

AGENDA



- Committee - **PERFORMANCE MONITORING PANEL**
- Date & Time - Wednesday, 11 December 2024 at 6.30 pm
- Venue - Meeting Room 1, Council Offices, Priory Road, Spalding

Membership of the Performance Monitoring Panel:

Councillors: B Alcock (Chairman), M D Booth (Vice-Chairman), P Barnes, C J T H Brewis, N Chapman, S Chauhan, L J Eldridge, M Geaney, S Hutchinson, J L Reynolds, G P Scalese, S-A Slade, D J Wilkinson and A R Woolf

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: 3 December 2024

AGENDA

- 1 Apologies for absence.
- 2 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.
- 3 Minutes - (Pages 5 - 18)
To sign as a correct record the minutes of the 16 October 2024 Performance Monitoring Panel meeting (enclosed).
- 4 Actions - (Pages 19 - 24)
An update on actions that arose at the 16 October 2024 Performance Monitoring Panel meeting and the tracking of outstanding actions (enclosed).
- 5 Questions asked under Standing Order 6
- 6 Tracking of Recommendations -
To consider responses of the Cabinet to reports of the Panel.
- 7 Items referred from the Policy Development Panel.
- 8 Key Decision Plan - (Pages 25 - 34)
To note the current Key Decision Plan
- 9 Q2 Performance Report 2024/25 - (Pages 35 - 86)
To provide an update on how the Council is performing for the period 1 July 2024 to 30 September 2024 (report of the Assistant Director – Corporate enclosed).
- 10 Sir Halley Stewart Playing Field Task Group update -
The Strategic and Operational Property Manager to provide a verbal update to the panel outlining progress made since the last Sir Halley Stewart Playing Field Task Group update to members in January 2024.
- 11 Annual Joint Scrutiny of the South & East Lincolnshire Councils Partnership - (Pages 87 - 100)
To review the Partnership's progress against opportunities identified in the business case and lines of enquiry (report of Councillors Claire Rylott and Stuart Evans (BBC) on behalf of the Partnership Scrutiny Task Group enclosed).
- 12 Tenant Satisfaction Measures 2023/24 - (Pages 101 - 112)
To inform the Performance Monitoring Panel of the 2023/24 Tenant Satisfaction Measure Results (report of the Assistant Director – Housing enclosed).

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|----|---|-------------------------|
| 13 | Performance Monitoring Panel Work Programme -
To set out the Work Programme of the Performance Monitoring Panel
(report of the Assistant Director – Governance (Monitoring Officer)
enclosed). | (Pages
113 -
122) |
| 14 | South Holland Centre Task Group Update -
To provide members with an update on the South Holland Centre
Budget (report of the Assistant Director – Leisure and Culture enclosed). | (Pages
123 -
128) |
| 15 | 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.

- | | | |
|----|--|-------------------------|
| 16 | To consider resolving that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act. | |
| 17 | South Holland Centre Task Group Update -
To consider the exempt appendix relating to agenda item 14. | (Pages
129 -
130) |

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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, 16 October 2024 at 6.30 pm.

PRESENT

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

C J T H Brewis	M Geaney	S-A Slade
N Chapman	S Hutchinson	
S Chauhan	J L Reynolds	

In Attendance: The Assistant Director - Strategic Growth and Development, the Assistant Director - Leisure and Culture, the Business Intelligence and Change Manager, the Assistant Director – Economic Growth *virtual* and the Democratic Services Officer.

Apologies for absence were received from or on behalf of Councillors L J Eldridge, G P Scalese, D J Wilkinson and A R Woolf

	<u>Action</u> <u>By</u>
30 <u>DECLARATION OF INTERESTS.</u>	
There were none.	
31 <u>MINUTES</u>	
AGREED:	
That the minutes of the 23 July 2024 Performance Monitoring Panel meeting be signed by the Chairman as a correct record.	
32 <u>ACTIONS</u>	
Consideration was given to the actions which arose at the 23 July 2024 Performance Monitoring Panel, and the tracking of outstanding actions.	
<ul style="list-style-type: none">Members referred to action 21(a) 24.25 regarding their previous suggestion to visit the CCTV suite. Arrangements for the visit were currently being explored and members were encouraged to submit any further expressions of interest as soon as possible.	

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- Regarding action 26(b) 24.25, members were encouraged to complete the survey recently circulated by ICT.
- Regarding action 54. 22/23, members expressed further disappointment that responses had not been received from NHS contacts in respect of the Primary Health Care item from its meeting held on 23 January 2024.
 - The Assistant Director – Strategic Growth and Development responded that he would escalate the issue.

AGREED:

That the responses to the actions be noted.

33 QUESTIONS ASKED UNDER STANDING ORDER 6

There were none.

34 TRACKING OF RECOMMENDATIONS

There were none.

35 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were none.

36 KEY DECISION PLAN

Consideration was given to the Key Decision Plan dated 7 October 2024.

- Regarding the 'Rental of various SHDC sites for Battery Box use' decision, members queried if the '6 sites within the SHDC boundary' were those which had already received planning permission or whether these were additional sites.
 - The Assistant Director – Strategic Growth and Development would seek advice from the Strategic and Operational Property Manager and report back to the panel.
- Members referred to the 'Land in Holbeach' decision and queried whether this was on track to be made by 31

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- The Assistant Director – Strategic Growth and Development responded that the decision would be made by the end of the year.
- Members referred to the 'Waste services delivery model' decision and queried whether it would be subject to scrutiny prior to being agreed at Cabinet. Members wished to be kept informed on this matter.
 - Democratic Services would investigate and report back to the committee.

AGREED:

That the Key Decision Plan be noted.

37 Q1 PERFORMANCE REPORT 2024/2025

Consideration was given to the report of the Assistant Director – Corporate which provided an update on how the Council is performing for the period 1 April 2024 to 30 June 2024.

The Business Intelligence and Change Manager introduced the item and highlighted the following points:

- Q1 SHDC Performance Report 2024/25 was at Appendix A;
- Q1 SHDC Trend and Insights Report 2024/25 was at Appendix B;
- Regarding areas on or above target (green), performance improvements had been experienced in several areas including in respect of the Council's investment properties and safety checks on housing stock;
- Areas of underperformance (red) in the following areas were accompanied by commentary outlining progress and improvement plans in place:
 - Homelessness Prevention;
 - Corporate Complaints;
 - Subject Access Requests; and
 - Speed of processing new housing benefit claims.

Members considered the report and made the following comments:

- Members were encouraged by the improved performance areas noted within the report.
- Members requested that performance figures be stated as

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numerical values rather than solely in percentage terms. Where changes in performance was stated, such 'as an increase of five', the baseline figure also needed to be stated.

- The Business Intelligence and Change Manager acknowledged this as a previous request. Information in the requested format was stated in the report where it had been made available with more work to do.
- Members requested an explanation of the 108% performance in respect of homelessness cases successfully resolved before a customer became homeless.
 - The Business Intelligence and Change Manager referred to the commentary against this item which stated an overflow from the previous quarter. The calculation included all cases closed during period of the report (some of which had been opened in the previous quarter) against cases opened solely during the period of the report.
- Members noted the increase in car parking income and queried whether this had resulted from increased charges or increased footfall to the town. It was important to assess whether the increased charges had deterred visitors or not. In addition, members queried whether the forecasted income had changed since the implementation of the increased parking fees.
 - The Business Intelligence and Change Manager would investigate these issues and a response would be circulated to members after the meeting. Visitor numbers would be included in future reports.
- Members referred to the 'Kingdom Contract: Number of Fixed Penalty Notices (FPNs) issued for fly tipping' data and queried the notable increase in data for the Q4 2023/24 period compared to other quarters. Did this reflect an upsurge in cases or in enforcement activity? Following this, members requested a comprehensive report come forward to the next committee meeting in respect of the Kingdom contract specifically regarding performance across the whole district at Parish level and which explained the data variances.
- Members were concerned by a reduction in visitor numbers to the Castle Sports Complex
 - The Assistant Director – Leisure and Culture

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responded that due to the impending commencement of the leisure hub project build, some leisure facilities had started to relocate which had impacted visitor figures at the site. A new gym had also opened within the town potentially impacting visitor numbers during the transition period.

- Members queried whether the public facility at the Peele site in Long Sutton was to close. It was important that a facility was available in the town.
 - The Assistant Director – Leisure and Culture responded that the council's lease was due to end in December 2024 and the facility would return to the Academy. The Academy were investigating alternative solutions for provision of a public facility.

AGREED:

- a) That the contents of the report be noted; and
- b) That a report in respect of the Kingdom Contract come forward to the Panel as requested.

38 **SHDC PEER REVIEW ACTION PLAN UPDATE**

Consideration was given to the update on current progress against the actions that were agreed for the SHDC Peer Review.

The Business Intelligence and Change Manager introduced the action plan which incorporated the recommendations from the final report of the SHDC Peer Review follow-up and which had been circulated to Cabinet and the Corporate Management Team. The following points were highlighted:

- The SHDC Peer Review follow-up report was very positive with improvement work specifically noted in respect of the Housing Revenue Account;
- The following two key areas of focus had been identified to support the initial recommendations:
 - An urgent development of fully costed options for the waste services transformation options which considered all implications and enabled decisions to be made.
 - Regarding progress: focus work was already underway with a review of the findings and analysis expected to take place by 31

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- The establishment of a detailed three-year savings and transformation programme linked to the NTFS with Corporate ownership and accountability and with agreed delivery timescales.
 - Regarding progress: this action had been put in place with continual development undertaken by the Section 151 Officer reported to the Leader, Portfolio Holder for Finance and at monthly Senior Leadership Team meetings.
- All actions listed on the plan would be tracked and monitored with colleagues and updates would be brought forward to Cabinet and the Performance Monitoring Panel as part of the ongoing monitoring process.

Members considered the update and made the following comments:

- Members were encouraged by the positive report but noted the challenges that were raised.
- Members referred to SHDC's recruitment site and noted a significant volume of 'fixed term contracts'. What was the reason for this?
 - The Assistant Director – Strategic Growth and Development responded that the reasons were many and variable including where specific posts were externally funded for a fixed term and where recruitment was needed to cover a secondment position; and
 - The Chairman added that recruitment and retention was being investigated by the Joint Scrutiny Task Group and that there was a desire to understand whether any underlying issues accounted for staff turnover across the partnership.
- Members queried the recommendation to 'adopt a Public Engagement Charter' which stated this was awaiting adoption. Was this action completed or not?
 - The Business Intelligence and Change Manager responded that it was his belief the action was now complete however this would be checked and confirmed.

AGREED:

That the update be noted.

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39 **SOUTH HOLLAND CENTRE TASK GROUP UPDATE**

Consideration was given to the report of the Assistant Director – Leisure and Culture which provided members with an update on the South Holland Centre.

The Assistant Director – Leisure and Culture introduced the item which provided an update on Q1 and Q2 2024/2025 activities of the South Holland Centre and included the following:

- Background to the report. The last South Holland Centre Task Group update had been received by members at a meeting of the Joint Performance Monitoring Panel and Policy Development Panel held on 18 April 2024;
- Summary of the financial position;
- Programme performance;
- Assets and Health and Safety update;
- Development of the offer and strategic planning; and
- A marketing update at Appendix A.

Members considered the update and made the following comments:

- Members noted that the income for Q2 was over half of the projected budget and queried whether an excess for the year was anticipated.
 - The Assistant Director – Leisure and Culture responded that the figure included sales for events scheduled to take place within both the current and the following financial year. The figures would be distinguished at the end of the current financial year.
- Members referred to the previous question/response and restated their request that the receipt of information normally expected within a Business Plan would be helpful in order to understand and monitor performance of the South Holland Centre, specifically a prediction of the financial year-end position and its comparison with historical financial figures. As financial performance was currently monitored in arrears, this did not enable the identification of trends or timely mitigations to be implemented, if needed. In addition, some of the financial information stated within the report, such as the 2024/25 budget for 'employees indirect expenses of minus £9,800' did not appear to be meaningfully presented.
 - The Assistant Director – Leisure and Culture responded:
 - That the service operated within the council's

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- financial procedure rules and the figures were presented and managed accordingly;
 - That income received for events taking place in the following financial year would be shown separately in the year-end accounts and taken forward to the next financial year as part of the budget setting process;
 - That a breakdown and explanation of the employees indirect expenses would be obtained and circulated after the meeting; and
 - That the Section 151 Officer had requested that future reports to members clarified the direct costs of the South Holland Centre against indirect costs/recharges and thereby presenting a clearer picture of controllable costs.
 - In response, whilst Members acknowledged that the South Holland Centre operated within the 'constraints' of the local authority accounting process, they reiterated their request that the presented figures needed to inform members of the day-to-day running costs of the South Holland Centre and include a prediction of the current year performance;
 - Whilst the report was encouraging in part, concerns were expressed regarding performance trends in some areas. Members sought assurance that monitoring processes were in place which identified performance issues/trends early, thereby enabling the timely implementation of mitigations where necessary. More information needed to be made available so that assessments and predictions could be made.
 - Greater clarity of the financial position/budget of the South Holland Centre was sought, and in this regard, members requested that the full budget be made available;
 - In addition, members proposed that the Section 151 Officer attend the next meeting to explain the full budget. The proposal was carried.
- Members acknowledged the financial pressures faced by the council over the coming years and stated that whilst the South Holland Centre would continue to require financial support, input from panels could be beneficial and assist with solutions. It was therefore essential that the requested full and frank presentation of the financial facts was given

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to members in order to assist in this regard.

