

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 5 September 2017 at 6.30 pm.

PRESENT

B Alcock (Chairman)  
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 L King

J D McLean  
A M Newton  
M D Seymour  
A C Tennant

In Attendance: The Executive Manager – Governance, the Interim Corporate Contracts and Procurement Manager, the Senior Business Intelligence Officer and the Business Intelligence Officer.

**Action By**

**9 MINUTES**

**AGREED:**

The minutes of the Performance Monitoring Panel meeting held on 4 July 2017 were signed by the Chairman as a correct record.

**10 DECLARATION OF INTERESTS**

With reference to agenda item 9 – Quarter 1 2017-18 Performance Overview Report - Councillor Newton informed the Panel that although she did not have a Disclosable Pecuniary Interest, in the interests of transparency she wished it to be recorded that she was a Director of Compass Point Business Services.

**11 QUESTIONS ASKED UNDER STANDING ORDER 6**

There were no questions asked under Standing Order 6.

**12 TRACKING OF RECOMMENDATIONS**

Re-Letting of Void Properties Task Group

Consideration was given to a report outlining the response of the Cabinet to the recommendations from the Final Report of the Re-Letting of Void Properties Task Group.

The Chairman of the Task Group, Councillor G Aley, had attended the meeting of the Cabinet on 25 July 2017 and had presented the Final Report which contained the recommendations of the Task Group, as agreed by the Performance Monitoring

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Panel on 16 May 2017.

All of the Task Group's recommendations had been approved by the Cabinet, to be taken forward and fed into the Place Review.

**DECISION:**

- a) That the responses of the Cabinet to the recommendations of the Panel be noted: and
- b) That the Panel receive an update on progress at the meeting on 7<sup>th</sup> November 2017.

**13 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.**

There were no items referred from the Policy Development Panel.

**14 KEY DECISION PLAN**

Consideration was given to the Key Decision Plan issued on 25 August 2017.

MS

Councillors referred to the proposed decision on 'Update on the Garden Waste Pilot' and queried why was taking so long to report back on what had seemed to be a very successful pilot. The date had been put back by several months. It was suggested that a comments column be added to the Key Decision Plan which could record any changes in date. The Executive Manager - Governance agreed to raise this issue with the service manager and let the members know.

**AGREED:**

1. That the Key Decision Plan issued on 25 August 2017 be noted and;
2. That the Executive Manager - Governance to update members on timescales for reporting on the Garden Waste Pilot.

**15 CONTRACTS**

The newly appointed Interim Corporate Contracts and Procurement Manager provided the Panel with an update on the establishment of the new Contracts Team, the team's objectives and its approach to contract information, contracts register and opportunities for efficiency. During the discussion with members the following key points emerged:

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- The Council had approved a structure of a team of 5 officers and one post had already been filled. It was a priority to recruit as soon as possible.
- Existing contracts would be examined to make sure that they were compliant and value for money. Contracts about to expire would also be identified. The contracts register was out of date and a plan of action to rectify this by the end of October 2017 would be agreed. The risk of challenge in the meantime was low. A holding message would be placed on the Council's website and Councillors notified by email of any problems encountered.
- The requirement to list spending over £500 on the Council's website was not always adhered to and this would be rectified.
- There was a target to make saving totalling £205,000 over 5 years for the two Councils. This would be achieved through better contract management. There would be safeguards in place to ensure that South Holland District Council received its share of the savings.
- It was recognised that savings in contract renewals were easily measured; savings in new contracts would be measured by benchmarking from various sources. Discussions would be had with Head of Finances on how savings would be defined and clearly reported. A research consultant would be providing guidance.
- The key to a good contract was an accurate specification and ensuring adherence of contract standing orders.
- 'Approved lists' would not be used as they can encourage a less competitive environment. Framework agreements were more effective.
- There was no cost associated with placing an advert in the European Journal, but there were overhead costs associated with the work. If the Council was not compliant then it could risk a challenge and subsequent costs.

**AGREED:**

That the presentation by the Interim Corporate Contracts and Procurement Manager be noted.

