

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 31 July 2018 at 6.30 pm.

PRESENT

B Alcock (Chairman)
M D Booth (Vice-Chairman)

J R Astill
C J T H Brewis
P C Foyster
J L King

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

J Whitbourn
S Wray

In Attendance: Executive Director – Commercialisation, the Place Manager, the Environmental Protection Team Leader, Senior Business Intelligence Officer, Business Intelligence Officer and the Democratic Services Officer

Apologies for absence were received from or on behalf of Councillors G R Aley, G K Dark and R Grocock

1 **MINUTES**

The Chairman wanted to discuss several matters within the minutes of the meeting of the Performance Monitoring Panel held on 2 May 2018:

The Chairman asked if members thought the description of the duties of wardens given in the Crime and Disorder update was accurate to the reality.. The Chairman stated that he felt that the description outlined what *should* be happening and members agreed.

The Chairman wanted the CCTV report, mentioned in the minutes of the previous meeting to be circulated to Parish Councils.

Members stated that they had learned that South Holland was the only District Council in Lincolnshire that wasn't in the Lincolnshire Emergency Planning group. The Place Manager stated that whilst SHDC was no longer in the County Council service level agreement, it was still an active partner in the Lincolnshire Resilience Forum (LRF).

AGREED:

a) That the minutes of the meeting of the Joint Performance

Action By

EH

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Monitoring Panel and Policy Development Panel held on 24 April 2018 were signed by the Chairman as a correct record;

- b) That the minutes of the meeting of the Performance Monitoring Panel held on 2 May 2018 were signed by the Chairman as a correct record.

2 DECLARATION OF INTERESTS.

There were no declarations of interest.

3 QUESTIONS ASKED UNDER STANDING ORDER 6

There were no questions asked under Standing Order 6.

4 TRACKING OF RECOMMENDATIONS

There were no responses of the Cabinet to consider.

5 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were no items referred from the Policy Development Panel.

6 KEY DECISION PLAN

Consideration was given to the Key Decision Plan issued on 20 July 2018.

AGREED:

That the Key Decision Plan issued on 20 July 2018 be noted.

7 PERFORMANCE OVERVIEW REPORT QUARTER 1 2018-19

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 2018 to 30 June 2018.

Quarter 1 saw performance improve slightly in comparison to Quarter 4. Performance was rated as 'fair' with 12 indicators being green (60%), which indicated good performance. There were 2 (10%) amber indicators, and 6 red indicators (30%), highlighting lower than expected performance. There were 8 indicators which were classified as data only – this meant that they were monitored without requiring a target.

In discussing the report, the following key points emerged:

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Staff turnover was posted at 3.6%. Officers confirmed that exit data was being taken into account. Members asked if any information could be gathered from the exit information and provided to the Panel. Officers responded that only general data could be provided which could not be used to identify personnel.

CG, RB

The Chairman was pleased to see areas where performance was good. However, he was still concerned with the level of sickness at 2.75 days per employee, and asked how many days this added up to per year. It was agreed that this should continue to be monitored.

CG, RB

Members asked, regarding Freedom of Information (FOI) requests, if there could be extended deadlines for complex requests. Officers responded that this was not possible as deadlines were set in law. The Chairman asked if anything was being gained from the FOI requests. He also asked if sufficient resources were being supplied to be able to allow for the increase in complex requests. Members asked what were the implications of not getting the approach to FOI requests right were and what the penalty would be. Officers answered that there was no financial penalty but that the ICO could build a case up on the Authority, but to avoid this it would be important to keep FOI customers updated if a delay occurred.

Regarding calls abandoned, the Chairman stated that the average would add up to 45 calls dropped a day. He felt that this was not in line with the positive outlook that the report provided and that 45 dropped calls per day would result in a lot of irritated customers. Officers responded that there various reasons for this and that more information could be gathered and brought back to the Panel.

CG, RB

On the matter of staff turnover, members stated that they felt that a higher turnover was not necessarily negative because staff turnover offered the Authority an opportunity to consider vacancies and recruitment opportunities.

Raising Long term sickness, the Chairman asked if the quarter's figure of amount of long term sickness was comparable with the figure for last year. Officers stated they would get this information for future reports.

CG, RB

The Chairman said the lack of delivery of houses could have a significant impact on the Council's finances. The Executive Director - Commercialisation responded that the performance was actually improving and that there was a difference between

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houses being delivered by the Council and by private developers.

Members asked if rent arrears was being included in Universal Credit, if it was possible to get statistics. Officers stated that they would review if this information could be brought to a future meeting. The Chairman agreed that it would be important to have access to such info.

CG, RB

AGREED:

That the report be noted.

(The Senior Business Intelligence Officer and the Business Intelligence Officer left the meeting following discussion of the above item)

8 ENFORCEMENT UPDATE

Consideration was given to the report of the Place Manager, which provided members with an update on enforcement activity.