- Members queried whether customer feedback was sought/received from audiences who booked online and suggested that post-show surveys be circulated via email.
 - The Assistant Director – Leisure and Culture responded that:
 - Feedback was received through Facebook;
 - A Communications apprentice was working pro-actively with the South Holland Centre in respect of social media activity;
 - Social media analytics tools were utilised;
 - Examples of commentary could be provided within the next report; and
 - Feedback was encouraged at the time of visit however post-show surveys could be explored.
- Members had expressed concern for people who wished to book tickets in person. It was not clear when the building/box office was open.
- Members stated that the South Holland Centre should remain a focus and that Spalding town centre footfall would be seriously impacted if the venue closed.
- Members queried whether potential external operators would be provided with financial and performance information.
 - The Assistant Director – Leisure and Culture responded that information was provided on all facilities being marketed via a data room.

AGREED:

- a) That the contents of the report be noted; and
- b) That, as requested by members, the Section 151 Officer be invited to attend the next meeting of the Performance Monitoring Panel to explain the South Holland Centre budget.

40 **ECONOMIC DEVELOPMENT AND INWARD INVESTMENT UPDATE**

Consideration was given to the report of the Assistant Director – Strategic Growth and Development which considered the Economic Development and Inward Investment update for South

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Holland.

The Assistant Director – Strategic Growth and Development introduced the report which sought to provide members with a high-level update on relevant activities, including:

- S&ELCP Growth and Prosperity plan;
- Business engagement and intelligence;
- Business support activities;
- Inward Investment;
- Key Economic Projects and Initiatives;
- Skills;
- Strategic Engagement; and
- Future Focus.

Members considered the update and made the following comments:

- Members referred to point 8.1 of the report in respect of strategic engagement and queried SHDC's engagement with Cadent following concerns raised from experiences at a local level, and whether the engagement with National Grid Energy Distribution (NGED) conflicted with the Motion '*Preservation of Fenland landscape and Recognition of South Holland as a Critical Food Producing Area*' recently supported at Council.
 - The Assistant Director – Strategic Growth and Development responded that:
 - Cadent were leading on a hydrogen pipeline network to service commercial activity, with a first phase focussing on a number of UK city regions. SHDC's engagement with the organisation sought to raise the profile of South Lincolnshire as a key agri-food and logistics cluster and to link the activities of Cadent with the ambitions of the South Lincolnshire area; and
 - Engagement activities sought to influence the investment plans of NGED in respect of widening local power distribution within the district and the wider partnership area and therefore support growth. Such engagement did not conflict with the Motion agreed at Council as this related to the activity of the National Grid in respect of the transmission network and association pylons.
- Members queried if there were any indications regarding inward investment for Spalding town centre, and whether

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- engagement work with Boston College covered the Spalding site.
- The Assistant Director – Strategic Growth and Development confirmed both points.
- Members referred to the Sutton Bridge Power Station and requested whether updates were known regarding its potential recommissioning.
 - The Assistant Director – Strategic Growth and Development confirmed that there were no further updates but that the situation would be closely monitored.
 - Members referred to the ‘Spalding Gateway and Clay Lake’ key economic projects and initiatives at point 6.1, and queried whether activity with land owners represented new or ongoing engagement.
 - The Assistant Director – Strategic Growth and Development confirmed that the detail within the report related to a continuation of the same strategy from the same land owner, following the planning permission that was awarded for the site in 2023.
 - Members noted the 65% occupancy for ‘Hub’ building and queried whether this was on target. Were the businesses locally based?
 - The Assistant Director – Strategic Growth and Development responded that current occupancy exceeded L.C.C. targeted expectations. A dedicated engagement manager was in place to support and encourage businesses across the area to engage with the FEZ project;
 - A mix of local and national businesses utilised the Hub building as a base for local projects. This approach was welcomed and increased the business presence in the area.
 - Members requested evidence of engagement with small and medium-sized enterprises (SMEs) and suggested that the signposting of business advice be pro-actively circulated alongside other council correspondence to businesses, such as with rate demand notices. Members acknowledged the success of the Growth team in respect of grant awards however the importance of support for SMEs could not be understated.
 - The Assistant Director – Strategic Growth and Development responded that the ‘Advice 4 Growth’ and ‘Grants 4 Growth’ projects continued to be a

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key driver for new engagement with businesses and that over 134 businesses had registered through these programmes. The circulation of advice information would be explored.

- The Assistant Director – Economic Growth added that the following two areas of work served to evidence the council's support of small to medium-sized businesses:
 - Partnership work undertaken with Destination Lincolnshire (to be presented to members at agenda item 13) focussed on the visitor economy including smaller businesses in the retail, leisure and hospitality sectors; and
 - A new Cultural Strategy for South Holland promoted engagement with small to medium-sized arts and cultural organisations and supported businesses through funded programmes, such as that obtained from Arts Council England.

AGREED:

- a) That the contents of the report be noted; and
- b) That the comments of the panel be noted for action.

41 VISITOR ECONOMY BRIEFING NOTE

Consideration was given to the briefing note of the Assistant Director – Economic Growth and its impact on the commencement of the Visitor Economy Task Group.

The Chairman introduced the item by asking members to consider whether the approach suggested within the briefing note negated the requirement for the commencement of the South Holland Visitor Economy Task Group, which members agreed to set up at the 22 May 2024 Performance Monitoring Panel meeting.

The Assistant Director – Economic Growth introduced the briefing note which outlined the benefits to South Holland of having a Destination Management Plan (DMP), and the following main points were highlighted:

- That work had recently been undertaken to produce an overarching visitor economy strategy (DMP) for Greater Lincolnshire and the S&ELCP;
- This work had culminated in the production of a Greater Lincolnshire Destination Management Plan and a 'place-

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based' S&ELCP Destination Management Plan which would be presented to the Policy Development Panel at an upcoming meeting;

- The DMPs aimed to bring stakeholder organisations together (such as councils, businesses and communities) to ensure that the visitor economy was attractive and resilient for the future;
- Funding secured by the destination management organisation 'Destination Lincolnshire' ensured that focus work could take place at South Holland with a clear action plan for the district. South Holland would be supported in the same way as other areas in Lincolnshire including research into the visitor economy, engagement with businesses and development and promotion of the area; and
- The benefits of the DMP for the district linked with other developments including the new Cultural Strategy and the Heritage Strategy for Spalding.

Members considered the update and made the following comments:

- Members stated that the Task Group was initiated to look into the visitor economy in the whole of South Holland. Each ward had specific history and a timeline of detailed action for the South Holland district was called for. Members wished to avoid the duplication of work but also needed to be convinced that the DMP would enable focus at a 'place-based' level.
 - The Assistant Director – Economic Growth confirmed that a piece of work had been undertaken for the whole of South Holland area. Visitor research had identified the strengths and challenges which were absolutely specific to South Holland;
 - The plan would incorporate an overarching vision but with a place-based action plan for each area with tangible outputs; and
 - Visitors would also be attracted to the area through the art and culture work funded through Arts Council England.
- Members agreed that commencement of the Visitor Economy Task Group, agreed at the 22 May 2024 Performance Monitoring Panel meeting, be paused, pending the outcome of the report being presented to Policy Development Panel members. The task group could commence in the future if members deemed this to be necessary.

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AGREED:

- a) That the contents of the briefing note be noted; and
- b) That the commencement of the Performance Monitoring Panel Visitor Economy Task Group be paused, and that the task group be reinstated if deemed necessary by members, be noted.

42 PERFORMANCE MONITORING PANEL WORK PROGRAMME

Consideration was given to the report of the Assistant Director – Governance which set out the Work Programme of the Performance Monitoring Panel.

The Democratic Services Officer introduced the report and highlighted the following main points:

- Appendix A detailed the forthcoming meeting dates and expected items; and
- Appendix B outlined Task Group information
 - As a result of discussions at the previous agenda item, the Visitor Economy Task Group would be moved to the pending items.

The Chairman and Vice Chairman stated that they would liaise with the Democratic Services Officer after the meeting to identify any pending historic task groups which were no longer relevant and therefore could be removed from Appendix B.

AGREED:

That the Performance Monitoring Panel Work Programme be noted.

43 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

(The meeting ended at 8.11 pm)

(End of minutes)

ACTIONS

		<u>ACTIONS FROM THE PERFORMANCE MONITORING PANEL MEETING HELD ON 16 OCTOBER 2024</u>	
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
32. 24/25		<u>ACTIONS</u>	
*		<p>Regarding action 54. 22/23, members expressed further disappointment that responses had not been received from NHS contacts in respect of the Primary Health Care item from its meeting held on 23 January 2024.</p> <p>MINUTED MEETING RESPONSE: The Assistant Director – Strategic Growth and Development would escalate the issue.</p> <p>UPDATE: Awaiting response.</p>	Matthew Hogan
36. 24/25		<u>KEY DECISION PLAN</u>	
✓	(a)	<p>Regarding the 'Rental of various SHDC sites for Battery Box use' decision, members queried if the '6 sites within the SHDC boundary' were those which had already received planning permission or whether these were additional sites.</p> <p>UPDATE: These total 7 sites in all that are moving towards completion once report is approved. The market research shows that the market is in its infancy and no real term other users to measure against. However, we have secured views from Arcadis that it is in reality what you can secure in terms of negotiation. We have enquired with Suffolk County Council and found we have secured 50% more in payments per site. The land Valuation also agrees with both these views (infancy market and secure best possible offer). SHDC also believe they can be a positive contribution to the area.</p>	Marc Whelan
✓	(b)	<p>Members referred to the 'Waste services delivery model' decision and queried whether it would be subject to scrutiny prior to being agreed at Cabinet.</p> <p>UPDATE: A member briefing is to be arranged to take place in January 2025. Information is due to be circulated to members soon.</p>	Democratic Services

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37. 24/25		<u>Q1 PERFORMANCE REPORT 2024/2025</u>	
✓	(a)	<p>Members noted the increase in car parking income and queried whether this had resulted from increased charges or increased footfall to the town</p> <p>MINUTED MEETING RESPONSE: The Business Intelligence and Change Manager would investigate these issues and a response would be circulated to members after the meeting. Visitor numbers would be included in future reports.</p> <p>UPDATE: Car park income in the first two quarters of 24/25 shows an increase on previous years and, if those quarters are followed in Qs 3 and 4 suggest that income may exceed the budget set.</p> <p>There is no clear, single cause for this and without a highly granular study and set of formally documented assumptions, it is only possible to suggest that increasing income is likely to be a result of a combination of the following:</p> <ul style="list-style-type: none"> • Reduced machine outage since the full replacement of our parking meter assets in 23/24, • More intuitive, customer friendly ticket machines, • A healthy uptake in the sale of the extended range of the permits introduced from April 2024 and • A fundamental review of all parking fees and charges and car park operation across the District. 	Marc Whelan/ Andy Fisher
✓	(b)	<p>Members referred to the 'Kingdom Contract: Number of Fixed Penalty Notices (FPNs) issued for fly tipping' data and requested that a comprehensive report come forward to the next committee meeting in respect of the Kingdom contract specifically regarding performance across the whole district at Parish level and which explained the data variances.</p> <p>UPDATE: In lieu of the report requested at the 16 October 2024 meeting, and on the agreement of the Chair and Vice Chair, the committee would await receipt of the final report of the Partnership Enviro Crime Contract Task Group which was due to be presented to the committee in March 2025.</p>	
✓	(c)	<p>Members were concerned by a reduction in visitor numbers to the Castle Sports Complex</p> <p>MINUTED MEETING RESPONSE: The Assistant Director – Leisure and Culture responded that due to the impending commencement of the leisure hub project build, some leisure facilities had started to relocate which had impacted visitor figures at the site. A new gym had also opened</p>	

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		<p>within the town potentially impacting visitor numbers during the transition period.</p> <p>UPDATE: Parkwood Leisure wished to provide the following response to this concern after the meeting. ‘Parkwood have consistently communicated in their monthly reports that the decrease in usage during Q1 of 2024/25 compared to 2023/24 at the Castle is primarily due to the absence of events such as the Beer Festival and Flower Parade, which were held in 2023/24. Specifically, when comparing the weekend of the Spalding Festival to a typical weekend, we observed a notable 17% decrease in usage. This significant drop underscores the festival's impact on weekend activity levels. Furthermore, footfall has been affected by external events, with an agreement from SHDC for Castle sites to close for the Flower Parade:</p> <ul style="list-style-type: none"> • May 11th: Flower Parade – Castle Sports Complex operated from 8 AM to 10 AM and was closed afterwards; Castle Sports Pool was also closed. • Beer Festival: Held on the playing field from the 24th to the 26th, rather than in the centre as it was in the previous year. <p>In the 2023/24 season, Parkwood recorded 7,920 visitors associated with these events, comprising 2,800 for the Flower Parade and 5,120 for the Beer Festival, which occurred in the site in 23/24’</p>	
39. 24/25		<u>SOUTH HOLLAND CENTRE TASK GROUP UPDATE</u>	
✓	(a)	<p>Members queried the ‘employees indirect expenses of minus £9800’</p> <p>UPDATE: The figure related to the Salary Efficiency Target set against the South Holland Centre</p>	Phil Perry
✓	(b)	<p>Members requested that the full South Holland Centre budget be made available to the committee and that the Section 151 Officer be requested to attend the next meeting to explain the budget lines.</p> <p>UPDATE: Added to Work Programme and agenda for the 11 December 2024 PMP meeting</p>	Phil Perry / Finance

