

AGENDA



- Committee - **PERFORMANCE MONITORING PANEL**
- Date & Time - Wednesday, 20 March 2019 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, G K Dark, P C Foyster, R Grocock, J L King, J D McLean, A M Newton, M D Seymour, A C Tennant, J Whitbourn and S Wray

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: 12 March 2019

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 following meetings:
 - a) Performance Monitoring Panel - 30 January 2019 (copy enclosed). (Pages 5 - 14)
 - b) Joint Performance Monitoring Panel and Policy Development Panel - 9 January 2019 (copy enclosed) (Pages 15 - 22)
 - c) Joint Performance Monitoring Panel and Policy Development Panel - 12 February 2019 (copy enclosed). (Pages 23 - 28)
- 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.
 - a) Response of the Cabinet to the Final Report of the Public Toilets Task Group (report enclosed). (Pages 29 - 32)
- 6 Items referred from the Policy Development Panel.
- 7 Key Decision Plan - To note the current Key Decision Plan (Pages 33 - 40)
- 8 Re-Letting of Void Properties Task Group - To provide the Panel with an update on progress against the Task Group's recommendations (report of the Portfolio Holder Housing and Health and the Executive Director Place enclosed). (Pages 41 - 48)
- 9 Performance Monitoring Panel Work Programme - To set out the Work Programme of the Performance Monitoring Panel (report of the Executive Manager Governance (Deputy Monitoring Officer) enclosed). (Pages 49 - 56)

10 Performance Monitoring Panel - conclusions and the way forward

Prior to the meeting, members of the Panel are asked to give consideration to: 1) the work it has undertaken over the last four years, specifically any conclusions that can be drawn and any advice for the future; and 2) potential subjects for inclusion on a future Work Programme.

A discussion on these issues will be undertaken at the meeting to see how these conclusions can assist the Panel in its work going forward in the next administration.

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.

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Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Wednesday, 30 January 2019 at 6.30 pm.

PRESENT

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

J R Astill
C J T H Brewis
G K Dark

P C Foyster
R Grocock
J D McLean

A M Newton
M D Seymour
A C Tennant

In Attendance: County Councillor Sue Woolley, Executive Manager - Governance, Business Intelligence Officer, Democratic Services Officer, Executive Manager Growth, Community Safety & Enforcement Manager, Economic Development and Inward Investment Manager, Licensing and Business Support Manager and Building Consultancy Manager and Director of Public Health (Lincolnshire County Council)

Apologies for absence were received from or on behalf of Councillors G R Aley, J L King and S Wray

37 **DECLARATION OF INTERESTS.**

There were none.

38 **HEALTH INEQUALITY AND JOINT HEALTH AND WELLBEING STRATEGY**

The Panel received a presentation on the Joint Health and Wellbeing Strategy for Lincolnshire 2018 from County Councillor Sue Woolley (Executive Cllr NHS Liaison & Community Engagement) and Derek Ward, Director of Public Health Lincolnshire County Council).

After the Panel had received the presentation, the following points were raised:

The Chairman asked where the authority lay in relation to the delivery of the Health and Wellbeing strategy. County Councillor Woolley stated that priorities had been developed from the ground up by what Lincolnshire residents felt were concerns.

The Chairman stated that the issues surrounding the number of carers required in the district had been a problem for years and asked what could be done. The Director of Public Health for

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Lincolnshire County Council stated that a key first step would be to raise awareness of the issue and of related organisations.

Members stated that they felt that being more direct regarding health issues would be a good strategy. But that they needed also to be smart. Banning unhealthy products outright would make them more attractive.

Members stated that the issue of loneliness was in large part made worse by the area being a retirement area, wherein couples retire into the area, leaving the remaining person alone after one passes away and many miles away from family.

The Chairman thanked County Councillor Woolley and the Director of Public Health for their attendance and informative presentation and asked that an update be provided when further information became available.

39 MINUTES

PMP

Consideration was given to the minutes of the meeting of the Performance Monitoring Panel, held on 13 November 2018

AGREED:

That the minutes be signed as a correct record.

Joint Performance Monitoring Panel and Policy Development Panel

Consideration was given to the minutes of the meeting of the Joint Performance Monitoring Panel and Policy Development Panel, held on 1 November 2018.

AGREED:

That the minutes be signed as a correct record.

40 QUESTIONS ASKED UNDER STANDING ORDER 6

There were none.

41 TRACKING OF RECOMMENDATIONS

There were none.

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42 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were none.

43 KEY DECISION PLAN

Consideration was given to the Key Decision Plan issued on 17 January 2019

AGREED:

That the Key Decision Plan issued on 17 January 2019 be noted.

44 QUARTER 3 2018-19 PERFORMANCE OVERVIEW REPORT

Consideration was given to the report of the Executive Member for Strategy, Governance and Transformation, the Executive Manager for People and Public Protection, and the Portfolio Holder for Governance and Customer which provided an update on how the Council was performing for the period 1 October 2018 to 31 December 2018

Staff turnover and sickness figures were greatly reduced over Quarter 2. Both were the lowest recorded in their respective categories in a long time.

The longest void property was 27 days, with the average being 15 days

Freedom of Information request response times were slightly below target, but was still not at a concerning rate.

Members, regarding Environmental Health Consultancy Services, stated they felt that the consultancy was not generating income and being marketed to its fullest potential. The Licensing and Business Support Manager responded that there was work being done to improve the level of marketing. The Senior Business Intelligence Officer responded that it would be wise to take the revenue figures from Q4 as the more representative numbers.

The Chairman asked if there was a reason for the increase in complaints coming from the public. The Senior Business Intelligence Officer responded that the introduction of the online complaint system in the previous year had caused a slow increase in the amount of complaints received. He also further responded that recently an option had been added to contact services directly to raise concerns before getting to a formal

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complaint stage and that this was expected to reduce the number of formal complaints.

AGREED:

That the contents of the report be noted.

45 ENFORCEMENT UPDATE

Consideration was given to the report of the Executive Director for Place which provided members with an update on enforcement activity.

Community wardens had been introduced in the previous year and had been working hard to increase their presence in the area and also to raise awareness of their work.

Members asked if there was any way that the Council could do more to address fly-tipping. The Community Safety & Enforcement Manager responded that already a lot of work was done to address reported fly-tips, but that it was hard to identify the perpetrators in the majority of cases. This was another reason why it was important to raise awareness in local areas

The Chairman asked what the regularity of inspection at food businesses was. The Licensing and Business Support Manager responded that it was based on risk, but the longest period of time between inspections would be 3 years, with the shorted period being up to every 6 months.

The Vice-Chairman asked why the target for resolution of a fly-tipping case was 3 days when this was missed fairly often. The Portfolio Holder for Place responded that this was largely due to the existence of hazardous materials in fly-tips or a requirement for a third party to be present. But that the 3 day limit was in place as a performance target.

AGREED:

- a) That the contents of the report be noted.
- b) That a further update be provided to the Performance Monitoring Panel in six months' time.

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46 EMERGENCY PLANNING

Consideration was given to the report of the Portfolio Holder for Place and the Executive Director Place which provided the Panel

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with an update to the Terms of Reference with the Lincolnshire Resilience Forum.

