Coupland (Portfolio Holder)
 Councillor R Gambba-Jones (Portfolio Holder)
 Councillor C J Lawton (Portfolio Holder)
 Councillor S Slade (Portfolio Holder)
 Councillor G J Taylor (Portfolio Holder)

If you have any comments or queries regarding any of the entries in the Key Decision Plan please contact:

Shelley French, Democratic Services Support Officer, Council Offices, Priory Road, Spalding, Lincolnshire, PE11 2XE
Telephone: 01775 764451 Fax: 01775 711253 Email: demservices@sholland.gov.uk

SOUTH HOLLAND DISTRICT COUNCIL

Report of: Robert Walker, Executive Director, Place
To: Performance Monitoring Panel – 8 November 2016
Author: Phil Norman, Principal Planning Officer
Subject: Review of Implemented Planning Decisions
Purpose: To report on the review and to consider the findings

Recommendations:

- 1) That the Panel gives consideration to the report and that conclusions from the tour of implemented planning decisions be reported to the Planning Committee; and
- 2) That the Panel considers how often it wishes to undertake future reviews of implemented planning decisions

1.0 BACKGROUND

1.1 The Probity in Planning guidance, issued by the Local Government Association, highlights that the report of the Audit Commission 'Building in Quality' recommends that councillors should revisit a sample of implemented planning permissions to assess the quality of the decisions. Such a review should improve the quality and consistency of decision-making, strengthening public confidence in the planning system, and can also help with reviews of planning policy. It further states that reviews by the Panel should include examples of a broad range of categories, such as major and minor development, permitted departures, upheld appeals, listed building works and enforcement cases.

1.2 At South Holland District Council, this review is undertaken by the Performance Monitoring Panel. Part 3, Section D (Delegations to Committees) of the Constitution states that the Performance Monitoring Panel shall 'revisit a number of implemented planning decisions'. Prior to 2010, the review was undertaken on an annual basis. However, following the tour undertaken on 30 September 2010, the Performance Monitoring Panel agreed with the suggestion of the Planning Committee that the review should continue, but on a biennial basis.

1.3 The Panel last carried out a tour of the District on 21 May 2013.

2.0 THE 2016 TOUR

2.1 The latest tour took place on 15 September 2016 and was programmed as one session taking in the different areas of the district. Eleven Members took part and were present for the whole day.

2.2 Sites were chosen to represent a range of types and sizes of development and decisions in accordance with the Protocol. These included a range of large and small-scale residential developments, at differing stages of completion, as well as a completed solar farm and single wind turbine.

2.3 An initial selection of sites was provided by Officers in consultation with the Panel Chair. Members were asked to submit any further sites they wished to visit, although none were put forward. Ten sites were programmed in total, although due to time constraints one site was not visited on the day of the tour.

2.4 Members were provided with feedback sheets for each site, which contained a number of site-specific 'key issues'. Where appropriate Officer's also provided Members with printed plans and provided verbal assistance on site.

2.5 A debriefing was held after the tour to review the day and draw conclusions.

3.0 **CONCLUSIONS**

3.1 The main conclusions drawn from the exercise were that the choice of sites illustrated a range of development which varied in its quality. As well as good quality schemes, there were still instances of development being let down by a lack of attention to detail and lack of forethought. There were also concerns over the construction stage, enforcement and applications for variations to approved schemes. It was considered that the range of sites visited was interesting and varied and that the tour was of benefit and should continue. Members also felt that in certain instances a site visit at the time of determining the application may have resulted in a different outcome.

3.2 The following actions are recommended to Planning Committee:

- That consideration of evidence on viability of housing schemes is more transparent and robustly challenged to ensure the delivery of schemes as originally approved. It is suggested that the District Valuer (or equivalent) is contacted with a view to exploring Member training on viability.
- That greater consideration is given to the design and layout of housing development through the exploration of the potential for a specific Supplementary Planning Document to be produced as part of the emerging Local Plan. This should also seek to address design responses to increased floor levels on the basis of flood risk.
- That consideration is given to effective long-term open space management and the mechanisms for successfully delivering off-site contributions in lieu of on-site provision. This could be achieved through a revised Supplementary Planning Document on Open Space, as part of the emerging Local Plan, as well as through the Council's commercialisation agenda.
- That planning conditions are reviewed to ensure that they are precise and enforceable. For example, there is concern as to at what point developers should complete the finished surfacing of roads that serve development.
- That an up-to-date 'Enforcement Plan' is produced with a view to supporting effective and timely enforcement.
- That Members are encouraged to undertake their own, or exceptionally, request Committee undertake site visits, where there is considered to be a significant impact, for example wind and solar farms.