ACTIONS

42. 24/25		<u>PERFORMANCE MONITORING PANEL WORK PROGRAMME</u>	
✓		<p>Democratic Services Officer to liaise with Chair and Vice Chair to identify any pending historic task groups which were no longer relevant and therefore could be removed from Appendix B</p> <p>UPDATE: As a result of discussions with the Chair and Vice Chair at the PMP pre-meeting, Appendix 2 has been annotated with proposals for the future of each task group. These proposals are to be considered by members at the 11 December 2024 PMP meeting.</p>	Democratic Services Officer

		<u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</u>	
15. 24/25		<u>23 JULY 2024 ACTIONS</u>	
*		<p>Members referred to action 9(f) 24/25, and requested assurance that all eligible refunds had been 'proactively' processed in line with/and since the implementation of, the Planning Guarantee. Had an audit been undertaken for the period to assess whether any refunds were outstanding?</p> <p><i>Action 9(f) 24/25: Members requested a figure be provided for how much the authority had paid back in Planning fees? Members would like to know how many pre-applications had been provided and was this considered successful?)</i></p> <p>UPDATE (emailed to members 30/7/24): To provide further clarity in respect of the financial implications: I can confirm from the information on record, that no planning fees have been returned by South Holland District Council during the four quarters of 2023/2024 due to performance, or due to delays in the determination of applications. In instances where applicants have made an additional payment amount that exceeds the planning fee required for their application, these additional fees have been refunded prior to the application being determined. However, the return of these partial payments is not as a result of performance, but solely relates to an initial overpayment by the applicant. When viewing returned payments in relation to extension of time, should an agreement to an extension of time exceed the timeframes set by the planning guarantee, the applicant is no longer entitled to a refund of their planning fee. During the four</p>	

ACTIONS

		<p>quarters (2023/2024), no payments were refunded as a result of exceeding the planning guarantee timeframes". The information requested regarding Planning Guarantees is not readily available. Officers will explore this further and revert in due course.</p> <p>UPDATE 24/9/24: Phil Norman as Assistant Director, is currently exploring the requests and queries further and has advised that this will be reported back in due course.</p> <p>Update 30/09/24: Timeline requested regarding feedback to the panel. Awaiting update.</p> <p>Update 4/11/24 & 2/12/24: Nothing further to report at this stage.</p>	
21. 24/25		<p><u>23 JULY 2024</u> <u>CRIME AND DISORDER PARTNERSHIP UPDATE</u></p>	
✓		<p>Members expressed an interest in visiting the CCTV suite to gain a greater insight into its operation. MINUTED MEETING RESPONSE: The Community Safety Manager responded that a visit to the CCTV suite was supported and could be arranged, and member interest would be sought after the meeting.</p> <p>UPDATE: Expressions of interest were sought and received. A visit was booked for Monday 18 November 2024 but was cancelled due to low take-up.</p>	Dee Bedford
26. 24/25		<p><u>23 JULY 2024</u> <u>MEMBER IPAD DISCUSSION</u></p>	
✓		<p>Members suggested that all members be surveyed to capture the full extent of issues encountered. An understanding of issues and how they could be addressed was required.</p> <p>UPDATE: The survey has been circulated and at the 16 October PMP meeting, members were encouraged to complete the survey if not yet done so.</p>	Jackie Wright

ACTIONS

54. 22/23		<u>23 JANUARY 2024</u> <u>PRIMARY HEALTH CARE PROVISION</u>	
x		<p>A number of responses to member questions were outstanding.</p> <p>UPDATE: Members had expressed disappointment at subsequent meetings regarding the delay in obtaining responses.</p> <p>No further responses received.</p>	NHS/ICB representatives
47. 22/23		<u>29 NOVEMBER 2022</u> <u>INVESTIGATION OF NETWORK OUTAGE IMPACTING SHDC AND THE WIDER PARTNERSHIP IN SEPTEMBER 2022</u>	
*		<p>A report to come forward to the Panel detailing the results of the resiliency options investigation and subsequent action taken.</p> <p>UPDATE 6 April 2023: Since the previous report, the KCOM links contracts have been novated from LCC to the District Council. Options for a resilient link have been explored and the report is in draft. It is expected this will go through to ICT Strategy in the next month for review.</p> <p>UPDATE 7 June 2023: The options for Internet resiliency have been explored and a paper is currently with Officers for consideration.</p> <p>UPDATE 25 July 2023: Report was considered by Strategy Board and has since been presented to PFH, who has asked for alternative options to be explored.</p> <p>UPDATE 25 October 2023: New resiliency options are being tabled with PFH 03/11/23.</p> <p>UPDATE 4 January 2024: Resiliency options were presented to PFH and option to install resilient link has been added to 24/25 revenue budget. Should it be approved budget, it should be noted this solution would still incur some downtime if initiated as the “switch over” would not be viable for less than 1/2 days outage due to the time to implement and re-point records. Therefore, services would need to plan for the initial outage through their BCP.</p> <p>UPDATE 23 April 2024: This recommendation was included in the revenue budget to 24/25 and was agreed at Full Council, therefore the work to implement has been started and will be scheduled as a project for delivery.</p> <p>UPDATE 19 Sept 2024: This is now scheduled for install in Q3/Q4 2024/25.</p>	Jackie Wright



REPORT TO:	Performance Monitoring Panel
DATE:	Wednesday 11th December 2024
SUBJECT:	Q2 Performance Report 24/25
PURPOSE:	To provide an update on how the Council is performing for the period 1st July 2024 to 30th September 2024
KEY DECISION:	N/A
PORTFOLIO HOLDER:	Cllr Jim Astill, Portfolio Holder Corporate & Communications
REPORT OF:	James Gilbert, Assistant Director - Corporate
REPORT AUTHOR:	Corey Gooch, Business Intelligence and Change Manager
WARD(S) AFFECTED:	N/A
EXEMPT REPORT?	NO

SUMMARY

The Quarter 2 2024-25 Performance Report, detailed in Appendix A, provides Members, businesses, and residents with an overview of how the Council is performing against its key performance indicators.

RECOMMENDATIONS

That the contents of this report be noted.

REASONS FOR RECOMMENDATIONS

To ensure Council performance is properly scrutinised.

OTHER OPTIONS CONSIDERED

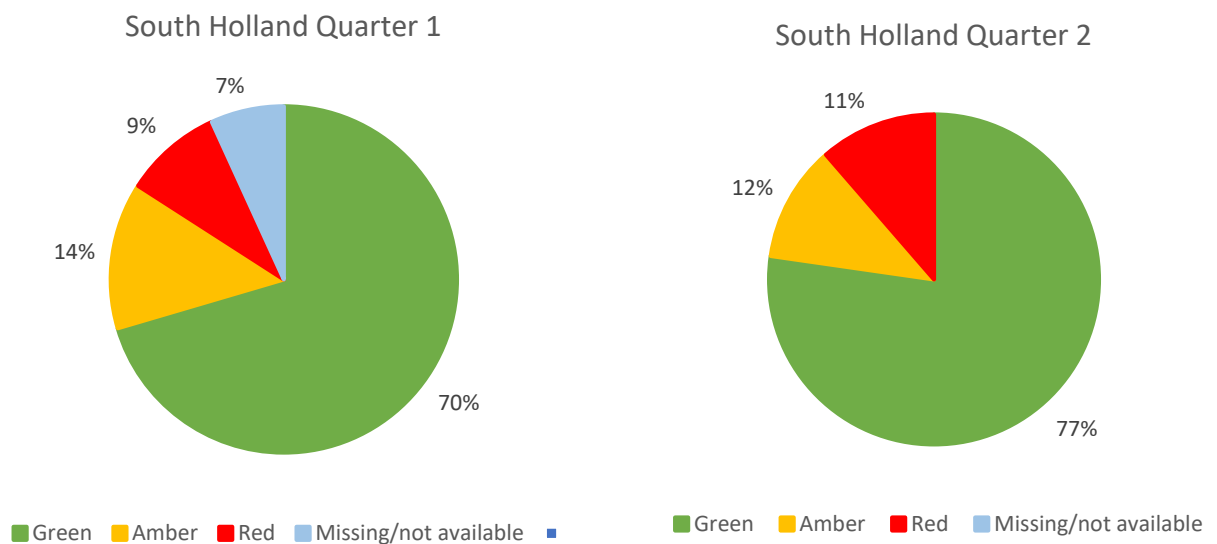
Not to monitor performance – this isn't recommended.

1. BACKGROUND

- 1.1 This report provides Cabinet with an overview of the key performance indicators for the Council at the end of Quarter 2 (1st July 2024 to 30th September 2024)
- 1.2 The Performance Framework's role is to drive improvement in service delivery, and this includes ambitious targets that aim to stretch service delivery.
- 1.3 Whilst the Performance Framework is agreed across the South & East Lincolnshire Councils Partnership, each Council continues to scrutinise the performance of its own services on a quarterly basis.

2. REPORT

The pie charts below show the Quarter 2 outturn compared to the previous Quarter 1. The detailed Quarter 2 information is in Appendix A.



The SHDC Q2 Performance Report details areas of under-performance. Key areas are:

- Percentage of cases successfully opened whilst a customer remains in settled accommodation (Prevention Duty): 39.53% (Target: 50%)
- Percentage of household waste sent for recycling and composting: 31.4% (Target:45)
- Percentage of recycling collected that is unable to be recycled (contamination): 18.21% (Target: Below 14%)
- Average answer rate – Customer Contact: 85.42% (Target: 90%)
- Average answer rate – Revs and Bens: 77% (Target: 87%)

Further details of these areas can be found in Appendix A of this report which underscores the council's efforts to address key issues while also pointing out areas requiring more focused strategies to meet targets and improve service delivery.

3. CONCLUSION

- 72% of the Council's performance metrics present a positive position against targets.
- 11% are slightly below target.
- 11% are significantly under target.

It should, however, be noted that targets are set to help drive performance improvements as opposed to being easy goals to achieve.

REPORT IMPLICATIONS

4. EXPECTED BENEFITS TO THE PARTNERSHIP

4.1 N/A

5.1 SOUTH AND EAST LINCOLNSHIRE COUNCIL'S PARTNERSHIP

N/A

5.2 CORPORATE PRIORITIES

The report presents progress monitoring of key performance indicators from the corporate priorities which highlight the areas of focus in Council delivery of services.

5.3 STAFFING

The report contains information on Council's performance which does convey some information relating to staffing.

5.4 CONSTITUTIONAL AND LEGAL IMPLICATIONS

None

5.5 DATA PROTECTION

None

5.6 FINANCIAL

None

5.7 RISK MANAGEMENT

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

5.8 STAKEHOLDER / CONSULTATION / TIMESCALES

N/A

5.9 REPUTATION

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

5.10 CONTRACTS

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

5.11 CRIME AND DISORDER

The report contains information on Council's performance which does convey some information relating to crime.

5.12 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None

5.13 HEALTH AND WELL BEING

The report contains information on Council's performance which does convey some information relating to health and wellbeing.