The Building Consultancy Manager introduced the report, stating that it presented the terms of reference which the Panel had requested.

The Chairman asked how many incidents had been responded to in the previous year. The Place Manager stated that the previous years' weather issues in March had provided a good example of how the emergency planning system worked. Led by the Lincolnshire Resilience Forum, South Holland and other partners constantly engaged to provide an appropriate response.

The Chairman asked what issues were generally addressed by the Emergency Planning team. Officers responded that in the previous year there had been no serious incidents in South Holland. District Officers continue to proactively and reactively work on 'business as usual' incidents such as dangerous structures, fly tips on roads and so forth.

Members asked if any money was being spent on the planning for Brexit. The Building Consultancy Manager responded that national Government had made Brexit planning mandatory, but that was largely characterised by attendance at emergency planning meetings. The Executive Manager - Governance responded that members should contact relevant officers directly for further details.

AGREED:

That the panel note the information provided within the report.

47 ECONOMIC DEVELOPMENT

Consideration was given to the report of the Executive Director Commercialisation and Section 151 Officer which provided an update on how Economic Development and inward investment was undertaken and promoted in South Holland.

The Inward Investment Manager introduced the report, stating that since the last update there had been several meetings with businesses in order to assist with profitability and viability of local businesses.

Start-up workshops were being held regularly and were well attended.

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Members asked if there was any information to be had on high street retail and markets. The Inward Investment Manager responded that, unfortunately, that access did not sit within the Economic Development team. The Chairman suggested that the Panel examine whether retail and high street economic matters be brought under more close scrutiny.

The Place Manager stated that boosting high streets and town centres was a topical matter and that through the 'Future High Street Fund' Councils were being encouraged to put forward an expression of interest of how they may use such funds to revitalise town centres. Officers across the directorates were compiling information to put forward such an expression of interest. This would be shared with members in due course.

The Chairman asked the Panel if it was their opinion that the High Street economy should be a higher priority in economic development. There was general agreement.

AGREED:

- a) That the panel note the contents of the report.
- b) That the High Street Economy be made a larger focus of Economic Development

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48 CONSTITUTION

Consideration was given to the report of the Monitoring Officer which presented potential changes of the constitution to the Panel

The Executive Manager – Governance stated that the purpose of bringing the report to the Panel was largely to focus on explaining the need for Recommendation A.

The Executive Manager – Governance stated that the introduction of legislation had meant that all officer decisions required publishing even if they were not key decisions. This had meant that a large number of minor decisions were now subject to call-in. The recommendations would revert the situation to the previous stance where non-key decisions did not require a call-in.

The Panel were content with this and the remaining recommendations to Council.

AGREED:

That the following recommendations be accepted by the panel

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and recommended to Full Council for approval:

- a) **Call-in for Non-Key Officer Decisions** – That Call-in not apply to non-Key Decisions made by officers under delegated authority, and the Constitution be amended in accordance with appendix A of the report;
- b) **Senior Information Risk Officer (SIRO)** – That the Shared Executive Manager Information be appointed the Senior Information Risk Officer, and the Constitution be amended in accordance with Appendix B of the report.
- c) **Licensing Functions**
 - That the terms of reference of the Licensing Committee be amended to include reference to the Animal Welfare Functions, and to clarify the licensing functions for which it is responsible as shown in Appendix C of the report.
 - That the terms of reference of the Licensing Panel be amended to refer specifically to Regulation 2 of the of the Local Authorities (Functions and Responsibilities (England) Regulations 2000 as shown in Appendix C of the report.
 - That the Monitoring Officer be authorised to amend the Constitution to include reference to any future additional licensing matters which come under the above terms of reference, subject to a report being submitted to full Council for information.
- d) **Staffing Procedures / Appeals Panel and Grievance Panel**
 - That paragraph 12 of the table at paragraph 15(l) of part 3 Section F be amended to that shown in Appendix D of the report.
 - That existing Paragraphs 13 to 17 be deleted and the remaining section of Part 3 Section F be renumbered accordingly.
 - That the Appeals Panel and the Grievance Panel be replaced with one Appeals Panel comprising 4 members (excluding any members involved in the original decision which is subject to appeal), not appointed in accordance with the Local Government (Committees and Political Groups) Regulations 1990, with a Quorum of 3 members in accordance with standing order no. 38, and with the single term of reference detailed at Appendix D of this report.

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- The duplicate delegations in the Schedule of Delegation be deleted.

49 FINAL REPORT OF THE PUBLIC TOILETS TASK GROUP

Consideration was given to the report of the Chairman of the Public Toilets Task Group which presented the Task Group's Final report to the panel for consideration.

Councillor Dark, as the chairman of the Public Toilets Task Group introduced the report, stating that the toilets were currently not up to the standard of the council and were not fit for purpose.

The chairman wanted to thank the members and officers of the task group for the work done to reach this point.

AGREED:

That the Panel recommends the report to Cabinet for final consideration.

50 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 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 chairman asked whether the reliable, constant information required to resume the CCTV Task Group was available. The Place Manager responded that this was available and that the Task Group could be re-convened.

AGREED:

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

51 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

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(The meeting ended at 8.51 pm)

(End of minutes)

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Minutes of a meeting of the **JOINT PERFORMANCE MONITORING PANEL AND POLICY DEVELOPMENT PANEL** held in the Council Chamber, Council Offices, Priory Road, Spalding, on Wednesday, 9 January 2019 at 6.30 pm.

PRESENT

B Alcock	P C Foyster	S-A Slade
G R Aley	R Grocock	A R Woolf
D Ashby	A Harrison	S Wray
G K Dark	J D McLean	
L J Eldridge	M D Seymour	

Apologies for absence were received from or on behalf of Councillors J R Astill, M D Booth, J L King, A M Newton, J L Reynolds, E J Sneath, A C Tennant and J Tyrrell

In Attendance: The Executive Director Commercialisation (S151), the Strategic Finance and Compliance Manager, the Strategic Business Partner (Finance) and the Democratic Services Officer.

	<u>Action By</u>
<p>12. ELECTION OF CHAIRMAN</p> <p>Councillor B Alcock was elected as Chairman for the duration of this meeting.</p>	
<p>13. DECLARATION OF INTERESTS</p> <p>There were none.</p>	
<p>14. DRAFT BUDGET 2019/20, MEDIUM TERM FINANCIAL PLAN</p> <p>Consideration was given to the report of the Portfolio Holder for Finance and the Executive Director Commercialisation (S151) which asked the Joint Panel to consider and scrutinise the Draft General Fund, Housing Revenue Account and Capital Programme Budgets and the Draft Financial Medium Term Plan.</p> <p>The Joint Panel was provided with a presentation by the Executive Director Commercialisation which covered the following areas – Revenue Budget and the Medium Term Financial Plan (MTFP); the Housing Revenue Account (HRA); Capital; the General Fund Capital Programme; HRA Capital and Reserves. It also highlighted key challenges, the future and key dates in the progression of the budget to its consideration by the Council on 27 February 2019.</p> <p>Following consideration of the report and the presentation, the following issues were raised:</p>	

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- Would the Authority be bidding again for a higher percentage of retention of Business Rates collected. If so, what was the likelihood of this being successful?
 - The Authority had put in a bid however, this had not been successful. The result of the bid had not been known when the original draft budget had been set however, it had been assumed that it would not be successful.