Enforcement activity at the authority was extensive, and included planning enforcement, contraventions of building regulations, littering, fly-tipping, anti-social behaviour, abandoned vehicles, evictions, possessions, prohibition orders, food safety, health and safety, licensing, noise nuisance and pollution.

All departments dealing with enforcement did so in line with the Enforcement Policy agreed at Cabinet on 29 May, ensuring they took enforcement action when proportionate and necessary to do so.

Members of the Performance Monitoring Panel and the Policy Development Panel had both requested information on enforcement across the authority. Officers across all relevant council services had reviewed all enforcement information that the Council held. A suite of performance indicators to compliment the new Corporate Enforcement Policy had been developed.

The report provided members with an update on enforcement activity across three levels – advice/warnings; formal notices; and prosecution. It was intended that these updates would be provided on a six monthly basis.

In discussing the report, the following key points emerged:

Officers gave an overview of the work and role of the dog warden. The prime function was control of the animals, meaning; catching,

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kennelling, returns to owners and enforcement of fouling matters. The warden was authorised to spray stencils and put up signs in problem areas, and also to request the implementation of dog waste bins. It was stated that the warden was also responsible for liaising with the Police in respect of dangerous dogs and Hare Coursing dogs.

The Chairman asked what area of activity was covered by the dog warden, and where their authority stretched to in terms of dealing with dog fouling. It was stated that the areas the warden was responsible for was the majority of public open spaces, as detailed in the SHDC Dog (Fouling of Land) Order 1999. Officers also stated that the newly appointed community wardens could also assist in similar roles meaning that warden coverage would appear to be greater in the future.

The Chairman suggested that the wardens had not yet been particularly present in the south of the district. He worried that Parish Councils would be asked to take part of the burden but that this was unacceptable, and that they should be entitled to their fair share of use of the wardens.

Members stated that they were incredibly happy with the current dog warden who was demonstrably willing to go above and beyond the call of duty to ensure the highest possible level of service. They felt that the community wardens should be moving around the district and consulting with parish councils in order to generate contacts.

Members felt that the community wardens should be introduced to Councillors in order to familiarise them with each other.

Members asked if fixed penalty notices could be publicised in newspapers to highlight the work of the wardens.

Members asked how issues could be reported to wardens. Officers stated that this could be done through the 'report this' button on the website. Members followed up, by asking if there was a financial benefit to Fixed Penalty Notices. Officers stated this was the case, but that the money would need to go back into the service.

Members asked if the numbers and therefore costs of flytips had increased due to outlying towns having their 'Saturday Morning Collection Service' stopped last year. Officers confirmed that comparison data would be provided on the numbers of flytips and cost associated with clearance over the last 3 years.

ES

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The Chairman had noticed the successful prosecutions, he asked if the fines issued had been collected. Officers stated that they would look into this. Members asked if the costs of prosecution had been asked for and was available. It was responded that this info was collected as part of the process

ES

The Chairman asked how it was ensured that all fines, court costs and so forth were collected in line with the enforcement policy. Officers confirmed they would clarify the payment and collection process.

EH, ES

AGREED:

- a) That the content of the report be noted; and
- b) That a further update report be provided to the Panel in six months time.

EH, ES,
CM

9 SOUTH HOLLAND CENTRE CATERING LEASE AND SERVICE LEVEL AGREEMENT

Consideration was given to the report of the Executive Director Place, which provided an update on the future catering options at the South Holland Centre.

In February 2018, a new catering lease was entered into for the South Holland Centre café and bar. The lease was signed under the same terms and conditions as previous South Holland Centre catering leases. The service level and lease term were until December 2019, with a break clause allowing either party to terminate the leave on giving not less than three months' notice.

Since February 2018, the Council had received positive feedback regarding the catering supplier, and the supplier had recently been awarded a '5 star' food hygiene rating.

AGREED:

- a) That the contents of the report be noted; and
- b) That a further update be provided to the Performance Monitoring Panel on 13 November 2018.

ES

10 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. The Work Programme consisted

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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.

Members stated that they did not mind longer meetings, but that they wanted to see relevant items brought to the panel so that they could be discussed as soon as possible.

Members also asked about the Internal Audit report, the Executive Director – Commercialisation responded that this had been discussed at Governance & Audit (G&A).

Members stated that with audit documents the language was not always clear and there were differences between CPBS (write in full please) and SHDC audits which leads to some confusion amongst the press and public. The Executive Director - Commercialisation stated that work was already underway as a result of the meeting of G&A which had taken place in the week previous to this meeting.

Vacancy on Public Toilet Task Group – invite to be circulated.

AGREED:

That the Work Programme report provided by the Executive Manager Governance be noted.

11 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were no urgent items.

(The meeting ended at 7.52 pm)

(End of minutes)

CM