3.3 The Panel is also requested to consider whether it wishes to continue undertaking future reviews of implemented planning decisions on a biennial basis.

4.0 **OPTIONS**

4.1 That the Panel considers the report and recommends the conclusions for consideration by the Planning Committee.

4.2 That the conclusions are not recommended for consideration by the Planning Committee.

4.3 That the Panel does nothing.

5.0 REASONS FOR RECOMMENDATIONS

5.1 In order to inform the Performance Monitoring Panel and the Planning Committee of the conclusions.

5.2 To consider the frequency of future reviews of implemented planning decisions.

6.0 EXPECTED BENEFITS AND TIMELINES

6.1 To continue to monitor implemented planning decisions in order to ensure the quality of development within South Holland on an ongoing basis.

7.0 IMPLICATIONS

7.1 Corporate Priorities

7.1.1 The review of implemented planning decisions relates to the following corporate priorities:

- To develop safer, stronger, healthier and more independent communities while protecting the most vulnerable;
- To have pride in South Holland by supporting the district and residents to develop and thrive.

8.0 WARDS/COMMUNITIES AFFECTED

8.1 There are no wards or communities affected.

9 ACRONYMS

9.1 Not applicable

Background papers:- None

Lead Contact Officer

Name and Post: Phil Norman – Principal Planning Officer
Telephone Number: 01775 764669
Email: pnorman@sholland.gov.uk

Key Decision: No

Exempt Decision: No

This report refers to a Discretionary Service

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SOUTH HOLLAND DISTRICT COUNCIL

Report of: Maxine O'Mahony - Executive Director, Strategy and Governance

To: Performance Monitoring Panel – 8 November 2016

Author: Greg Pearson – Corporate Improvement and Performance Manager

Subject: Performance Overview Report – Quarter 2 2016/17

Purpose: To provide an update on Council performance for the period 1 July 2016 to 30 September 2016

Recommendation:
To note the content of the report

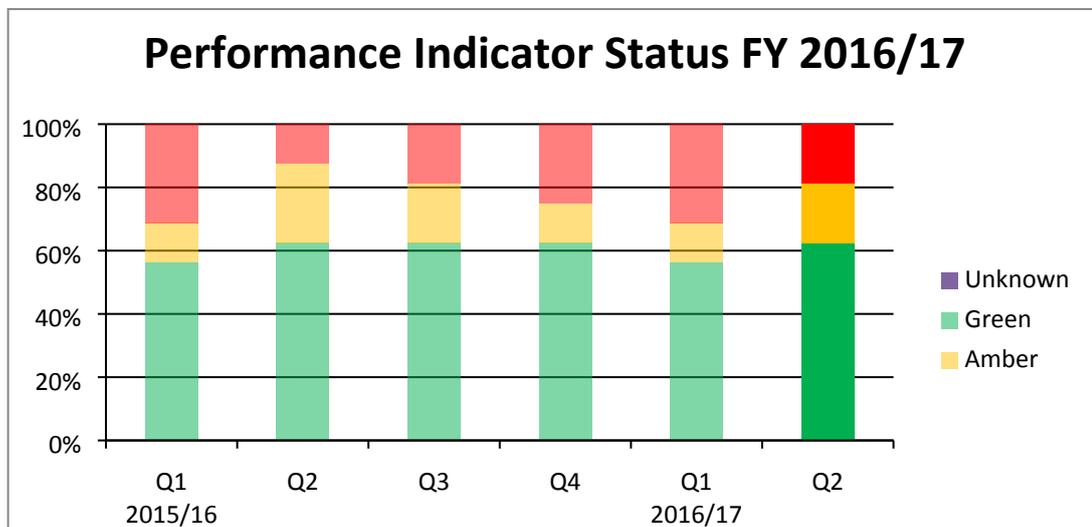
1.0 BACKGROUND

1.0.1 The Quarter 2 Performance Report 16/17 (Appendix A) aims to provide members and residents with information about how the Council is delivering its services and how it is progressing against its Corporate Priorities. The covering report presents a summary of the status of the Council's key projects and indicators.