5.14 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

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

6. ACRONYMS

6.1 PSPS – Public Sector Partnerships Ltd

CTS – Council Tax Support

ICO – Information Commissioner's Office

LGO - Local Government & Social Care Ombudsman

APPENDICES

Appendices are listed below and attached to the back of the report: -

<i>APPENDIX A</i>	<i>Q2 SHDC Performance report 24-25</i>
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BACKGROUND PAPERS

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report

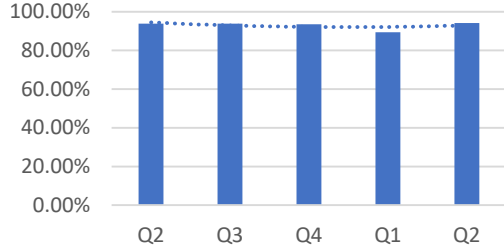
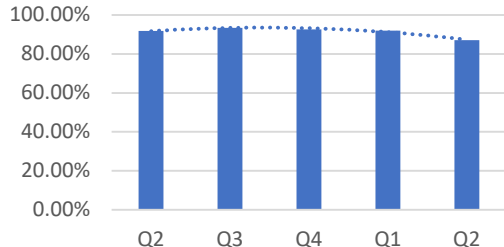
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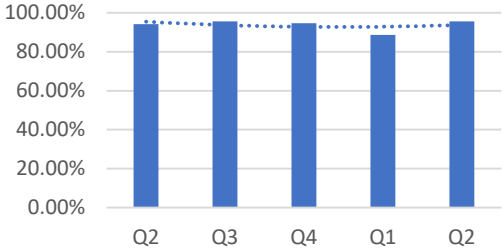
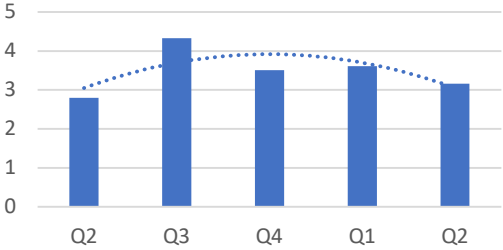
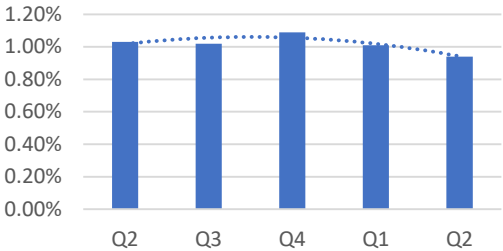
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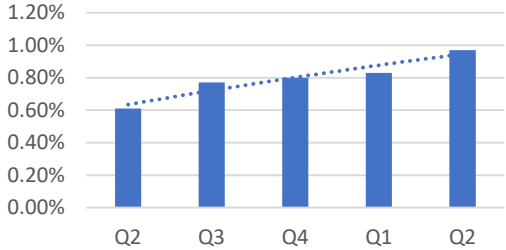
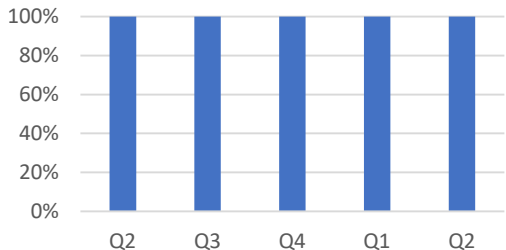
REPORT APPROVAL

Report author:	Corey Gooch – Business Intelligence and Change Manager
Signed off by:	James Gilbert - Assistant Director - Corporate
Approved for publication:	Councillor Jim Astill – Portfolio Holder (Corporate and Communications)

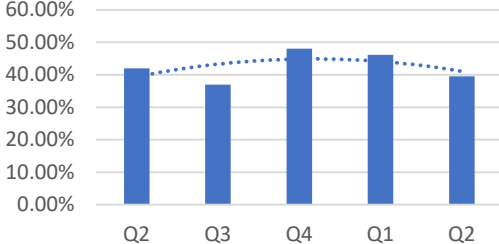
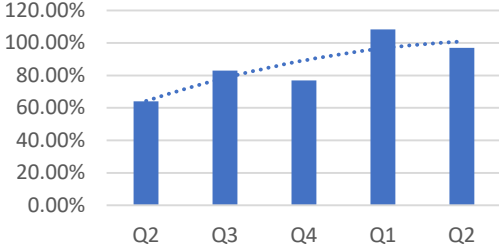
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Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	93.81%	93.88%	93.48%	89.47%	94.12%	65%		
Commentary: 16 out of 17 major planning applications determined within time. Continued good performance for Major schemes. Live tables for most recent data available by DLUHC for their current 'Assessment Period' is 94.34% on Major Developments.									
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	91.76%	93.42%	92.57%	91.94%	87.04%	75%		
Commentary: 47 out of 54 minor planning applications determined within time. Continued good performance for minor decisions, well above target. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 93.53% for Non-major Developments.									

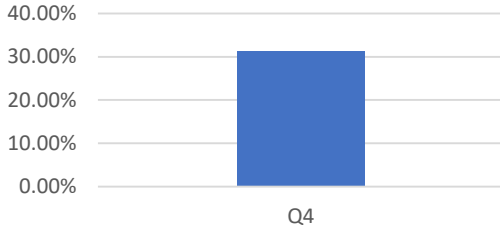
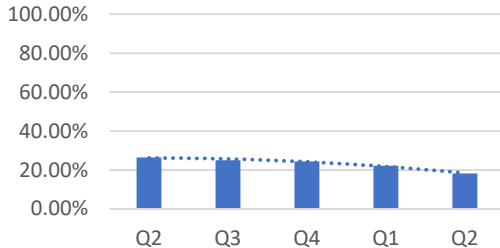
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of other planning applications determined within 8 weeks (or agreed extended period) – (In Quarter from 2024/25)	PN	94.17%	95.57%	94.57%	88.57%	95.65%	75%		
Commentary: 66 out of 69 other planning applications determined within time. Continuing to demonstrate good performance for other decisions, well above target. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 93.53% for Non-major Developments.									
Land charges - Average number of days taken to process Local Authority searches (working days)	CA	2.8	4.33	3.51	3.61	3.16	8		
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	1.03%	1.02%	1.09%	1.01%	0.94%	10%		
Commentary: 1 out of 106 appeals allowed.									

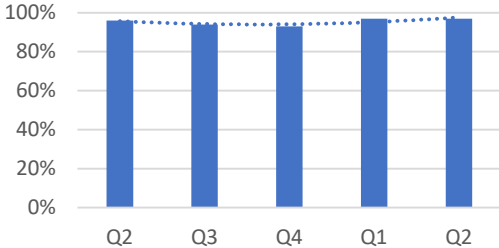
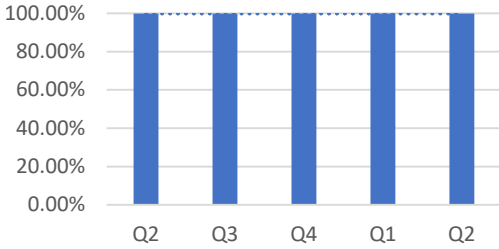
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.61%	0.77%	0.80%	0.83%	0.97%	10%		
Commentary: 1 out of 1,235 appeals allowed.									
Occupancy Rate at end of Quarter: Industrial Units	AF	100%	100%	100%	100.00%	100.00%	95.00%		

Healthy Lives

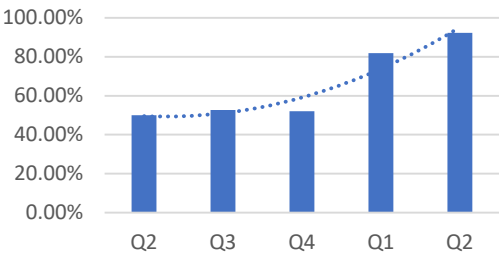
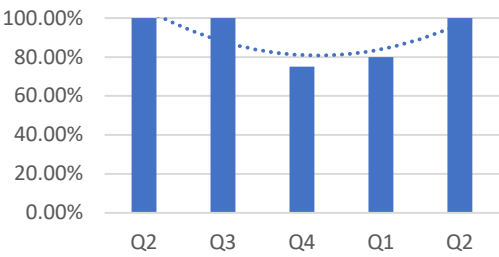
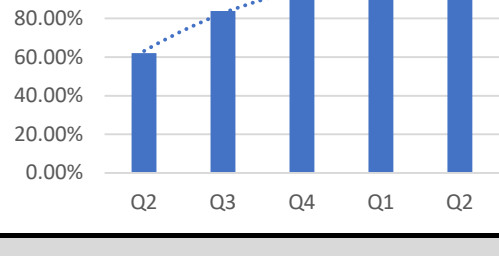
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of cases successfully opened whilst a customer remains in settled accommodation (Prevention Duty)	ES	42.00%	37.00%	48.00%	46.15%	39.53%	50%		
Commentary: We have opened 86 cases in either relief (52) or prevention (34) this quarter. We have recruited to the post of the prevention officer during this quarter and hope to see the benefits of this work over the next few months as this role is embedded alongside the action plan of last quarter. We are still governed by the approaching public and referral mechanisms of partners into the service which impact these figures.									
Percentage of homelessness cases that were successfully resolved before a customer became homeless	ES	64.00%	83.00%	77.00%	108.33%	97.06%	50%		
Commentary: As prevention cases are not limited to a 56 day duty when closing is counter productive to supporting the client, we have an overflow from the previous quarter that allows a higher number of cases to be closed than have presented in the same period. We have successfully closed 33 cases whilst in Prevention duty in this quarter.									

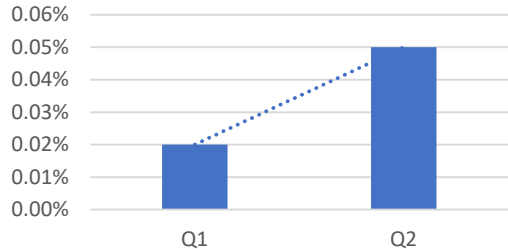
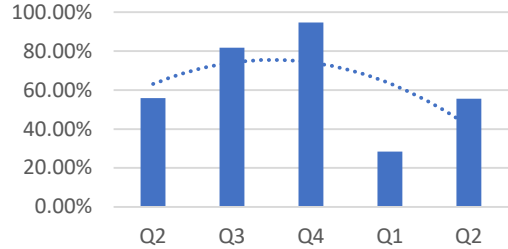
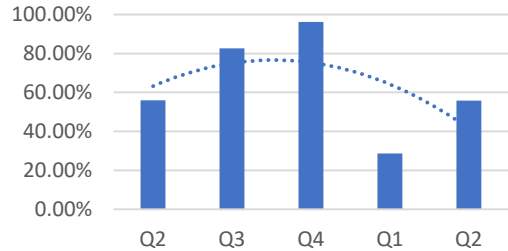
Environment

Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of household waste collected for recycling and composting (OFLOG) (Annual)	VB	31.40%				Reported annually	45%		
Complementary: Data is provided in arrears, therefore the figure of 31.4% relates to performance for the year 2023/24 at the end of quarter 4 2023/24. Previous year's data was provided by LCC. 11,136.03tonnes of waste was recycled out of 35,441.03tonnes that was collected.									
Percentage of recycling collected that is unable to be recycled (contamination) (OFLOG)	VB	26.48%	25.03%	24.32%	22.22%	18.21%	14%		

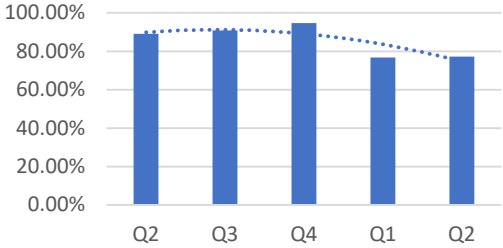
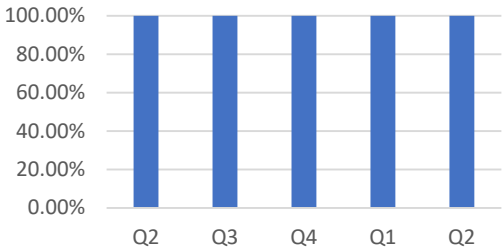
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of fly-tips collected within 5 working days of being reported	VB	96%	94.00%	93.00%	96.98%	96.98%	95%		
Commentary: 386 fly-tips collected within 5 working days of being reported, out of 398 fly-tips collected in the quarter.									
Percentage of waste collections that were successful first time	VB	99.93%	99.84%	99.84%	99.89%	99.89%	99.80%		
Commentary: 1,251,007 successful collections out of a total of 1,252,368 in the quarter.									

Efficiency and Effectiveness

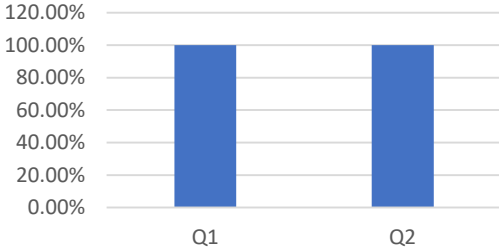
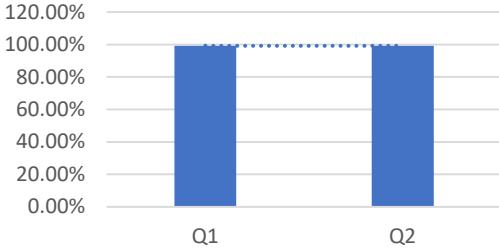
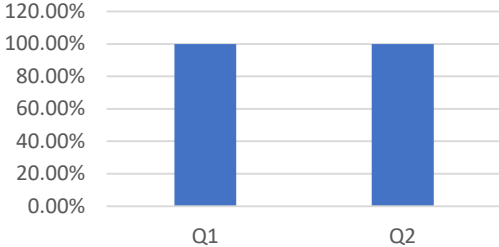
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of corporate complaints responded to within corporately set timescales	JM	50.00%	52.63%	52.00%	81.82%	92.31%	95%		
Commentary: 24 complaints responded to within statutory timescales out of a total of 26. With 7 that are overdue but not yet resolved due to complexity. This could result in either withdrawal of complaint, or a late classification.									
Percentage of subject requests responded to within statutory timescales	JM	100.00%	100.00%	75.00%	80.00%	100.00%	100%		
Commentary: 4 out of 4 subject requests responded to within statutory timescale.									
Percentage of information requests responded to within statutory timescales	JM	62.00%	83.85%	98.42%	94.17%	100.00%	95%		
Commentary: 112 out of 112 information requests responded to within statutory timescale.									