- A lot of reliance had been placed on the new leisure contract – would this be as successful as stated at the recent meeting of Council?
 - The leisure contract was a contractual position and the Authority should therefore expect to see the results promised. The sums built into the budget were seen as certain. However, the contract was for five years contract so it was more likely that the Authority would be seeking a longer position.

- With Brexit in mind, how sure was the Authority that it held its investments in the right place?
 - A Treasury Management report was shortly due to be presented to the Governance and Audit Committee, which showed where monies were invested. Not more than £5million was placed with any one party, and investments were spread all over the world. When placing investments, a party's robustness was always considered. The Authority would always look for the best and most robust position. In addition, it had to comply with the SLY guidelines – Security, Liquidity, Yield.

- In respect of fees and charges increases, was any research undertaken to determine whether this was the best way of increasing income?
 - Officers agreed that fees and charges should not be put up too quickly or by too much. In some cases, the Authority needed to enhance the offer alongside the increase, and the two could be done hand in hand whilst also giving due consideration to the market. It was stated that the cost base was now increasing e.g. staffing costs and income were not keeping in line.

- Could spending from business rates be more active than reactive? E.g. when business rates stopped being payable on public toilets, could the money saved by ring fenced to bring

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the assets up to a better standard?

- What was essentially a small sum could not be ring fenced. A more holistic view would be taking by bringing all assets together and considering them as a whole which would be easier than managing them on an asset by asset basis.
- How would Councillors be able to scrutinise decisions made under delegated powers in respect of acquisitions, before they took effect? If the spend amount on delegated decisions increased, would members be able to effectively scrutinise decisions?
 - Consideration needed to be given about how members should be consulted, and they would be asked how they would wish this to happen. The current process would make it very difficult to make decisions on relatively modest acquisitions. Officers stated however that there should be no major acquisitions that members would not be aware of.
- Members responded that sometimes the decision making process was not quick enough when a speedy decision was required. The Authority needed the opportunity to react but there had to be a clear process in place to ensure that there was robust scrutiny by members in place.
- With regard to the HRA, there was currently an increase in the amount of properties purchased under the Right To Buy scheme. Looking forward, was the Authority prepared for this by sourcing more land, and building more properties. Was there enough social housing stock?
 - The Authority needed to plan to replace what was in the HRA. The main issue was the supply of land and whether the Authority could build within budget. It currently held some land, but there was an issue with the cost of development, and consideration needed to be given to the amount of debt taken on. Business case processes had to be refined in order to look at better sites and whether any grant funding could be drawn in.
- Members responded that in the past, slippage had been seen in projects undertaken. There was now a great reliance on being able to deliver on the HRA account, and the Authority's homes building company to contribute to the General Fund. It was difficult for the Authority to keep pace with delivery, and Scrutiny had a role in ensuring that any issues, such as ensuring adequate staffing provision, were raised in order to provide a seamless delivery.

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- There were a number of untidy sites and land in South Holland – how could these be dealt with?
 - In order to move forward on this issue, there needed to be a plan for the area concerned. The total sum of all the untidy sites needed to be considered, in order to prioritise opportunities and then proceed on this basis. There was now a five year programme relating to this issue, with a broad scoping opportunity.
- Due to the slow progress at a Government level with the Brexit process, did the Authority have a Plan B?
 - The Authority was planning as much as it could in the circumstances, trying to consider any possible interventions. It was looking at working with businesses, considering how to keep town centres buoyant and addressing any decrease in house building. The Authority's HRA was currently well-off – this was a huge facilitator and could be helpful in the market if required.
- Members commented that SHDC was in a better position than many authorities, due to holding good reserves.
- The table at section 3.6.3 of the report showed a significant rise in staff costs. How was the difference between the original and revised estimates justified when this was larger than the proposed pay rise?
 - The difference was due to a number of reasons – within Housing, there had been some one off funding for temporary issues; the Housing Development Team had been charged to the HRA as there was a cost to them coming in, and they needed to grow; some internal staff were no longer contractors and had been insourced; staffing for District Elections; there were some shared posts for staff employed at South Holland District Council and not at Breckland Council; there were HRA and General Fund adjustments; the incoming pay award of 2%; there were pension and National Insurance contribution uplifts; and there were some budget adjustments relating to Environmental Services.
- The table at section 3.6.3 of the report showed a prediction for an increase in rents and service charges of 14% - was this realistic?
 - Letting part of the building out to the DWP was cited as one of the reasons for the increase. There were also some adjustments that would feed in with regard to new

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tenants. It was agreed that further information was required on this item.

- What was the intended use for the Community Reserve, and how had it come about?
 - The New Homes Bonus had been set up to reward areas where new homes were built. As these monies were no longer needed for Revenue Account, and the funds could be used within the community, consideration was to be given to how this could be best used. If members supported the concept, a further report would come forward with suggestions for how these monies could be spent on. It would be a more significant sum to invest in local communities than the current member budgets.
- Members commented that enforcement remedies should be used more effectively in the future than they had been in the past.
 - Enforcement had to be used appropriately and the Authority needed to track fees to ensure that they kept pace with costs. To avoid chasing debt where a service had already been provided, some payments should be taken in advance. There were various ways of ensuring that enforcement and income protection were sufficient.
- An assumption had been made that Compass Point Business Services would continue to make savings – was this realistic?
 - CPBS was currently undergoing its own transformation programme which it would need to work through over a period of time. In the meantime, assumptions had to be made.
- With regard to Parish precepts, how could parishes find out how many new properties had been built in the area?
 - Officers advised that this information was available to parishes as part of the tax base calculation – this was normally distributed towards the end of the year.
- The Authority would hold a £500,000 surplus in respect of the 19/20 deficit in Business Rates – could this not be used to avoid an increase in Council Tax or be used in some other way for the benefit of residents or to stimulate growth?
 - Officers commented that not increasing Council Tax could sometimes have a detrimental impact on the

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Authority – if it did not increase Council Tax, it could be penalised via other systems and this therefore would not future proof the Authority going forward.

- Members commented that historically, there had been several examples of this being the case. The Authority had been penalised for being prudent and it was therefore import to give careful consideration to holding down any increases.
 - In response to the suggestions for alternative use of the Authority's surplus, officers commented that with regard to Council Tax collection and discounts e.g. care leavers discounts, these were reviewed every single year. Consideration was given annually to who in the collection fund was receiving benefits and reliefs, and this piece of work was ongoing as Universal Credit was rolled out. With regard to Business Rate discretion, it was good to have this set up, but it was hard to implement.
 - Officers also commented that the New Homes Bonus would not be available in the future – this was likely to be a one-off amount, there was an opportunity to put money back into the community now, but the Authority could not bank on this in the future.
- Councillor McLean was advised that it was too late in the current budget setting process to take forward is suggestions however he questioned whether some of the initiatives could be considered in the future.
- Councillor Alcock responded that some of the suggestions had merit – the way forward would be for a working party to consider this issue and see if there was a consensus by members that use of money was undertaken in a slightly different way.