1.0.2 Areas where performance has improved since the previous period (Q1 2016/2017) are brought to Members' attention, as are areas of concern where performance is below expected levels or is considered to be worsening.

1.1 Key Performance Indicators

1.1.1 Quarter two saw increased levels of performance against the majority of indicators compared to the performance seen in quarter one. Performance is rated as good with 62.5% of indicators being green which indicates good performance. There are 3 amber indicators and 3 red indicators which in total make up the remaining 37.5% of indicators.



1.2 Areas of Success

Housing Re-Let Time

Performance around the re-letting of void properties has improved compared to previous quarters. The average key to key time for the re-letting of properties has fallen below the target of 28 days. This is a considerable improvement on the figures seen in Quarter one with a four day reduction (from 31 days to 27 days). When compared to the same period last year, a 34 day reduction has been seen in respect of re-letting times.

The Place Directorate continues to monitor the separate elements of the void process closely and work is undertaken to ensure that this positive improvement is maintained.

The area which still requires some focus is the Sheltered Housing letting delay which is still off target, however, reductions to delays have occurred in this area with a fall of three days from the previously reported figure (22 as opposed to 25).

Commercial Property

Commercial Property Occupancy is performing exceptionally well with 100% occupancy across the portfolio. This is contextualised against an occupancy rate of 93.33% during the same period last year.

Staffing

Staff turnover stands at 0.79% against a threshold of 2.5% which is an improvement and would suggest that employees have a good level of satisfaction in the workplace.

Planning

Planning application determination is performing well with 91.6% of applications being determined within time frames. This is well above the target of 70% and better than the performance for the same period last year which was 80.77%.

Revenues

Business Rate and Council Tax collections are both performing above their targets for the year so far.

Working Days Lost to Sickness per FTE

Sickness data for quarter two is only partially available at present as sickness information is reported two months retrospectively. However, sickness data recorded for July and August indicates that levels are within target. This is an improvement on the sickness level seen in quarter one where working days lost to sickness were 40% higher than target.

1.3 Areas of Concern

The following areas are either not achieving their target or are experiencing a significant decline in performance:

Missed Waste Collection Rate

The incidences of missed waste collection during Quarter two amount to an average of 40 per thousand households per month. This is approximately seven incidents above the monthly target. It should be stated however that this does represent a significant improvement on the previous quarter whereby an average of 95.9 incidences per thousand households were recorded per month.

When taken in isolation, the individual results for August and September have both been within acceptable levels: August saw 27.7 missed collections per thousand households against a target of 33 per thousand households and September saw 33 missed collections per thousand households against a target of 33 per thousand households. If the same control can be maintained over the next three months, the results for quarter three should be within target.

Housing Benefit LA Error Rate

Housing Benefit error rate currently stands at 0.54% against a target of 0.48%. In September work was commenced to implement a clearance strategy to deal with the backlog of outstanding work relating to the processing of claims; with a third party (Civica) being commissioned to help with this process.. Performance figures have shown a decline, which is to be expected. This area is now subject to weekly senior management scrutiny between Compass Point and South Holland to ensure that the position is improved.

2.0 OPTIONS

- 2.1 Members are asked to consider the information contained within the report.
- 2.2 To do nothing.

3.0 REASONS FOR RECOMMENDATION

- 3.1 Report for consideration, in order to fulfil the Performance Monitoring Panel's remit.

4.0 EXPECTED BENEFITS

- 4.1 The Council's performance is properly scrutinised.

5.0 IMPLICATIONS

5.1 Constitution & Legal

- 5.1.1 The report is made within the terms of reference of the Performance Monitoring Panel.

5.2 Corporate Priorities

- 5.2.1 The report presents progress monitoring of performance of the corporate priorities.

5.3 Financial

- 5.3.1 The report contains information on Council's performance which does convey some information relating to financial matters.

5.4 **Reputation**

5.4.1 Performance issues can cause some reputational consequence. It is the purpose of this report to highlight performance issues at an early stage.