**16 QUARTER 1 2017-18 PERFORMANCE OVERVIEW REPORT**

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 2017 to 30 June 2017. Areas where performance had improved since the previous period were brought to members' attention, as were areas of concern where

CP

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performance was below expected levels or was considered to be worsening.

Quarter 1 saw performance improve in comparison to Quarter 4. Performance was rated as moderate with 11 indicators being green (42%) which indicated good performance. There were 3 (12%) amber indicators and 10 red indicators (38%), indicating lower than expected performance. There were 6 indicators which were classified as data only, which meant that they were monitored without requiring a target.

In discussing the report the following key points emerged:

- The performance of CPBS' Revenues and Benefits was good. The figures are still to be audited by DWP and therefore no guarantee of avoiding fines until this had been done. Councillors discussed the current error rate target of 0.46% and whether this could be reduced. It was noted that the error rate calculation was re-set to zero every April with the new financial year and was set to provide caution before reaching the level at which financial penalties would apply. Therefore it would not be recommended to change the target.
- Void properties – there was a new team structure in place and more regular checks were going to be undertaken while tenants were still in residence in order to reduce the amount of property damage.
- It was noted that the business rate collection was currently green. There was anecdotal evidence that businesses were being visited to check that the Council's information was correct as businesses were moving or closing and not informing the Council. Councillors questioned the necessity of this proactive approach. The Senior Business Intelligence Officer reported that she would seek information from CPBS and report back.
- Councillors were encouraged by the reduction in the number of complaints.
- Looking at the figures relating to garden waste, Councillor queried whether garden waste bags collected by residual waste trucks (black bags) was causing an increase in residual waste sent tot 'energy form waste'? Should more trucks be collecting garden waste and why has the report to Council on the pilot been delayed? Are people able to be on the waiting list and order garden bags? Should the

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Council be marketing recycling options more clearly? The Senior Business Intelligence Officer reported that she would seek information and report back to Councillors.

- With regard to planning application determination times – should the Council be looking at measuring planning performance outside of agreed extension times?
- Councillors discussed the homelessness figures and noted that 79 people had been prevented from homelessness during April and May due to the Council's intervention. The mathematics behind the benchmarking number was queried and The Senior Business Intelligence Officer reported that she would seek information and report back to Councillors.

**AGREED:**

1. That the report of the executive Director – Strategy and Governance be noted; and
2. That the senior Business Intelligence Officer report back to Councillors on the points raised.

**17 PERFORMANCE MONITORING PANEL WORK PROGRAMME**

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

CM

The Work Programme consisted of three separate sections, the first setting out the dates of the future Panel meetings along with proposed items for consideration, the second setting out the Task Groups that had been identified by the Panel and the third set out the new issues that had been identified at the previous meeting.

Councillors discussed CCTV issues and asked how often the service had not been available? The next meeting of the Panel would be looking at Crime and Disorder and these issues could be examined. Councillors also discussed the best routes for reporting antisocial behaviour and noted that Councillor Chandler sat on the Lincolnshire Police and Crime Panel. It was agreed that Councillor Chandler be invited to the next meeting to hear Councillors concerns and be able to report directly to the Police and Crime Commissioner if necessary.

With regard to Emergency Planning, the Panel requested that the new Emergency Planning Officer attend a future meeting of the Panel to discuss whether the Council was still part of the

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Lincolnshire-wide Emergency Plan.

In considering the work programme and the issues that had been identified at the previous meeting, it was agreed that the Chairman and Vice-Chairman work with officers to prioritise the work programme and report back to the Panel. A date for the first meeting of the Open Spaces Task Group would also need to be arranged.

**AGREED:**

1. That the Panel's Work programme, as set out in the report of the Executive Manager- Governance, be noted;
2. That Councillor Chandler be invited to attend the next meeting of the Panel for the item on Crime and Disorder;
3. That the new Emergency Planning Officer be invited to attend a future meeting of the Panel to discuss the Councils role in the Lincolnshire-wide Emergency Plan;
4. A date for the first meeting of the Open Spaces task Group be arranged; and
5. That the Chairman and Vice-Chairman, in consultation with officers, prioritise the work programme and report back to the Panel.

**18 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

There were no urgent items.

(The meeting ended at 8.25 pm)

(End of minutes)