Following the discussion, it was felt that the Cabinet should consider the following issues:

- Uncertainty within the area of business rates – this could have a big impact the Authority.
- The dependency of the Authority upon delivery of additional housing, with regard to the HRA and General Fund.
- Concerns with regard to Brexit – whatever the final outcome, it would affect the country quite considerably, and the Government's ability to fund local authorities.

Members thanked the Executive Director Commercialisation for the good and thorough report and presentation.

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AGREED:

- a) That the report be noted; and
- b) That the Cabinet should consider the following issues going forward:
 - i. Uncertainty within the area of business rates, and the impact that this could have on the Authority.
 - ii. The dependency of the Authority upon delivery of additional housing, with regard to the HRA and General Fund.
 - iii. Concerns with regard to Brexit – whatever the final outcome, it would affect the country quite considerably, and the Government’s ability to fund local authorities.

15. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

(The meeting ended at 8.10 pm)

(End of minutes)

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Minutes of a meeting of the **JOINT PERFORMANCE MONITORING PANEL AND POLICY DEVELOPMENT PANEL** held in the Council Chamber, Council Offices, Priory Road, Spalding, on Tuesday, 12 February 2019 at 6.30 pm.

PRESENT

B Alcock	H Drury	J L Reynolds
D Ashby	L J Eldridge	S-A Slade
F Biggadike	P C Foyster	E J Sneath
M D Booth	R Grocock	J Tyrrell
C J T H Brewis	J L King	J Whitbourn
G K Dark	A M Newton	A R Woolf

Apologies for absence were received from or on behalf of Councillors G R Aley, J R Astill, A Harrison, J D McLean and S Wray

In Attendance: Executive Director – Strategy and Governance, Executive Manager for Information, Digital and Customer Services Manager, ICT Manager, Innovation and Change Business Partner, Housing Landlord Services Manager, Head of Operations (CPBS), Head of Service – ICT (CPBS) Head of Service – Customer Contact (CPBS).

The Portfolio Holder for Governance and Customer and the Portfolio Holder for Strategy, Governance and Transformation were also present.

- | | <u>Action By</u> |
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| <p>16. ELECTION OF CHAIRMAN</p> <p>Councillor Woolf was elected Chairman for the duration of the meeting.</p> | |
| <p>17. DECLARATION OF INTERESTS</p> <p>There were no declarations of interest.</p> | |
| <p>18. CUSTOMER ACCESS STRATEGY, ICT & DIGITAL STRATEGY AND DIGITAL WORK PROGRAMME</p> <p>The Panel agreed to take the two reports on the agenda together as one item.</p> <p>Consideration was given to a report by the Portfolio Holder for Strategy, Governance and Transformation and Executive Director – Strategy and Governance which set out details of a new strategy which aimed to improve residents' experience of contacting South Holland District Council while also increasing the efficiency of its overall operating arrangements.</p> | |

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Members also considered a report by the Portfolio Holder for Governance and Customer and the Executive Director for Strategy and Governance which set out details of a new strategy which aimed to improve residents' experience of contacting South Holland District Council while also increasing the efficiency of our overall operating arrangements.

Members recalled that at the meeting of the Joint Performance Monitoring Panel (PMP) and Policy Development Panel (PDP) held on 1st November 2019, the Panel raised a number of questions and/or concerns relating to the strategies and work programme:

With specific regard to the Customer Access Strategy, further information and reassurance was sought on:

- How/if the strategy has been tailored to the specific needs of SHDC
- The involvement of CPBS, as the Council's service delivery partner, in the strategy's development
- Consultation with East Lindsey District Council, as a shared client of CPBS, on the strategy's content – with particular regard to the proposed Customer Charter service standards The level of support that would be available to those who cannot access digital services and concern that telephone and face-to-face may not be available to those that need it

With specific regard to the ICT and Digital Strategy further information and reassurance was sought on:

- The involvement of CPBS, as the Council's service delivery partner, in the strategy's development
- Consultation with East Lindsey District Council, as a shared client of CPBS, on the strategy's content
- The business case for the Digital Work Programme, including:
 - Costs and budget
 - Benefits
 - Return on Investment
 - Risk analysis

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- The relevance of the Council's customer personas/insight – and how these help us to design more relevant services that people want as well as need.

In response to this feedback, a series of Member engagement sessions were held from 14-16 January 2019, which aimed to provide further detail and reassurance. The above points were also addressed in the two reports under consideration which were introduced by the Portfolio Holder for Governance and Customer and Portfolio Holder for Strategy, Governance and Transformation.

The Panel received a presentation by the Digital and Customer Services Manager which covered the following key areas:

- Initial Digital Priorities
- An illustration of how reporting a fly tip could work
- Information about how the proposals would be funded
- The governance arrangements for the proposals
- Examples of the benefits involved in the proposals in terms of cost avoidance
- An illustration of a tenant portal which would allow the automation of many manual housing processes
- A comparison of a current process and new process in relation to housing rent account management
- A PEST (Political, Economic, Social and Technical) risk assessment

A copy of the presentation is attached as an appendix to these minutes.

Councillors asked questions, discussed the draft documents and the following key points emerged:

- Councillors stressed the importance of any new systems being able to communicate with other local authorities, public bodies and government departments. It was noted that this had been built into the system and the strategy would seek to ensure that different teams would not be able to build their own incompatible systems.

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- Councillors also discussed whether moving to more automated systems would lead to more fraudulent activity and questioned what safe-guards would be put in place, particularly with regard to housing and the issue of tenancies. The Panel heard that whilst fraudulent activity could not be eradicated it could be mitigated. In the instance of tenancies, this would be done by the requirement of a log-in and password for any details to be changed. If notice had been given by someone purporting to be a tenant then a letter would be sent to the true tenant confirming the online statement at which point the fraudulent activity would come to light. There was also an officer visit built into the process which provided a further safeguard. It was acknowledged that automated systems could sometimes better support equality and diversity principles.
- The Panels were reassured that existing communications pathways would continue to be available, but it was stressed that they also needed to be just as accessible as present with telephone numbers still being prominently displayed on literature and websites for those who cannot or do not wish to engage with the Council digitally. It was acknowledged that the aim was to reduce telephone contact by 50% but that this would be achieved by being able to solve problems at the first point of contact so that further telephone calls were unnecessary. This would help to deliver financial savings. Implementation of modern systems would also provide the opportunity to redeploy staff to more meaningful work. However, it was acknowledged in the documents that telephone would remain the Council's largest source of contact. This would be closely monitored by scrutiny in the future to make sure that systems were not developed that would make telephone contact so difficult that people didn't use it. It would also be important to make signing up to 'My Account' as straightforward as possible with a simple guide for customers.
- Councillors discussed that the digital agenda was based in a large part on the use of broadband. A fast and reliable broadband connection was still not available in parts of the District. The Council needed to make sure that everyone had the opportunity to use its digital services. The Portfolio Holder for Strategy, Governance and Transformation

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stressed that the Council continued to try to facilitate the availability of broadband to everyone in the District.