5.5 **Risk Management**

5.5.1 Performance issues may be subject to risk management measures to protect Council interests.

5.6 **Staffing**

5.6.1 The report contains information relating to staffing issues.

6.0 **WARDS/COMMUNITIES AFFECTED**

6.1 No Wards or Communities are affected

7.0 **ACRONYMS**

7.1 EMT – Executive Management Team

Background papers:- None

Lead Contact Officer

Name and Post: Greg Pearson – Corporate Improvement & Performance Manager
Telephone Number: 01362 656866
Email: greg.pearson@breckland-sholland.gov.uk

Director / Officer who will be attending the Meeting

Name and Post: Greg Pearson – Corporate Improvement & Performance Manager

Key Decision: No

Exempt Decision: No

Appendices attached to this report:

Appendix A Quarter 2 Performance Report

2016/17 Q2 SHDC PMP Report

Generated on: 25 October 2016

APPENDIX A



Portfolio Holder	Performance Indicator	Same Period Last Year	Performance			
		Q2 2015/16	Q2 2016/17		Status	Short Trend
		Value	Value	Target		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Calls Abandoned	10.22%	4.12%	10%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Average Wait Time in Seconds	76.33	34.33	86		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 1	26%	29.79%	25%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 2	22.22%	0%	25%		
Cllr Roger Gambba-Jones	% of household waste recycled or composted	29.85%	33.15%	30%		
Cllr Roger Gambba-Jones	Missed Waste Collection Rate	29.6	40.0	33.0		
Cllr Roger Gambba-Jones	Waste sent to 'Energy from Waste' per Household (kg)	131.9	145.3	135.0		
Cllr Anthony Casson	Commercial Property Occupancy	93.33%	100%	90%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Staff turnover %	0.39%	0.79%	2.5%		

		Same Period Last Year	Performance			
Portfolio Holder	Performance Indicator	Q2 2015/16	Q2 2016/17			
		Value	Value	Target	Status	Short Trend
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	# of Working Days Lost to Sickness per FTE*	2	1.32	1.32		
Cllr Christine Lawton	Housing re-let (void) time (total ave. key to key) All Tenures	61 days	27 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Keys In to Keys Back from Contractor) - All	49 days	17 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - General Needs	52 days	21 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - Sheltered Housing	46 days	13 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Letting) - General Needs	6 days	3 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Letting) - Sheltered Housing	16 days	22 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - General Needs	59 days	22 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - Sheltered Housing	60 days	31 days	28 days		
Cllr Christine Lawton	Cases Prevented from Homelessness per 1,000 households	3.3	2.6			
Cllr Malcolm Chandler; Presentation Log In	% of all planning applications determined within time	80.77%	91.66%	70%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Housing Benefit LA Error Rate	0.37%	0.54%	0.48%		
Cllr Sally-Ann Slade	Business Rate In Year Collection Rate	57.16%	58.31%	56.91%		
Cllr Sally-Ann Slade	Council Tax In Year Collection Rate	58.51%	58.35%	58.05%		
Cllr Christine Lawton	New Homes - Affordable	8	0			

* Two months data available due to sickness information being reported two months retrospectively.

SOUTH HOLLAND DISTRICT COUNCIL

Report of: Shared Executive Manager, Governance – Mark Stinson
To: Performance Monitoring Panel – 8 November 2016
Author: Christine Morgan – Democratic Services Officer
Subject: Performance Monitoring Panel Work Programme
Purpose: To set out the Work Programme of the Performance Monitoring Panel

Recommendation:

That the Panel gives consideration to the report and identifies any issues for discussion.

1.0 BACKGROUND

1.1 This report records the issues for consideration that have been identified by the Panel for inclusion on its Work Programme.

1.2 Issues

1.2.1 Appendix A sets out the dates of future Panel meetings along with proposed items for consideration. These items were either originally suggested by councillors or are being referred to the Panel from officers or the Cabinet. This appendix will be updated as new items are identified.

1.2.2 Appendix B sets out the task groups that have been identified by the Panel. The table shows:

- The name of the task group
- What it wants to achieve
- Key dates
- Membership of the task group
- When the task group will be reporting back to the Panel

1.2.3 It is hoped that in presenting the information in this way, and by having the report as a standing item on the agenda, it will record the issues identified by the Panel and provide the opportunity for councillors to monitor the progress of its Work Programme.