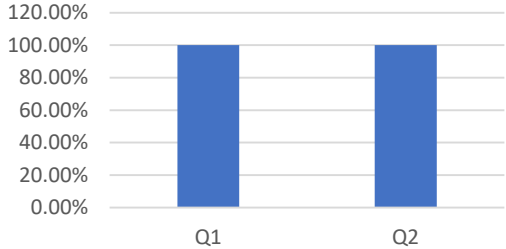
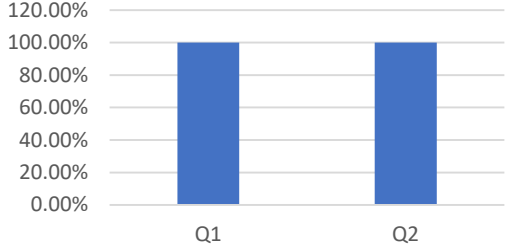
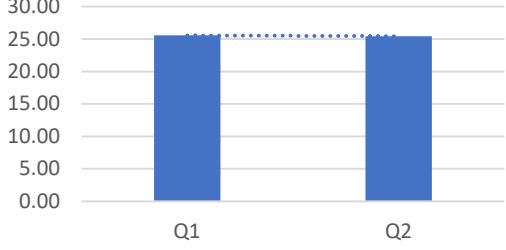
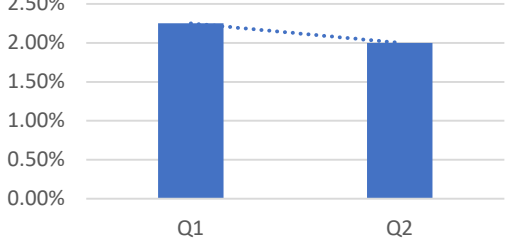
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
LA Error rate (measured against estimated annual expenditure) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	0.02%	0.05%	0.42%		
Business Rate collection rate (Cumulative) (PSPS)	FIN	55.84%	81.72%	94.63%	28.43%	55.61%	56.00%		
Commentary: Collection is slightly down against target. This is largely attributable to Rateable Value reductions which created large overpayments on 2 accounts totalling £111k which have recently been refunded and have had an impact on the collection figures. A full program of recovery action is in place.									
Council Tax collection rate (Cumulative) (PSPS)	FIN	55.92%	82.67%	96.20%	28.63%	55.80%	55.50%		

Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	31	25.5	25		
Commentary: Performance in quarter 2 was below the target of 25 days, however, the year to date running average is still above the 25 day target.									
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	10	9.5	12		
Housing Benefit Overpayment Recovery rate (PSPS)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	87.87%	98.99%	85.00%		

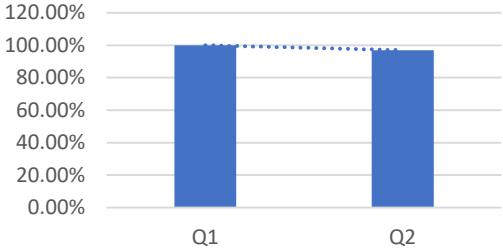
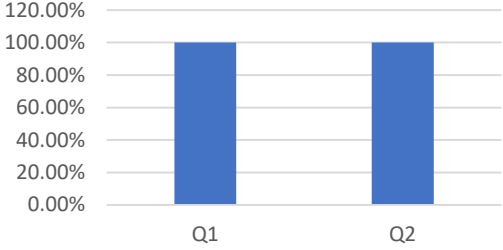
Key Performance indicators (KPIs)	Actuals						Target	Status	
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		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Average answer rate – Revenues & Benefits (PSPS)	ES	89.09%	90.73%	94.58%	76.68%	77.15%	87%		
Commentary: Q2 target not met by 9.54%. Calls received (7118) an increase of 2% vs Q2 23/24, successful call backs (1075). Q2 has seen a total of 3416 visits . An increase in call duration of 103 seconds vs Q2 last year. Higher levels of recovery, along with removal of winter fuel payments for customers expected to provide ongoing pressures in Q3. Customer abandonment rate shows 40% calls being dropped within 240 seconds. Call routing messages have been changed to actively promote call back at the earliest opportunity, complimented by a social media campaign. Mandatory effective contact handling training rolled out, to ensure we remain efficient in managing calls effectively, noting continued growth of contact handling times. Web chat has seen 502 contacts, since its implementation, with numbers at the end of Q2 starting to grow further, as there continues to be appetite for digital communication channels.									
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	FIN	100.00%	100.00%	100.00%	100.00%	100.00%	100%		

Local to South Holland

Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Proportion of homes for which all required gas safety checks have been carried out.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%		
Proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	99.30%	99.16%	100.00%		
Proportion of homes for which all required fire risk assessments have been carried out.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%		

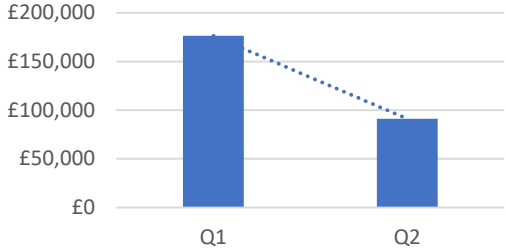
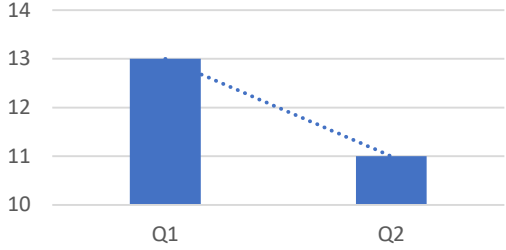
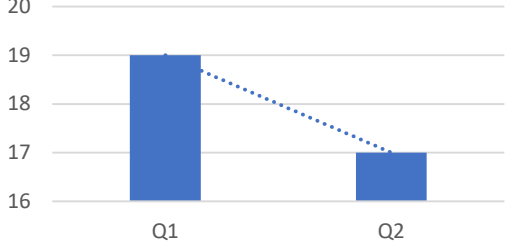
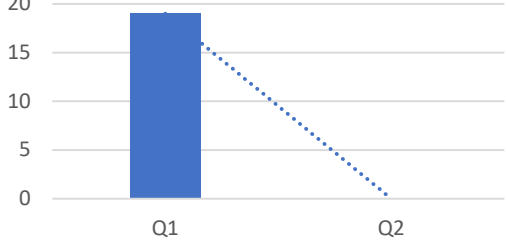
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%		
Proportion of homes for which all required legionella risk assessments have been carried out.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%		
Average time to re-let a property excluding major works in the last quarter	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	25.55	25.44	28		
Gross rent arrears (including service charges) as a percentage of rent due for the reporting year. Note the following tenures are reported by exception on request: supported accommodation, garages, temporary accommodation and shared ownership.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	2.25%	2.00%	4.00%		

Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%		
Proportion of homes that do not meet the Decent Homes Standard.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	2.23%	1.77%	2.00%		
Proportion of non-emergency responsive repairs completed within the landlord's target timescale - 28 days.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	90.20%	91.10%	90.00%		
Proportion of emergency responsive repairs completed within the landlord's target timescale	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%		

Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	96.92%	95.00%		
Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	95.00%		

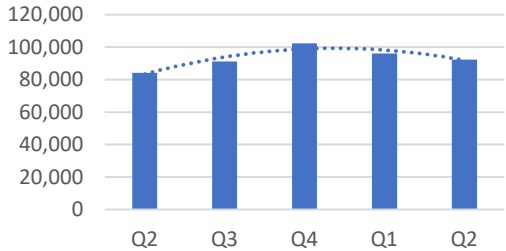
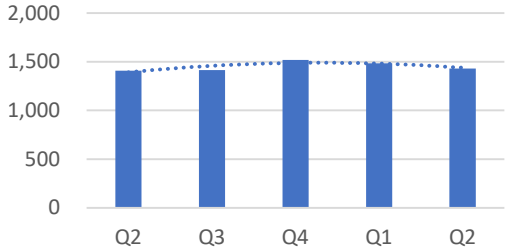
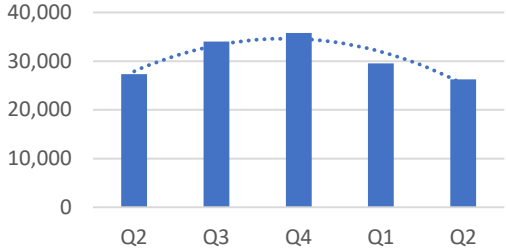
Growth and Prosperity

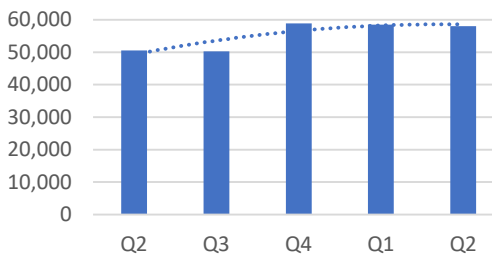
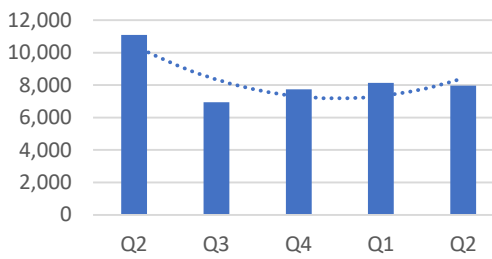
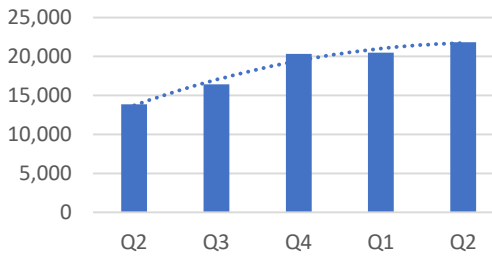
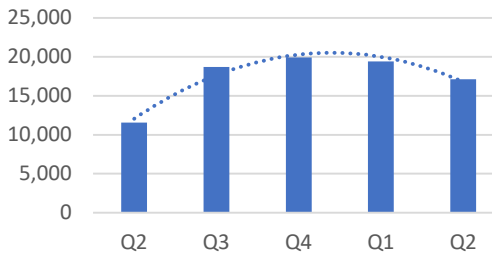
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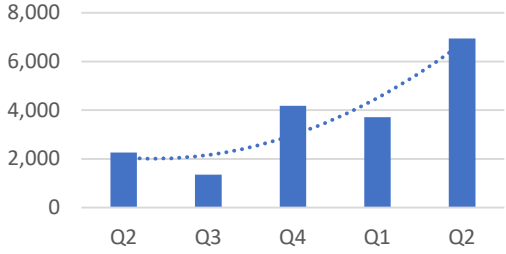
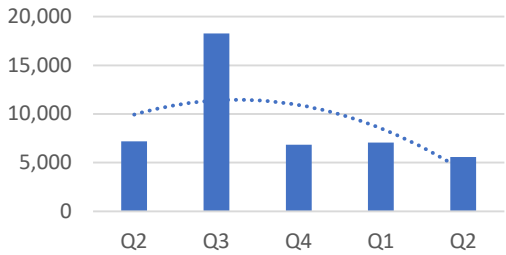
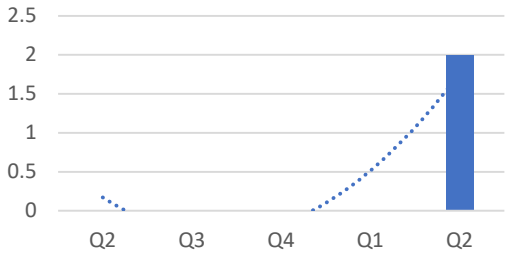
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Value of Grants awarded via Grants4growth	MH	Not Previously Reported	Not Previously Reported	Not Previously Reported	£176,339	£91,051	Trend Only	Trend Only	
Number of Grants awarded via Grants4growth	MH	Not Previously Reported	Not Previously Reported	Not Previously Reported	13	11	Trend Only	Trend Only	
Number of Businesses assisted via Grants4growth	MH	Not Previously Reported	Not Previously Reported	Not Previously Reported	19	17	Trend Only	Trend Only	
Number of Business registered via Grants4growth	MH	Not Previously Reported	Not Previously Reported	Not Previously Reported	19	Data not provided	Trend Only		