- The Panels discussed the development process for the new systems and noted that this was done in a staged process with features being added incrementally so that there was never anything substandard available to the public.
- It was noted that CPBS, as the Council's provider of services, also provided services to East Lindsey District Council who had their own strategies. CPBS would continue to look at how the services provided to the two authorities could be better aligned.
- Councillors explored whether there were potential commercial opportunities for the Council from the software being developed. Although the software was not unique, the supplier, GOSS, had a system whereby newly developed software was put into their library to be shared and the Council was credited with development time in return.
- With regard to the Council's out of hours service, this would continue to be provided for emergencies, but it was expected that as more services were available digitally for those that wished to use them, an increasing number of customers would make contact with the Council outside of core working hours in this way. It was important however to acknowledge that whilst digital reporting was 24 hour, expectations would need to be managed regarding response times.
- With regard to Governance, Councillors referred to the £300,000 implementation costs and asked for a clear idea of how this would be monitored so that the public could be assured that it was value for money. It was agreed that progress reports would be made to the Performance Monitoring Panel every six months or as appropriate.

The Panels thanked the Officers for their work on addressing their concerns and suggestions.

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PANEL - 12 February 2019**

AGREED:

That the Joint Performance Monitoring Panel and Policy Development Panel:

1. Notes the draft Customer Access Strategy, draft ICT and Digital Strategy and Digital Work Programme;
2. Provides comment and feedback as set out in these minutes;
3. Recommends the documents to Cabinet and Council; and
4. That progress of the strategies and work programme is reported to the performance Monitoring Panel on a six monthly basis or as appropriate.

19. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were no urgent items.

(The meeting ended at 7.40 pm)

(End of minutes)

PERFORMANCE MONITORING PANEL - RECOMMENDATION TRACKING

Title of Report: **Public Toilets Task Group Final Report**

Date of Panel: **30 January 2019**

Recommendations made to: **Cabinet**

Date: **12 February 2019**

Relevant Portfolio: **Portfolio Holder - Place**

Lead Officer: **Licensing and Business Support Manager**

Recommendations	Cabinet Response	Officer(s) responsible for action	Progress report back to Panel
<p>The Task Group made the following recommendations:</p> <p>a) That a standardised written specification for the toilets be prepared so that staff cleaning and maintaining them had a clear understanding of what materials and equipment should be present and what cleaning was required;</p> <p>b) That spot checks be carried out at regular intervals to determine if the specification was being met, and to ensure issues were reported;</p>	<p>Consideration was given to the report of the Public Toilets Task Group, containing recommendations which had been approved by the Performance Monitoring Panel.</p> <p>The Chairman of the Task Group, Councillor G Dark, presented the report containing the Task Group's recommendations to the Cabinet.</p> <p>The work undertaken by the Task Group was welcomed, and those members and officers involved were thanked. Members commented that although there had been some criticism in the press with regard to carrying out what was perceived as an obvious piece of work, it had resulted in a deeper understanding of all the issues, and had provided a mandate for improvement. Toilet facilities were a discretionary service, and the Authority</p>		

<p>c) That a protocol be agreed between Environmental Services and the Central Support Unit to ensure consistency in how work was reported, feedback was provided when work was scheduled and had been completed, and tasks were effectively prioritised;</p> <p>d) That public reporting of issues be encouraged through notices on display in each toilet block;</p> <p>e) That the disabled toilet facilities be fitted with more substantial locks to prevent vandalism and improve security;</p> <p>f) That the disabled toilets in Spalding town centre display a notice to advise of the adult changing facility at the South Holland Centre;</p> <p>g) That improved location and directional signage for the public toilets be added to ensure that visitors to the District could easily locate the facilities, and that a map be added to the Council's website to show the location of the public toilets;</p> <p>h) That a rapid response procedure to offensive graffiti be explored to ensure that this is removed or covered at the earliest opportunity;</p>	<p>had found a way of avoiding closure, and a cost effective way forward.</p> <p>It was important to make toilet facilities usable in the short term - this was already underway. All Council toilet facilities were cleaned on a daily basis and there was now a monthly rotational deep clean so that all facilities would now receive a deep clean on a regular basis. In the long term, options for the future replacement of all facilities would be considered by officers.</p> <p>DECISION:</p> <p>That the following recommendations of the Task Group be approved:</p> <p>a) That a standardised written specification for the toilets be prepared so that staff cleaning and maintaining them had a clear understanding of what materials and equipment should be present and what cleaning was required;</p> <p>b) That spot checks be carried out at regular intervals to determine if the specification was being met, and to ensure issues were reported;</p> <p>c) That a protocol be agreed between Environmental Services and the Central Support Unit to ensure consistency in how work was reported, feedback was provided when work was scheduled and had been completed, and tasks were effectively prioritised;</p> <p>d) That public reporting of issues be encouraged through notices on display in each toilet block;</p>		
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<p>i) That when Government policy enabled the Council to remove the business rates requirement for public toilets, this budget be diverted to cover additional refurbishments and repairs in future years;</p> <p>j) That a deep clean programme be undertaken during 2019/2020 at all public toilet facilities, that all outstanding repairs be carried out, and that an investment be made into repairs at Holbeach toilets (estimated up to £20,000) to bring these up to a satisfactory and safe condition;</p> <p>k) That a capital programme for refurbishment of public toilets be prepared for future years and be completed by 2025;</p> <p>l) That as part of this programme, officers be tasked with exploring more modernised facilities and designs such as self-cleaning toilets, and facilities that were designed to combat issues such as vandalism or graffiti. A further task group could be set up in due course to consider this;</p> <p>m) That officers explore alternative funding sources, or contributions from business</p>	<p>e) That the disabled toilet facilities be fitted with more substantial locks to prevent vandalism and improve security;</p> <p>f) That the disabled toilets in Spalding town centre display a notice to advise of the adult changing facility at the South Holland Centre;</p> <p>g) That improved location and directional signage for the public toilets be added to ensure that visitors to the District could easily locate the facilities, and that a map be added to the Council's website to show the location of the public toilets;</p> <p>h) That a rapid response procedure to offensive graffiti be explored to ensure that this is removed or covered at the earliest opportunity;</p> <p>i) That when Government policy enabled the Council to remove the business rates requirement for public toilets, this budget be diverted to cover additional refurbishments and repairs in future years;</p> <p>j) That a deep clean programme be undertaken during 2019/2020 at all public toilet facilities, that all outstanding repairs be carried out, and that an investment be made into repairs at Holbeach toilets (estimated up to £20,000) to bring these up to a satisfactory and safe condition;</p> <p>k) That a capital programme for refurbishment of public toilets be prepared for future years and be completed by 2025;</p> <p>l) That as part of this programme, officers be tasked with</p>		
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<p>or organisations whose customers benefit from the facilities.</p>	<p>exploring more modernised facilities and designs such as self-cleaning toilets, and facilities that were designed to combat issues such as vandalism or graffiti. A further task group could be set up in due course to consider this;</p> <p>m) That officers explore alternative funding sources, or contributions from business or organisations whose customers benefit from the facilities.</p>		
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KEY DECISION PLAN

Issued – 11 March 2019

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:

*Democratic Services, 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**

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
<p>Portfolio Holder for Housing and Health</p> <p>Proposed award of contract for Sewage Treatment Works- Repair and Maintenance</p>	<p>To award a contract for Sewage Treatment Works- Repairs and Maintenance following an open tender process</p>			<p>Housing Landlord Manager Before 28 Feb 2019</p> <p>Decision made 6 March 2019 Call-in deadline 13 March 2019</p>
<p>Compass Point Business Services Options</p>	<p>To agree key actions to enable the extension of the current arrangements with Compass Point Business Services ("CPBS")</p>			<p>Leader Not before 5th Mar 2019</p> <p>Decision made 8 March 2019 Call-in deadline 15 March 2019</p>
<p>Portfolio Holder for Place</p> <p>Car Parking Recommendations</p>	<p>To review the recommendations for car parking provision in SHDC owned car parks prior to statutory consultation</p>			<p>Cabinet 12 Mar 2019</p>

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION
<p>Deputy Leader of the Cabinet</p> <p>Future occupancy of the South Holland District Council's Office at Priory Road, Spalding</p>	<p>Review of the occupancy of the Council's offices.</p>			<p>Cabinet 12 March 2019</p> <p>South Holland District Council 27 Mar 2019</p>
<p>Portfolio Holder for Place</p> <p>Tyre Maintenance and Replacement Contract</p>	<p>To award a contract in relation to the Tyre Maintenance and Replacement for Environmental Services</p>			<p>Executive Director - Place Not before 25th Mar 2019</p>
<p>Portfolio Holder for Housing and Health</p> <p>Replacement Flat Fire doors at Lansdown Court</p>	<p>Issuing of works to CLC Contractor via the Fusion 21 Frame Work to replace the flat front entrance doors to a FD60 standard. The doors will hold the adequate certification for compliance the and will have third party certification.</p>			<p>Executive Director - Place Not before 29th Mar 2019</p>

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 and Health Flat Roof replacement and repairs Contract	For the replacement of various types of flat roofs to Council Dwellings, outbuildings and garages, which have reached the end of their lifespan and require replacement or repairs.			Housing Landlord Manager Before 31 Mar 2019
Portfolio Holder for Housing and Health Chimney repairs, repointing and removal Contract	For the Chimney repairs, repointing and removal including Pitched roof repairs to various council dwellings as identified in reaching the end of their lifespan, or the chimney is no longer required.			Housing Landlord Manager Before 31 Mar 2019
Portfolio Holder for Housing and Health General Repairs - Maintenance of footpaths, roadways and boundary walls.	For the external general repairs for concrete footpaths, roadways and boundary walls, serving council dwellings and garages, which have reached the end of their lifespan and require replacement or repairs.			Housing Landlord Manager Before 31 Mar 2019

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 and Health Purchase of 12 x Vans for Housing Repairs Fleet	To award a contract to Vauxhall Motors Limited for 12 x Vans for Housing Repairs Fleet at a total contract value of £229,782.24.			Housing Landlord Manager Not before 5th Apr 2019
Portfolio Holder for Housing and Health Materials Contract	Supply of building materials contract for Housing Repairs service.			Housing Landlord Manager Not before 5th Apr 2019
Portfolio Holder for Finance Insurance Contract Award	The current insurance contract expires on 3/05/19, a tender process is currently underway and it is anticipated that by 15/04/19 all bids would have been evaluated and the new provider will have been selected in order for the new contract to commence on 4/05/19.			Executive Director - Commercialisation (S151) Not before 8th Apr 2019

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION
<p>Portfolio Holder for Housing and Health</p> <p>CSU Building Materials Contract</p>	<p>To award a contract.</p>	<p>Portfolio Holder for Housing.</p> <p>Meetings and discussions.</p>		<p>Housing Landlord Manager Before 30 Apr 2019</p>
<p>Portfolio Holder for Housing and Health</p> <p>CSU Electrical Materials Supply Contract (EMSC) 2017 – 2021</p>	<p>To award the EMSC to the successful supplier from the outcome of the procurement process</p>	<p>Meetings and discussions</p>		<p>Officer Decisions Before 30 Apr 2019</p>

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION
*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 T Carter (Portfolio Holder) Councillor A Casson (Portfolio Holder) Councillor P E Coupland (Portfolio Holder) Councillor R Gambba-Jones (Portfolio Holder) Councillor C Johnson (Portfolio Holder) Councillor C J Lawton (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:

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

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SOUTH HOLLAND DISTRICT COUNCIL

Report of: Portfolio Holder Housing and Health & Executive Director - Place

To: Performance Monitoring Panel, Wednesday, 20 March 2019

(Author: Phil Stacey, Housing Options Manager)

Subject Re-Letting of Void Properties Task Group

Purpose: To provide the panel with an update on progress against the Task Groups recommendations.

Recommendation(s):

- 1) That the panel note the contents of the report.

1.0 BACKGROUND

- 1.1 South Holland District Council currently owns and manages 3,847 Council properties. Around 1,200 of these homes are in Spalding and approximately 400 in Holbeach with the remaining units spread through the small rural villages that make up the South Holland area. There are around 1,000 sheltered homes with the remaining properties being flats and houses. On average, 22 properties become void each month. Over the last 12 months, the overall re-let time, key to key for all tenures is reported as follows.

1.2

Month	Housing re-let time (total average key to key in days) All Tenures.
January 2018	34
February 2018	42
March 2018	36
April 2018	34
May 2018	42
June 2018	38
July 2018	26
August 2018	42
September 2018	36
October 2018	22
November 2018	25
December 2018	12
January 2019	26

1.3 Following the Re-Letting of Void Properties task group in July 2017, the panel has received updates in November 2017, May 2018 and September 2018 together with information provided within quarterly performance monitoring reports. Updates against the task group's recommendations are provided below.

1.4

	Recommendations	Actions to date
a	That the voids process is amalgamated into one voids team and the process along with a number of actions within this are refined and/or removed. This is for all properties within the housing stock (sheltered or general needs housing). This may rely upon digital applications, key safes at properties to allow quicker access once vacated and automated communications with customers.	Following the Place Services review in September 2017, the Available Homes Team continue to hold ownership of the voids process and ensure that properties are re-let in a timely manner. Currently, the Available Homes Team coordinate the processing of void properties with timely interventions from the Business Support Team, Housing Services Team and the Housing Repairs Team. Increased communications are being promoted through weekly voids meetings to discuss the progress of void repairs, ensuring properties in the highest demand are prioritised for completion first.
b	That the management of tenancies is overhauled to ensure property standards are maintained and/or recharges for repairs are appropriately received. This includes procedures used at the commencement of any new tenancy to ensure the efficiency and effectiveness of tenancy management and to ensure everyone, including the tenant, is aware of their duties and responsibilities during their tenancy. This includes a need for clear communication of procedures to be followed during and at the end of the tenancies, such as the handing in of notice and the timescales/method to be followed for the return of keys. This way of working will ensure swift timescales at the start of the process and support subsequent actions in the process to meet turnaround times.	The task group recommended that the management of tenancies be overhauled to ensure that greater emphasis is placed on the tenant to adhere to their responsibilities throughout the duration of their tenancy. Housing Neighbourhood Officers are now carrying out a programme of tenancy audits to identify and address issues during the lifetime of a tenancy. The end of tenancy process has also been revised to include a clear end of tenancy letter which is now used for all customers who serve the Council with a valid notice to quit (appendix A). The letter clearly outlines the tenant's responsibilities and how the Council expects properties to be handed back. End of tenancy visits are also conducted to identify void repairs at the earliest opportunity, particularly major repairs. Planning repairs earlier enables works to be undertaken at the earliest opportunity once a property becomes void. This visit is also used as an opportunity to discuss repairs and damage the tenant may be responsible for.
c	That the marketing of properties is undertaken, with new methods actively sought. In the first instance it is recommended that the Council	It is noted that the marketing of properties outside of those applicants listed on the housing register was a recommendation of the task group. This