2.0 OPTIONS

2.1 To note and consider the current status of the Work Programme.

2.2 To do nothing.

3.0 REASONS FOR RECOMMENDATION

3.1 To allow councillors to feed into the Panel's calendar of Work Programme items and the Work Programme on a regular basis, to ensure that they stay relevant and up to date.

4.0 **EXPECTED BENEFITS**

4.1 The calendar of Work Programme items and the Work Programme will provide councillors with up to date and relevant information. Timelines for various calendar items and proposed task groups within the Work Programme are included within the appendices.

5.0 **IMPLICATIONS**

5.1 **Carbon Footprint / Environmental Issues**

5.1.1 There are no direct carbon footprint and environmental issue implications associated with this report. As individual items are progressed through the work programme, their carbon footprint and environmental issue implications will be assessed.

5.2 **Constitution & Legal**

5.2.1 There are no direct constitution and legal implications associated with this report. As individual items are progressed through the work programme, their constitution and legal implications will be assessed.

5.3 **Contracts**

5.3.1 There are no direct contract implications associated with this report. As individual items are progressed through the work programme, their contract implications will be assessed.

5.4 **Corporate Priorities**

5.4.1 In identifying issues for inclusion on the Work Programme, councillors consider the suitability of the subject, taking into account such considerations as whether the issue is strategic and significant and whether it is likely to lead to effective outcomes. One of the indicators against which each potential task group is scored identifies how strongly the topic links to the Council's key aims and priorities.

5.5 **Crime and Disorder**

5.5.1 There are no direct crime and disorder implications associated with this report. As individual items are progressed through the work programme, their crime and disorder implications will be assessed.

5.6 **Equality and Diversity / Human Rights**

5.6.1 There are no direct equality and diversity and human rights implications associated with this report. As individual items are progressed through the work programme, their equality and diversity and human rights implications will be assessed.

5.7 **Financial**

5.7.1 There are no direct financial implications associated with this report. As individual items are progressed through the work programme, their financial implications will be assessed.

5.8 **Health and Wellbeing**

5.8.1 There are no direct health and wellbeing implications associated with this report. As individual items are progressed through the work programme, their health and wellbeing

implications will be assessed.

5.9 **Reputation**

5.9.1 There are no direct reputational implications associated with this report. As individual items are progressed through the work programme, any reputational implications for the Authority will be assessed.

5.10 **Risk Management**

5.10.1 There are no direct risk management implications associated with this report. As individual items are progressed through the work programme, their risk management implications will be assessed.

5.11 **Safeguarding**

5.11.1 There are no direct safeguarding implications associated with this report. As individual items are progressed through the work programme, their safeguarding implications will be assessed.

5.12 **Staffing**

5.12.1 There are no direct staffing implications associated with this report. As individual items are progressed through the work programme, their staffing implications will be assessed.

5.13 **Stakeholders / Consultation / Timescales**

5.13.1 There are no direct stakeholder/consultation/timescale implications associated with this report. As individual items are progressed through the work programme, their stakeholder/consultation/timescale implications will be assessed.

6.0 **WARDS/COMMUNITIES AFFECTED**

6.1 When a task group is considered for inclusion on the Panel's Work Programme, it is assessed against criteria covering 'Importance', 'Impact' and 'Value for Money'. The 'Impact' and 'Value for Money' score indicators consider how strongly the issue will affect a ward(s), customer group(s) or service area(s). Only issues scoring highly will be included on the Work Programme.

7.0 **ACRONYMS**

7.1 None.

Background papers:-	None
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Lead Contact Officer

Name and Post:	Christine Morgan
Telephone Number:	01775 764454
Email:	cmorgan@sholland.gov.uk

Key Decision:	No
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Exempt Decision:	No
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This report refers to a Mandatory Service

Appendices attached to this report:

Appendix A
Appendix B

Work Programme Calendar
Task Group Work Programme 2016/17

PERFORMANCE MONITORING PANEL – CALENDAR OF WORK PROGRAMME ITEMS

Date of Meeting	Agenda items
8 November 2016	<ul style="list-style-type: none"> • Performance Report – Quarter 2, 2016-17 • Bi-ennial Review of Implemented Planning Decisions – outcome from tour. To consider report prior to presentation to Planning Committee
24 January 2017 Special joint meeting of PMP and PDP	<ul style="list-style-type: none"> • Transformation Programme
7 February 2017	<ul style="list-style-type: none"> • Performance Report – Quarter 3, 2016-17 • Update report on Cabinet’s response to the recommendations within the Final Report of the Swimming Pool and Leisure Facilities Contract Task Group (submitted to Cabinet 8 November 2016) • Update report on the current situation regarding issues around contracts, in particular in relation to the on-line contracts register (updates provided 16 September 2015 and 5 April 2016). The Corporate Improvement and Performance Manager and the Portfolio Holder for Legal, Performance and Democratic Services to attend. • Opportunities for bringing externalised contracts in house – the Portfolio Holder for Legal, Performance and Democratic Services and the Corporate Improvement and Performance Manager to attend to discuss. • Discussion regarding drainage in the South Holland area – representatives from a local board and national strategic partnership to attend. • Report detailing how the Authority would undertake enforcement in the future, through a coordinated Authority-wide approach to enforcement and undertaking of preventative educational measures (requested at PMP 15/6/16) – Emily Spicer
2 May 2017	<ul style="list-style-type: none"> • End of Year Performance Report – Quarter 4, 2016-17 • Crime and Disorder – Update report on community safety and how it is being delivered through the various tiers of Groups and Panels (including the East Lincs CSP and newly formed Lincolnshire CSP) – Update to be provided every six months by the Portfolio Holder for Community Development

For consideration later in the year

- **Note: Following consideration of the Key Decision Plan, PMP and PDP have requested that a special Joint Meeting will be held to discuss the setting up of the South Holland Building Consultancy prior to it being considered by Cabinet (date to be confirmed).**

To be considered annually:

The Sir Halley Stewart Playing Field Task Group presented its Final Report to Council on 21 January 2015. Its first recommendation was:

That the Council (i) advises the Charity Commission that the Task Group has considered the Commission's Guidance on public benefit and is satisfied that the Council is compliant; (ii) provides a copy of this report to the Commission in order to outline the actions proposed by the Council; **and (iii) invites the Performance Monitoring Panel to appoint a Task Group on an annual (single meeting) basis for the specific purpose of ensuring that the Council remains compliant with Charity Commission Guidance.**

Membership of Task Group to be agreed and meet on an annual basis to consider the issue.

PERFORMANCE MONITORING PANEL – WORK PROGRAMME 2016/2017

Name of Task Group	What the Task Group wants to achieve	Date added to Work Programme	Date Work Commenced	Membership of Task Group	Proposed date of report to Panel
Swimming Pool and Leisure Centre Contract Task Group	<p>To review the Spalding swimming pool and leisure centre, specifically:</p> <ul style="list-style-type: none"> To consider performance, in relation to the contract, by the Authority and the contractor, particularly with reference to building maintenance and cleanliness, promotion of the facilities and reinvestment in the facilities; To look at the Council's performance in monitoring the leisure facilities; and To learn from the outcomes of this scrutiny, to inform future contracts and contract monitoring. 	1 December 2015	21 January 2016	J R Astill T A Carter G K Dark (Chairman) J L King A M Newton	30 August 2016 To Cabinet 8 November 2016
Performance of the re-letting of voids Task Group	To review the Council's performance of re-letting void properties and to make recommendations to help improve	15 June 2016	3 October 2016	GR Aley (Chairman) MD Booth CJTH Brewis TA Carter	TBC – Early 2017 municipal year
Sir Halley Stewart Playing Field Task Group	Recommendation of the original Task Group to appoint a Task Group on an annual (single meeting) basis for the specific purpose of	15 June 2016		GR Aley JR Astill GK Dark	