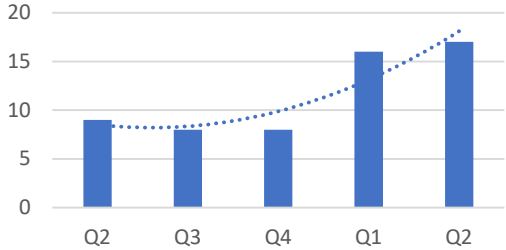
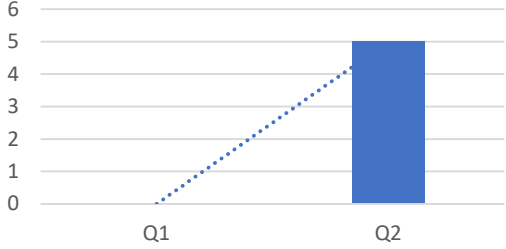
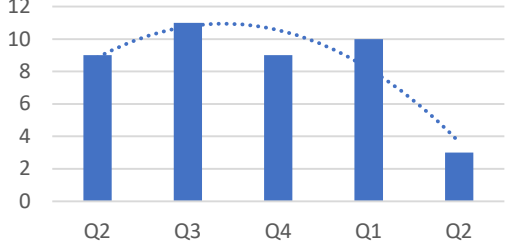
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Council run stall occupancy level (Markets)	PP	52.00%	51.67%	47.00%	46.80%	41.00%	Trend Only	Trend Only	<div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div>100.00%</div><div>80.00%</div><div>60.00%</div><div>40.00%</div><div>20.00%</div><div>0.00%</div><div>Q2</div><div>Q3</div><div>Q4</div><div>Q1</div><div>Q2</div></div>

Healthy Lives

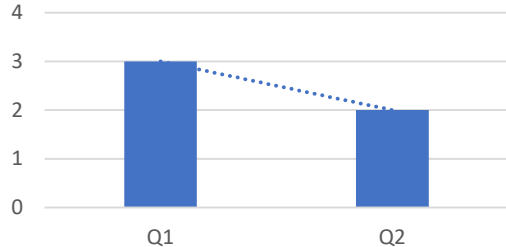
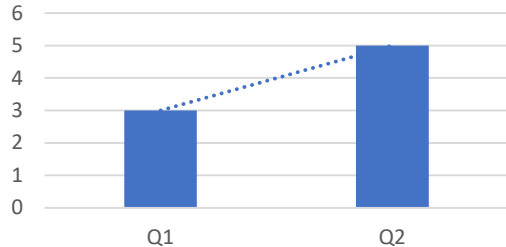
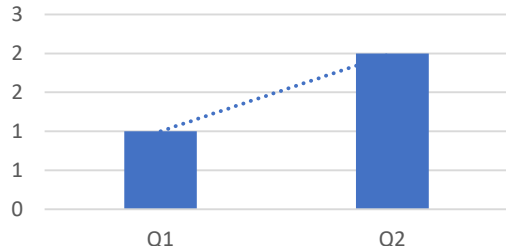
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Visitor numbers / number of tickets sold, for leisure venues	PP	84,103	91,222	102,432	96,186	92,281	Trend Only	Trend Only	
Number of gym members	PP	1,409	1,414	1,519	1,485	1,431	Trend Only	Trend Only	
Visitor numbers – Castle Sports Complex	PP	27,321	34,002	35,780	29,565	26,287	Trend Only	Trend Only	


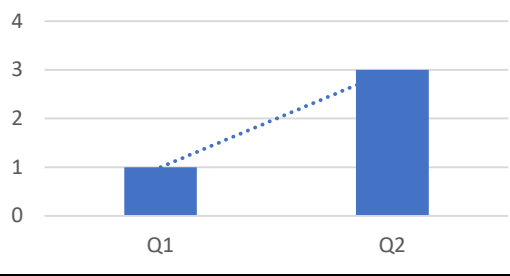


Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Visitor numbers – Castle Swimming Pool	PP	50,534	50,271	58,904	58,492	58,037	Trend Only	Trend Only	
Visitor Numbers – Peele Leisure Centre	PP	11,082	6,949	7,748	8,129	7,957	Trend Only	Trend Only	
Number of swims (Castle Swimming Pool)	PP	13,881	16,421	20,316	20,482	21,843	Trend Only	Trend Only	
Number of swimming lessons (Castle Swimming Pool)	PP	11,577	18,720	19,932	19,399	17,147	Trend Only	Trend Only	

Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Visitors to Ayscoughfee Hall Museum	PP	2,256	1,354	4,179	3,713	6,939	Trend Only	Trend Only	
Commentary: Popular events and activities, along with increased press relating to Spalding Gent's Society co-location, plus school holidays led to very busy quarter.									
South Holland Centre Ticket sales	PP	7,177	18,258	6,840	7,075	5,573	Trend Only	Trend Only	
Commentary: South Holland Centre visitor numbers lower in Q2 due to reduced programme in August including 2 'dark weeks' programmed to allow for building and on-stage maintenance.									
Number of organisations supported with accessing funding NEW	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	2	Trend Only	Trend Only	

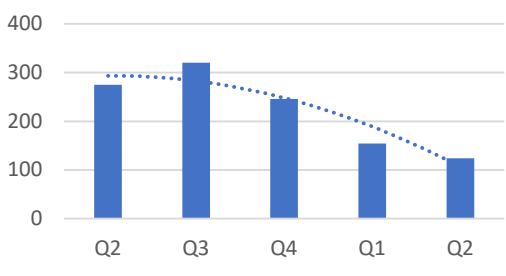
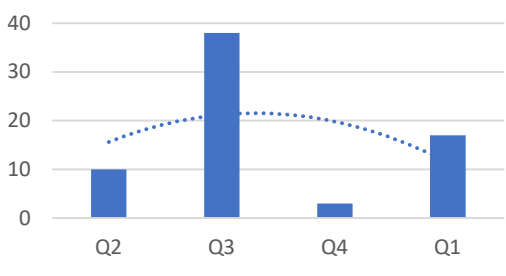
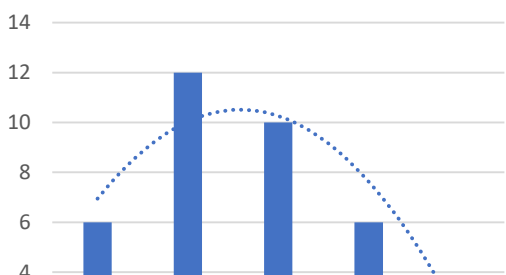
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Number of verified rough sleepers	ES	9	8	8	16	17	Trend Only	Trend Only	
Number of new volunteers trained and supported	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	5	Trend Only	Trend Only	
Number of properties improved through Council intervention	ES	9	11	9	10	3	Trend Only	Trend Only	

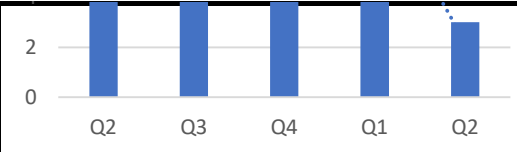
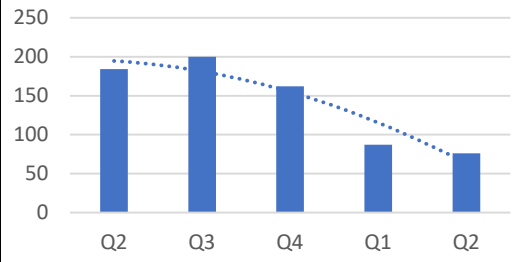
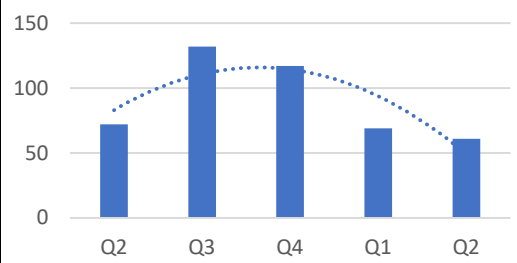
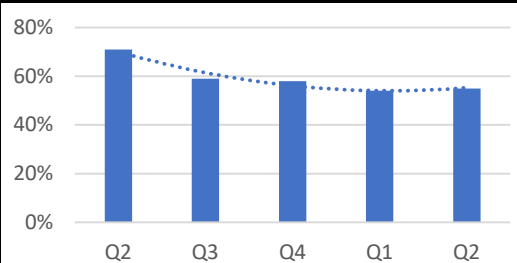
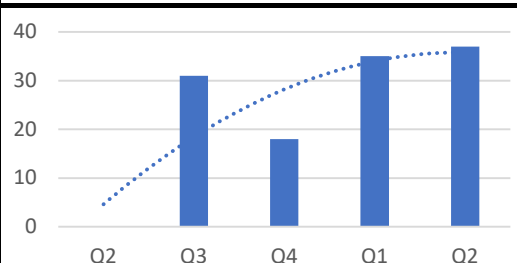
Safe and Resilient Communities

Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
No of Council Anti-Social Behaviour cases opened	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	3	2	Trend Only	Trend Only	
No of Council Anti-Social Behaviour cases closed	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	3	5	Trend Only	Trend Only	
No of Community Triggers	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	1	2	Trend Only	Trend Only	

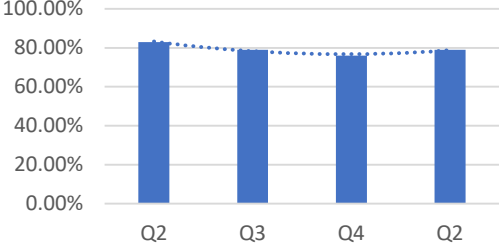
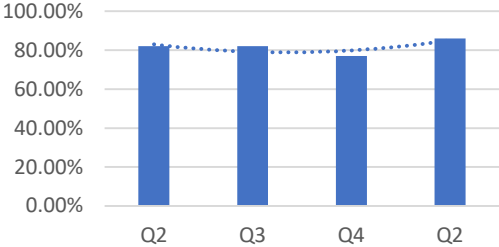
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Number of Acceptable Behaviour Agreements (Community Safety)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	Trend Only	Trend Only	
Community Protection Notice Warnings (Community Safety)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	1	3	Trend Only	Trend Only	
Community Protection Notices (Community Safety)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	Trend Only	Trend Only	
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour orders (Community Safety)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	Trend Only	Trend Only	

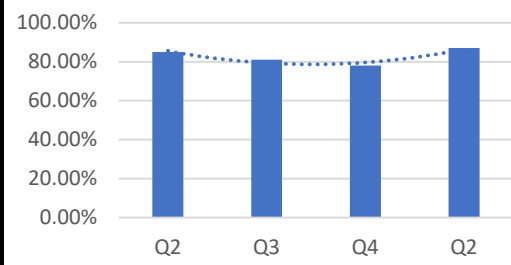
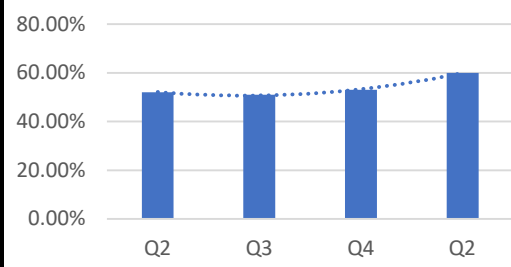
Environment

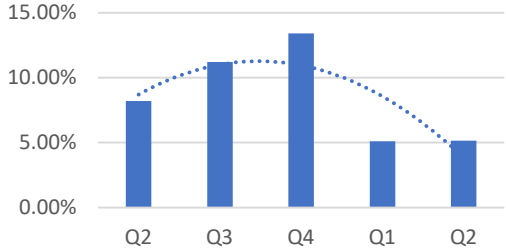
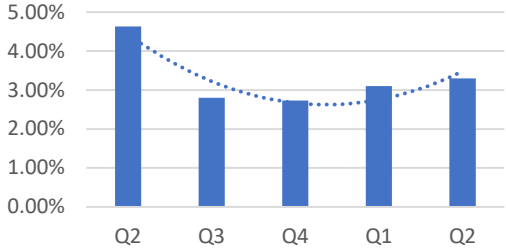
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	CA	275	320	246	154	124	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	CA	10	10	38	3	17	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	CA	6	12	10	6	3	Trend Only	Trend Only	

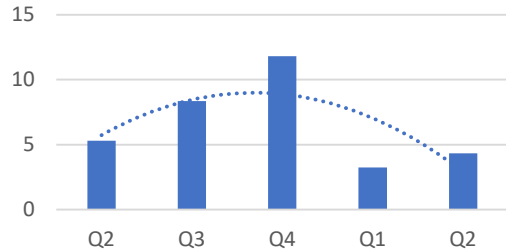
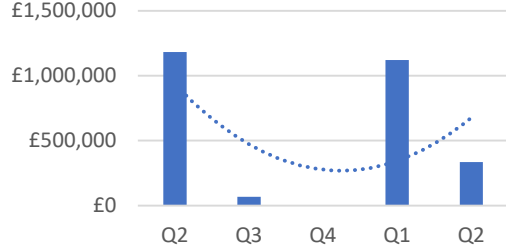
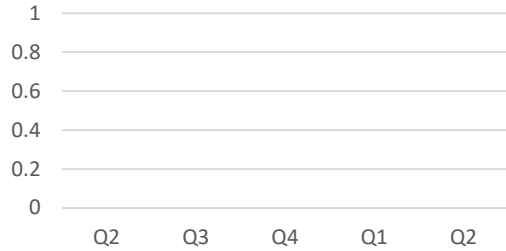
Key Performance indicators (KPIs)	Actuals						Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Kingdom Contract: Number FPNs paid (In quarter)	CA	184	200	162	87	76	Trend Only	Trend Only	
Kingdom Contract: Number FPNs Outstanding payment (In quarter)	CA	72	132	117	69	61	Trend Only	Trend Only	
Kingdom Contract: Percentage payment rate (In quarter)	CA	71%	59%	58%	54%	55%	Trend Only	Trend Only	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	CA	0	31	18	35	37	Trend Only	Trend Only	