	<p>website and Facebook page is utilised to market properties, especially those where interest has been lacking. Other techniques such as choice based lettings should be investigated further and where appropriate put into action.</p>	<p>opportunity hasn't currently been explored further. However, future improvements to the Councils Housing IT systems and integration with the Councils digital agenda will enable opportunities to be explored again.</p>
d	<p>That the current contracts are reviewed, that directly impact the voids timeline, potentially seeking to bring back in-house some services such as Energy Performance Certificate assessing.</p>	<p>Concerns raised in relation to contracts have now been addressed. Voids property maintenance is now overseen by an interim Voids Supervisor within the Housing Repairs Team. Specific oversight of void properties ensures a single point of contact for the Available Homes Team so that progress can be reported ensuring lettings happen without delay once void works are completed.</p>
e	<p>That the current allocations policy is reviewed for effectiveness alongside a strategic property review for hard to let properties within the housing stock.</p> <p>That the Housing Allocations policy is reviewed to ensure that waiting lists are appropriate for the housing need of South Holland.</p>	<p>The limitations of the Housing Allocations Policy have been considered with changes proposed to the Policy Development Panel in September 2018. The approval of the Policy will be considered by Cabinet on the 12 March 2019. Subject to the revised policy being implemented, this will marginally increase the eligibility criteria for joining the housing register and increase the criteria for accessing sheltered housing. Sheltered Housing has been noted as an area of concern where properties are deemed 'hard to let'.</p> <p>A project has also been commissioned to undertake a Strategic Asset Review. The results of this review will enable future planning of the Councils housing stock.</p>
f	<p>That the voids process provides high quality properties within a consistent turn around that meets the needs of our tenants.</p>	<p>Work is still required to establish a minimum void standard procedure. Customer satisfaction is considered consistently high due to low levels of complaints received in relation to properties recently let. We continue to see a consistently low level of failure during the introductory period of tenure.</p>

2.0 OPTIONS

2.1 Option 1, That Members note the content provided in this report and provide any further feedback.

2.2 Option 2, Do nothing.

3.0 **REASONS FOR RECOMMENDATION(S)**

- 3.1 It is recommended that the contents of this report are noted and that members of the Performance Monitoring Panel have an up to date understanding of the changes to the approach in dealing with the re-let of void properties and the achievements of this approach so far.

4.0 **EXPECTED BENEFITS**

- 4.1 To return the maximum numbers of void properties back into use per annum.
4.2 To ensure that the right properties are available for the right person at the right time and at the right price.

5.0 **IMPLICATIONS**

5.1 **Corporate Priorities**

- 5.1.1 There is a strong link between enforcement and our corporate priorities, notably 'to have pride in South Holland by supporting the district and residents to develop and thrive.

5.2 **Crime and Disorder**

- 5.2.1 There is often a link between empty dwellings and anti-social behaviour. Addressing the issue of void properties should make a contribution to wider efforts to address anti-social behaviour.

5.3 **Financial**

- 5.3.1 Loss of income during void periods is an on-going cost to the Housing Revenue Account.

5.4 **Health & Wellbeing**

- 5.4.1 There is a positive link between investing in and providing quality housing within the district and the broader Health and Wellbeing agenda.

5.5 **Risk Management**

- 5.5.1 There are risks to the authority associated with certain courses of action designed to bring void properties back into use. For example, failing to bring void properties back into use has a financial risk in lost rent. Applicants on the Housing Register may have been awarded priority due to being homeless or at risk in their current accommodation. Therefore failure to allocate void properties in a timely manner would not support the Councils objective to support those in the greatest housing need.

5.6 **Staffing**

- 5.6.1 An Available Homes Team Leader and two Allocations Officers are available to manage the voids and lettings process. This is closely supported by work undertaken by Officers in Business Support, Housing Services and Housing Repairs.

5.7 Stakeholders / Consultation / Timescales

5.7.1 There are no known implications for stakeholders.

6.0 WARDS/COMMUNITIES AFFECTED

6.1 All Wards

7.0 ACRONYMS

7.1 **Void-** a term used to identify the period between the outgoing and incoming tenant occupying the property.

Background papers: - None

Lead Contact Officer

Name and Post: Phil Stacey, Housing Options Manager
Telephone Number
Email: philstacey@sholland.gov.uk

Key Decision: **No**

Exempt Decision: **No**

This report refers to a Mandatory Service

Appendices attached to this report: None

Appendix A End of Tenancy Letter- SHDC

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date: 11 March 2019
your reference:
our reference: TT02A
ask for: (enter Officer)
email: info@sholland.gov.uk

Name
Address

Council Offices
Priory Road
Spalding
Lincolnshire PE11 2XE

tel: 01775 761161
fax: 01775 723496

www.sholland.gov.uk

Dear (enter name)

Termination of tenancy: (enter address)

Thank you for your notice to terminate your tenancy received on (DATE). You are required to give four weeks notice; this means that your tenancy will terminate on (DATE).

Paying the rent (and any other Housing charges)

It is important that you continue to pay your rent and service charges (if applicable) until the tenancy end date. Your weekly rent is £ XXX.

You must also clear any housing related debts outstanding including rent arrears, court costs, chargeable repairs and service charges. You currently owe £XXX for XXX.

If you pay your rent by Standing Order, this will need to be cancelled by contacting your bank directly.

Moving out

It is important that you leave the property in good condition, otherwise you will be charged for clearance and/or repairs. You should:

- make sure the property is clean and tidy, with no damage. You will be charged if we need to carry out repairs because of you altering, damaging or neglecting the property. Please leave carpets behind, we will remove these when the property is empty (at no cost to you).
- make sure the garden is clean and tidy. You should ensure that bushes are trimmed and the lawn is cut. You will be charged if we need to complete work on the garden to bring it up to our standard for the next tenant.
- remove all rubbish, furniture and possessions from your home, garden and outbuildings. You can book a 'bulky waste collection' through the Council (at a cost) if you need to get rid of any large item. You will be charged if we need to remove any belongings or rubbish from your property.
- take down and remove any structure or building within the garden that you have installed without obtaining the Councils permission. We will charge you to remove this item if it is left behind.
- leave gas and electric meter keys, and window keys on the kitchen worktop

- make sure everyone in the property has moved out – this includes animals. You will be charged for treatment of the property if fleas/similar are found.
- contact us if you wish to terminate a tenancy for a Council garage/plot.

Property Inspection

Our Housing Repairs Team will contact you shortly to arrange a time to inspect the property. Any repairs that are not due to wear and tear will be charged to you. Your Housing Officer will contact you after this appointment to discuss ways to complete the repairs yourself or the cost that you will be charged by the Council for the works. If you have any questions about this appointment, please contact the Housing Repairs Team on 01775 761161.