Name of Task Group	What the Task Group wants to achieve	Date added to Work Programme	Date Work Commenced	Membership of Task Group	Proposed date of report to Panel
	ensuring that the Council remained compliant with Charity Commission Guidance.			PC Foyster AM Newton	
Effectiveness of CCTV Task Group	<p>Purpose of Review – To establish the current situation with regard to CCTV and make recommendations to Cabinet on the way forward.</p> <p>Terms of Reference – To examine the effectiveness of the SHDC CCTV service and prospects for future provision.</p> <p>Panel received update on 8 April 2014 from the Portfolio Holder for Localism and Big Society on the position regarding CCTV. Performance information will be available on the new system in the future, once it becomes operational. The Task Group will remain in operation to scrutinise performance and will start to do this once the information becomes available.</p>	6 November 2012	21 November 2012	B Alcock M Howard R M Rudkin D J Wilkinson (Chairman) Membership to be considered following District Council Election	Interim report to PMP 29 January 2013 Interim report to Cabinet 19 February 2013. Tracking of recommendations to PMP 26 March 2013 Updates to PMP: 8 April 2014 16 September 2014 25 November 2014 16 September 2015
Leisure Facilities Task Group	To make recommendations, regarding the present and future leisure provision in South Holland.	30 May 2012	21 January 2014	G R Aley (Chairman) D Ashby A Casson G K Dark R Perkins	Interim report presented to joint PMP/PDP – 19 August 2014 To Cabinet 7 October 2014
Joint Task Group incorporating members of	1. By establishing what leisure provision the District Council presently provides,				

Name of Task Group	What the Task Group wants to achieve	Date added to Work Programme	Date Work Commenced	Membership of Task Group	Proposed date of report to Panel
the Performance Monitoring and Policy Development Panels.	<p>examining costs, resident satisfaction and competitiveness in order to identify ways of increasing income or reducing expenditure;</p> <p>2. To understand what the District Council wishes to provide and what the public and major employers need;</p> <p>3. To examine the options for future provision either to be supplied by the Council, the private sector or shared management.</p> <p>Agreed at PMP 25 November 2014 – A date for completion of the Business Plan looking at Leisure Services provision, being drawn together by the Community Development and Health Manager, be confirmed by the Assistant Director Community, and that a joint meeting of the Performance Monitoring Panel and Policy Development Panel, for consideration of the document, be arranged.</p> <p>Following consideration of the update to PMP on 3 March 2015 (PDP members were invited to attend), it was agreed that leisure provision must be a priority for the Council, and must be considered as a priority by the next administration following the District Council</p>			<p>S Slade E Sneath S Wilkinson</p> <p>Lead Officer: Phil Adams</p> <p>Membership to be considered following District Council Election</p>	<p>Tracking of recommendations to PMP 25 November 2014 Update on leisure options to PMP 3 March 2015 (PDP members to attend PMP meeting)</p>

Name of Task Group	What the Task Group wants to achieve	Date added to Work Programme	Date Work Commenced	Membership of Task Group	Proposed date of report to Panel
	election.				
To review the development of sporting activities across the district (in light of the possibility of new leisure provision in the future).	June/September 2014??? – Leisure Task Group to report to PMP. If this item falls within the remit of the Task Group, remove this from the Work Programme.	31 May 2011			
Scrutiny of the Authority's Emergency Plan	To scrutinise the robustness of the Emergency Plan. To be considered when there is more capacity in the Work Programme to undertake a new Task Group – agreed at PMP 25 November 2014 that Task Group be set up upon completion of the Sir Halley Stewart Playing Field Task Group.	8 April 2014			
Corporate Communications Strategy	On 31 May 2012, the Panel had expressed its interest in undertaking a piece of work on Communications, in particular communication and consultation by the County Council with the District and Parish Councils and communication by the District Council with Members. The Joint Communications Team Leader attended a meeting on 10 July 2012. The Assistant Director-Democratic Services	31 May 2012			

Name of Task Group	What the Task Group wants to achieve	Date added to Work Programme	Date Work Commenced	Membership of Task Group	Proposed date of report to Panel
	provided a briefing on 15 October 2013, advised that there was a timeline for the Communications service review, a report would be available within the next few months, and a strategy would follow.				
The effectiveness of management companies set up to undertake maintenance on residential estates throughout the district past, present and for the future.	Scope to be confirmed.	25 November 2014	To be confirmed	To be confirmed	To be confirmed
The efficiency and effectiveness of the service given to the authority by Lincolnshire Legal Services.	Scope to be confirmed.	25 November 2014	To be confirmed	To be confirmed	To be confirmed

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