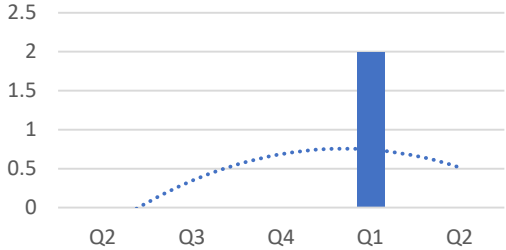
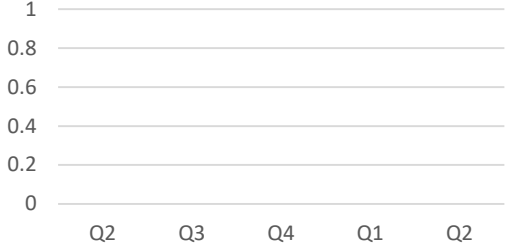
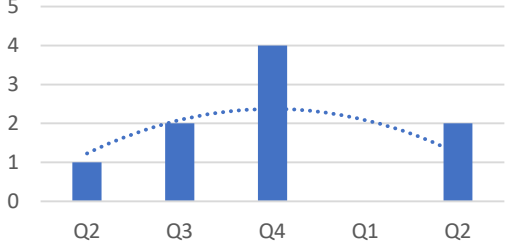
Efficiency and Effectiveness

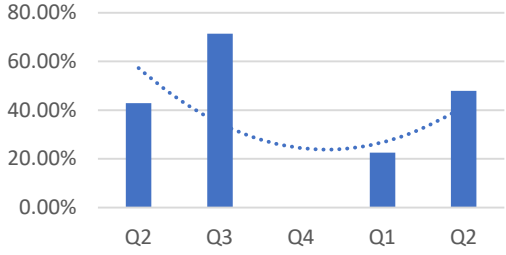
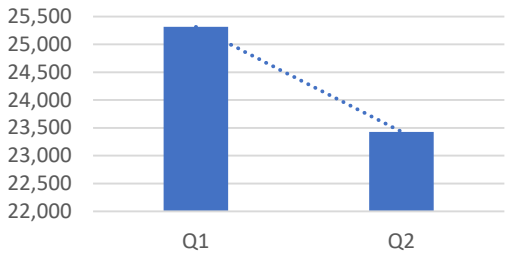
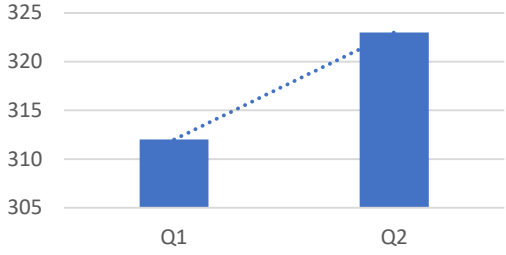
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of Partnership workforces (surveyed collectively) who said ‘Yes’ when asked if they felt valued at work	JG	83.00%	79.00%	76.00%	Reported Half Yearly in 2024/25	79.00%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for SHDC only for this indicator is 87%. The SELCP average response has increased positively by 3% since Q4 23/24. The SHDC only response has decreased slightly by 2% in comparison to Q4 23/24.									
Percentage of the Partnership workforces (surveyed collectively) who said ‘Yes’ they feel there are opportunities in the Partnership to learn and develop their skills and expertise	JG	82.00%	82.00%	77.00%	Reported Half Yearly in 2024/26	86.00%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for SHDC only for this indicator is 94%. The SELCP average response has increased positively by 9% since Q4 23/24. The SHDC only response has increased by 6% in comparison to Q4 23/24.									

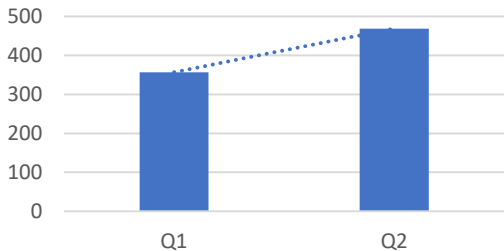
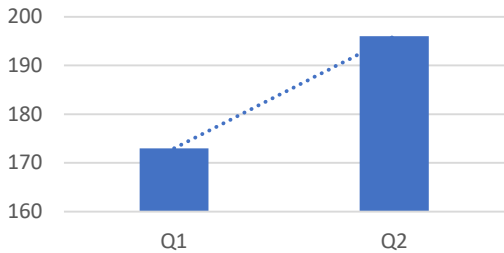
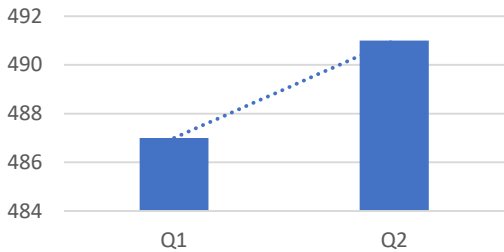
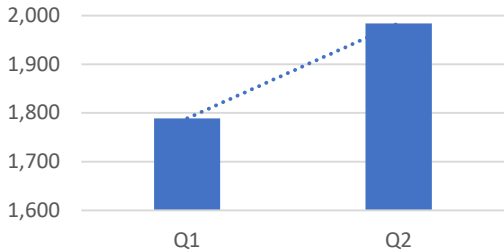
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of the Partnership workforces (surveyed collectively) who said ‘Yes’ they feel the Partnership recognises and supports positive mental health in the workplace	JG	85.00%	81.00%	78.00%	Reported Half Yearly in 2024/27	87.00%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for SHDC only for this indicator is 94%. The SELCP average response has increased positively by 9% since Q4 23/24. The SHDC only response has increased by 6% in comparison to Q4 23/24.									
Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making	JG	52.00%	51.00%	53.00%	Reported Half Yearly in 2024/28	60.00%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. This staff poll question provides three response options; Yes, No or Sometimes. When Yes & Sometimes are combined the Partnership response increases to 96%. The percentage value for SHDC only for this indicator is 68% (increases to 100% when Yes and Sometimes responses are combined). The SELCP average response has increased positively by 7% since Q4 23/24. The SHDC only response has increased by 8% in comparison to Q4 23/24									

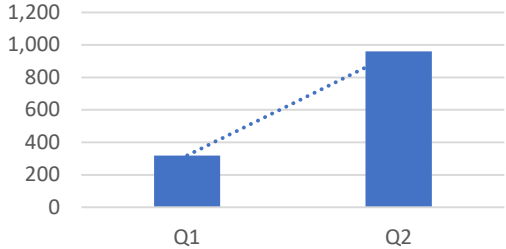
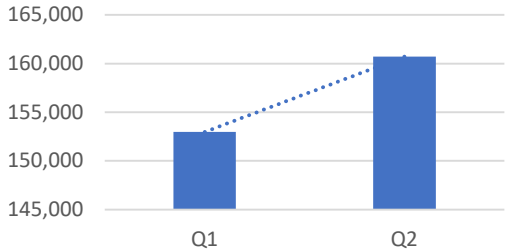
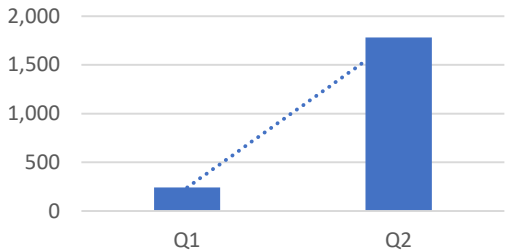
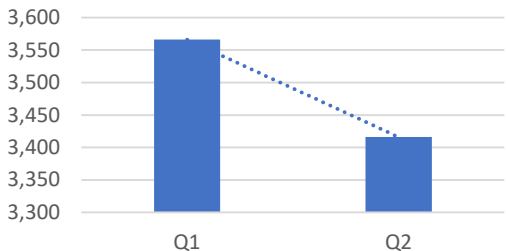
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Staff Turnover (Year to Date)	JG	8.20%	11.20%	13.40%	5.10%	5.15%	Trend Only	Trend Only	
Commentary: The above figures are the Year to Date cumulative staff turnover rates. Staff turnover is the measure all staff lost from a company or organisation, including voluntary resignation, redundancy, end of fixed term contracts, retirement and dismissal.									
Voluntary Only Staff Turnover (In Quarter)	JG	4.63%	2.80%	2.73%	3.10%	3.30%	Trend Only	Trend Only	
Commentary: Voluntary turnover is singularly people who have resigned, either to work elsewhere, retire or simply leave employment at this organisation. This also includes those who have resigned from a role at one council within the Partnership to take up another post within this same Partnership. Voluntary Turnover Q2 24/25 - 3.3% A slight increase in the total turnover by 0.1% compared to the previous quarter. Of the 12 resignations in this quarter 4 were expected retirements. HR continue to collate data through leavers questionnaires and exit interviews as to individuals reason for leaving to identify key trends.									

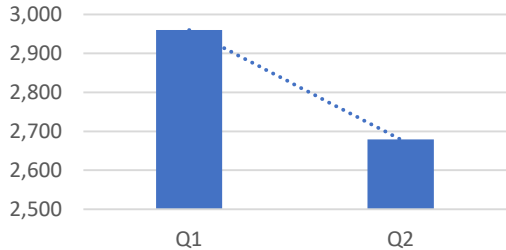
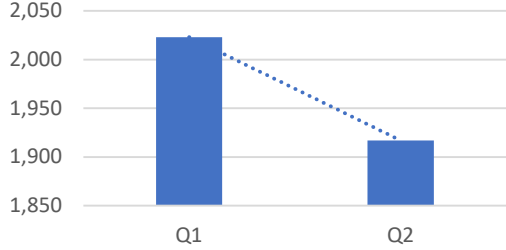
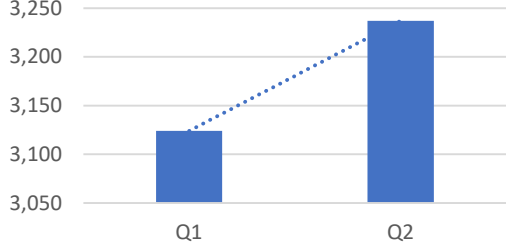
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Number of working days lost to sickness per FTE (Year to Date)	JG	5.29	8.36	11.8	3.24	4.32	Trend Only	Trend Only	
Commentary: An increase of 1.08 days lost per FTE compared to the previous quarter. The most common cause of sickness absence is currently work related mental health issues with 4 instances of long term absence, 3 of which are currently within the Neighbourhoods directorate. The HR team are working closely and pro-actively with managers to support employees during their absence and introduced a new Therapist solution to support employees. Neighbourhoods and Housing currently have the highest sickness levels, with Neighbourhoods traditionally seeing the highest levels of sickness owing to the manual nature of the work undertaken.									
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	JG	£1,183,461	£67,398	£0	£1,121,638	£335,000	Trend Only	Trend Only	
Percentage of Ombudsman complaints upheld (OFLOG)	JM	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	Trend Only	Trend Only	

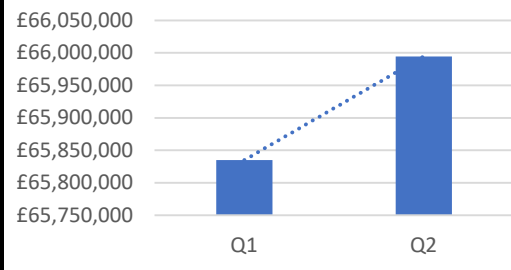
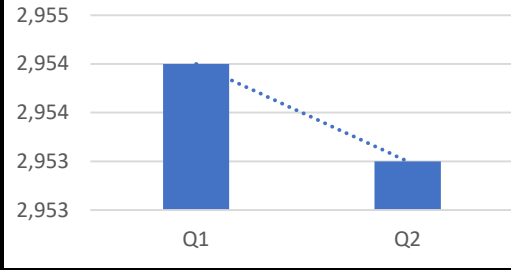
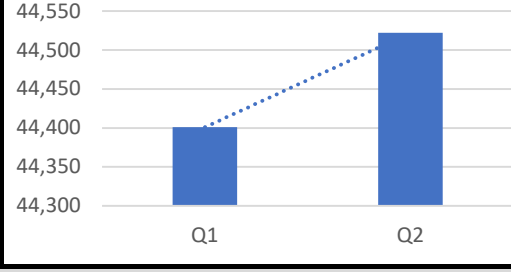
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Number of upheld Ombudsman complaints per 100,000 population (OFLOG)	JM	Not Previously Reported	Not Previously Reported	Not Previously Reported	2	0	Trend Only	Trend Only	
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	JM	0	0	0	0	0	Trend Only	Trend Only	
Number of late reports not made available to the Democratic Services teams at agenda publication	JM	1	2	4	0	2	Trend Only	Trend Only	