Handing in the keys

Please ensure that keys are returned to us (at the Council Offices, Priory Road, Spalding) by 12 noon on the Monday **DATE AFTER NOTICE EXPIRES**. Please ensure keys are labelled with your name and address. Before you return the keys, you must ensure that the property is completely cleared and cleaned.

If the keys are not received in time, the locks will be changed and you will be charged for cost of changing the locks. Please contact your Housing Officer as soon as possible if you are not going to be able to return the keys in time.

Letting your home to a new tenant

Your property will be offered to an applicant from our Housing Register before you leave. It is important that you let us know immediately of any change in your plans which might affect the expiry date of your Notice.

Please don't enter into any arrangements with the person who has been offered your property about any items that you want to leave behind such as carpets or curtains. It is our policy to remove and dispose of anything left in the property.

If you have any questions

Please contact me by phone on 01775 76XXX or email XXXX@sholland.gov.uk if you wish to discuss anything or if your circumstances change.

Yours sincerely

(PATCH OFFICER)

Housing Neighbourhood Officer

SOUTH HOLLAND DISTRICT COUNCIL

Report of: Executive Manager - Governance (Deputy Monitoring Officer)
To: Performance Monitoring Panel – 20 March 2019
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

In preparing this report, the report author has considered the likely implications of the decision - particularly in terms of Carbon Footprint / Environmental Issues; Constitutional & Legal; Contracts; Corporate Priorities; Crime & Disorder; Equality & Diversity/Human Rights; Financial; Health & Wellbeing; Reputation; Risk Management; Safeguarding; Staffing; Stakeholders/Consultation/Timescales; Transformation Programme; Other. Where the report author considers that there may be implications under one or more of these headings, these are identified below.

5.1 Corporate Priorities

5.1.1 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.

6.0 WARDS/COMMUNITIES AFFECTED

6.1 This report has no implications however, as individual items are progressed through the Work Programme, their impact on wards and communities will be assessed.

7.0 ACRONYMS

7.1 None.

Background papers:-	None
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Key Decision: No

Exempt Decision: No

This report refers to a Mandatory Service

Appendices attached to this report:

Appendix A	Work Programme Calendar
Appendix B	Task Group Work Programme 2018/19 to 2019/20

PERFORMANCE MONITORING PANEL – CALENDAR OF WORK PROGRAMME ITEMS

Date of Meeting	Agenda items
20 March 2019	<ul style="list-style-type: none"> • Re-letting of Void Properties Task Group – Update report on progress in actioning recommendations of the Task Group (6-monthly update). • Public Toilets Task Group – Response of the Cabinet to the Task Group’s recommendations
18 June 2019	<ul style="list-style-type: none"> • Opportunity Peterborough – Update on work undertaken, and progress (to include feedback from Fenland and South Kesteven councils). • Q4 2018-19 Performance Overview Report – Update on how the Council is performing for the period January 2019 to March 2019. • 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. Last discussed at 13/11/18 meeting where it was requested that the next update provide the following – 1) Youth Restorative Option – more information on the initiative and its output; and 2) More information on mental health – how this was being monitored in relation to its links to crime, and help provided to those affected by mental health. • Swimming Pool and Leisure Facilities Contract Task Group – update on progress of recommendations (last update received 13 November 2018 – update to address issues raised at this meeting) • Information report on future commercialisation projects (6 monthly update – last update on 13 November 2018)
11 September 2019	<ul style="list-style-type: none"> • Enforcement – update report on how the Authority is addressing the various types of enforcement, following the Authority-wide reorganisation (last update 6/2/18, 31/7/18 and 30/1/19). • Q1 2019-20 Performance Overview Report – Update on how the Council is performing for the period April 2019 to June 2019.
12 November 2019	<ul style="list-style-type: none"> • Q2 2019-20 Performance Overview Report – Update on how the Council is performing for the period July 2019 to September 2019.
9 January 2020 Joint PMP/PDP	<ul style="list-style-type: none"> • Budget Scrutiny
29 January 2020	<ul style="list-style-type: none"> • Q3 2019-20 Performance Overview Report – Update on how the Council is performing for the period October 2019 to December 2019.
18 March 2020	

Items yet to be allocated.	<ul style="list-style-type: none"> • Commercialisation (2) – how effectively is the Authority managing commercial opportunities? Second report, a general report around commercialisation. • Cost of running the South Holland Centre • What areas of risk exist within Public Services for cost shunting, and how can this be avoided?
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For future consideration

- **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).**
- **Commercialisation – As potential projects arise, PMP to consider scrutiny**

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.**

A meeting took place on 24 January 2019.

PERFORMANCE MONITORING PANEL – WORK PROGRAMME 2018/2019

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
Public Toilets Task Group	To review public toilets in the district, looking at location, cleaning regimes, usage, reasons for closure and running costs. To use information gathered to ensure value for money, good service, and that the right money was spent in the right place.	6 February 2018	23 April 2018	J R Astill CJTH Brewis T A Carter GK Dark (Chairman) PC Foyster	30 January 2019 To Cabinet 12 Feb 2019 Response from Cabinet to PMP 20 Mar 2019
Swimming Pool and Leisure Centre Contract Task Group	To review the Spalding swimming pool and leisure centre, specifically: <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 Response and update on progress PMP 4/2/17, 16/5/17, 7/11/17 and 2/5/18. Next update 13/11/18.

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
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	16 May 2017 To Cabinet 25 July 2017 Updates on progress - PMP 7/11/17 and 26/9/18. Next update 20/3/19.
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 ensuring that the Council remained compliant with Charity Commission Guidance.	15 June 2016	Date to be confirmed.	GR Aley JR Astill GK Dark PC Foyster AM Newton	Meeting took place on 24 January 2019.
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>	6 November 2012	21 November 2012	B Alcock M Howard R M Rudkin D J Wilkinson (Chairman) Membership	Interim report to PMP 29 January 2013 Interim report to Cabinet 19 February 2013. Tracking of recommendations to PMP 26 March

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
	<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.</p> <p>The Task Group will remain in operation to scrutinise performance and will start to do this once the information becomes available.</p>			<p>to be considered following District Council Election</p>	<p>2013 Updates to PMP: 8 April 2014, and six-monthly thereafter.</p>
<p>Leisure Facilities Task Group</p> <p>Joint Task Group incorporating members of the Performance Monitoring and Policy Development Panels.</p>	<p>To make recommendations, regarding the present and future leisure provision in South Holland.</p> <ol style="list-style-type: none"> 1. By establishing what leisure provision the District Council presently provides, examining costs, resident satisfaction and competitiveness in order to identify ways of increasing income or reducing expenditure; 2. To understand what the District Council wishes to provide and what the public and major employers need; 3. To examine the options for future provision either to be supplied by the Council, the private sector or shared management. 	<p>30 May 2012</p>	<p>21 January 2014</p>	<p>G R Aley (Chairman) D Ashby A Casson G K Dark R Perkins S Slade E Sneath S Wilkinson</p> <p>Lead Officer: Phil Adams</p> <p>Membership to be</p>	<p>Interim report presented to joint PMP/PDP – 19 August 2014 To Cabinet 7 October 2014 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
	<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 election.</p>			considered following District Council Election	
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