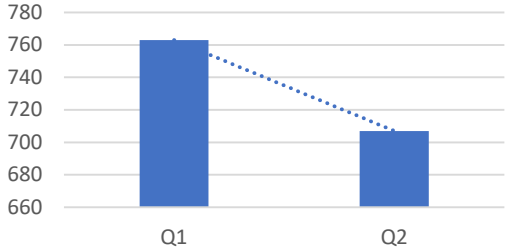
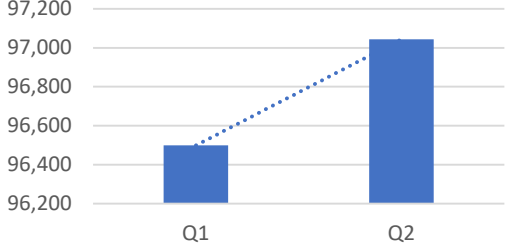
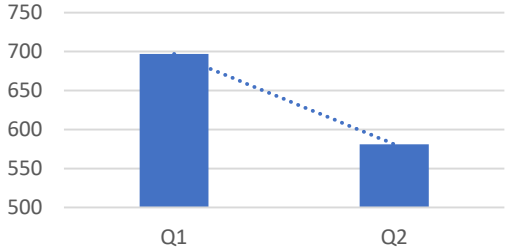
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Repairs & Maintenance: Percentage committed spend against budget	AF	42.94%	71.47%	Data not provided	22.55%	47.91%	Trend Only	Trend Only	
commentary: £157,505 spent against a budget of £328,770.									
Call Volumes	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	25,315	23,430	Trend Only	Trend Only	
Average Call Duration - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	312	323	Trend Only	Trend Only	

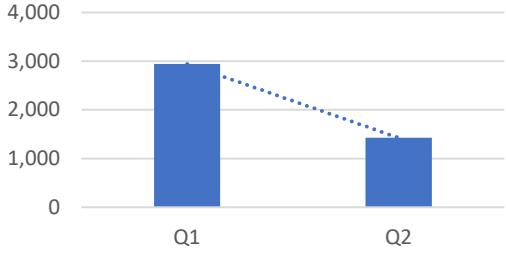
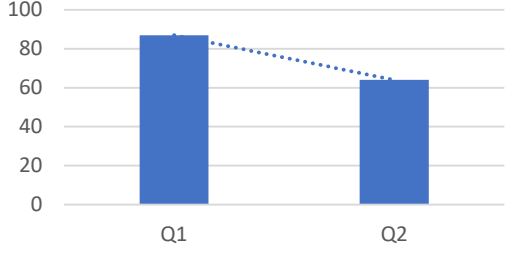
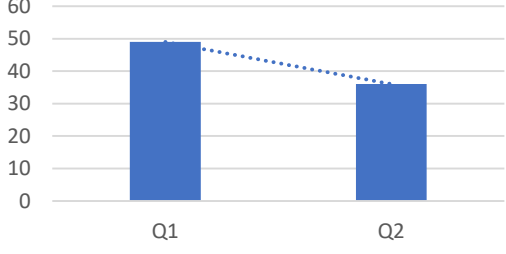
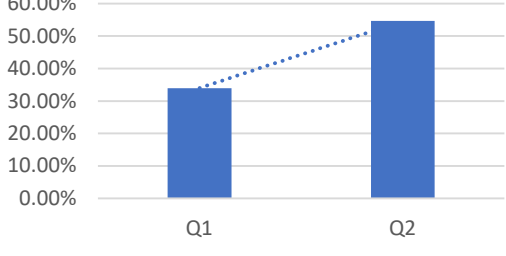
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Average Call Duration - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	357	469	Trend Only	Trend Only	
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	173	196	Trend Only	Trend Only	
Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	487	491	Trend Only	Trend Only	
Number of Callbacks (PSPS)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	1,789	1,984	Trend Only	Trend Only	

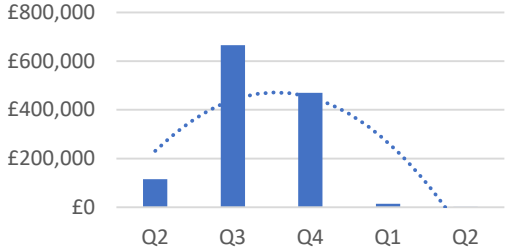
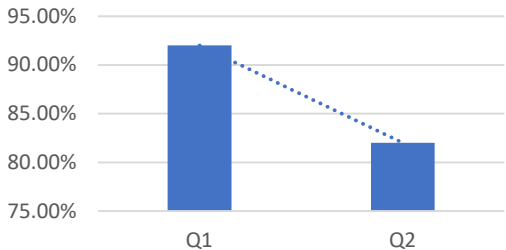
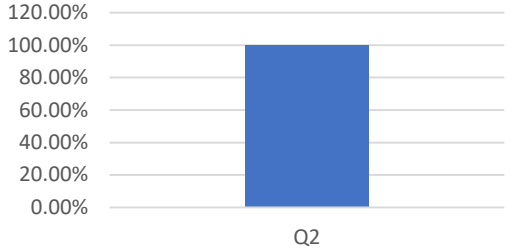
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Digital services take up (services accessed online)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	319	961	Trend Only	Trend Only	
Website visitors (accessing website information)	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	152,970	160,707	Trend Only	Trend Only	
Number of customers using webchat	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	241	1,783	Trend Only	Trend Only	
Customer Contact Centre visits	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	3,566	3,416	Trend Only	Trend Only	

Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Enquiries via email and social media	ES	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,960	2,679	Trend Only	Trend Only	
Housing Benefit Caseload	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,023	1,917	Trend Only	Trend Only	
Council Tax Support Caseload	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	3,124	3,237	Trend Only	Trend Only	

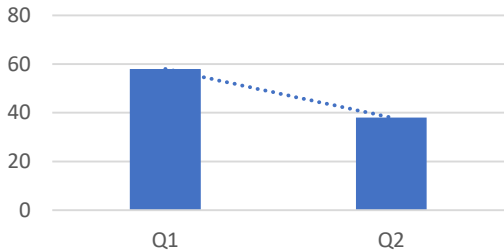

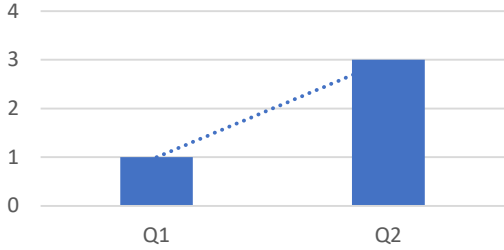
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Business Rates RV	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	£65,834,876	£65,994,656	Trend Only	Trend Only	
Commentary: Over time we would be looking for this to increase to show growth.									
Business Rates Hereditaments	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,954	2,953	Trend Only	Trend Only	
Commentary: This is the number of businesses paying business rates. Over time we would be looking for this to increase to show growth.									
Council Tax Banded Dwellings	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	44,401	44,522	Trend Only	Trend Only	
Commentary: This is the number of properties liable for Council Tax.									

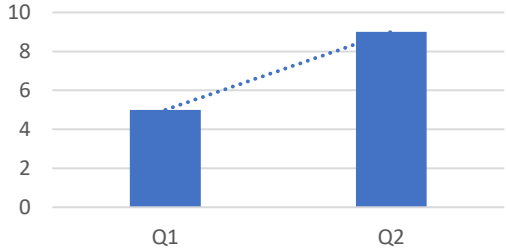
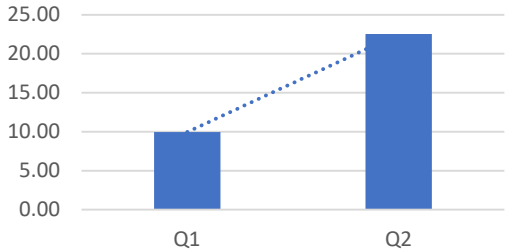
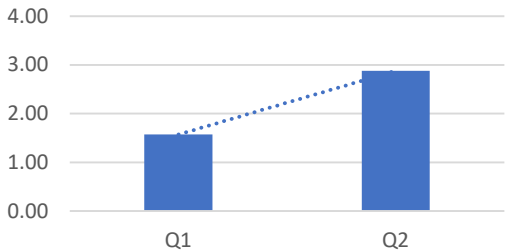
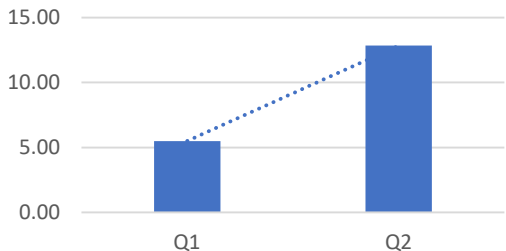
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Digital Services Take-Up	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	763	707	Trend Only	Trend Only	
Direct Debit Payments	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	96,499	97,044	Trend Only	Trend Only	
Commentary: This is the number of direct debits that have been called over the quarter									
CTS New Claims – Number of Decisions Made	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	697	581	Trend Only	Trend Only	

Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
CTS Changes – Number of Decisions Made	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	2,941	1,425	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) number of applications	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	87	64	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) number of awards	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	49	36	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) spend against Budget	FIN	Not Previously Reported	Not Previously Reported	Not Previously Reported	33.98%	54.63%	Trend Only	Trend Only	

Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	FIN	£115,150	£665,500	£470,500	£13,925	£1,500	Trend Only	Trend Only	
Commentary: £1,500 - Tennis Coach at Ayscoughfee - supplier paying an annual fee to the Council to coach at the venue.									
Building Control market share	CA	Not Previously Reported	Not Previously Reported	Not Previously Reported	92.00%	82.00%	Trend Only	Trend Only	
Key Control Account Reconciliation (System, bank, payroll and suspense) reconciled monthly and signed off within 10 days of completion (In Quarter)	JG	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	Trend Only	Trend Only	

Local to South Holland

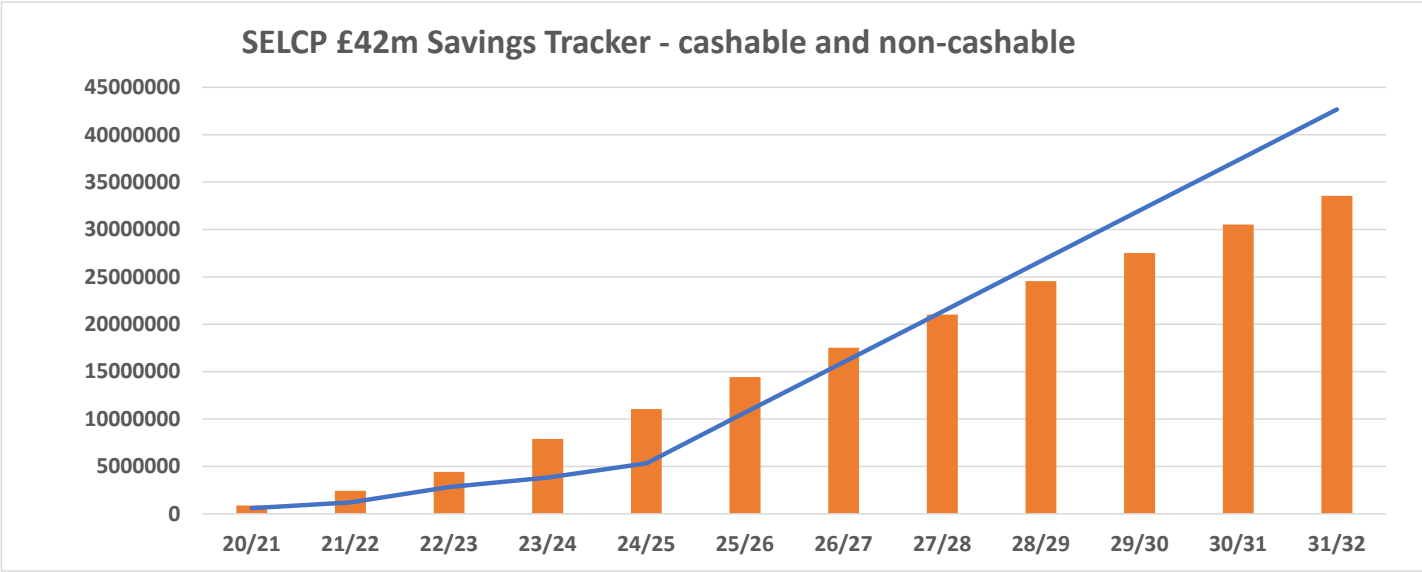
Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Damp/Mould Indicators	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	58	38	Trend Only	Trend Only	
Number of households evicted in the last quarter	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	Trend Only	Trend Only	
Number of Right to Buy sales completed in the last quarter	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	1	3	Trend Only	Trend Only	

Key Performance indicators (KPIs)		Actuals					Target	Status	
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q2	Q3	Q4	Q1	Q2	Q2	Q2	
Number of new properties completed in the last quarter	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	5	9	Trend Only	Trend Only	
Number of stage one complaints received per 1,000 homes.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	9.96	22.54	Trend Only	Trend Only	
Number of stage two complaints received per 1,000 homes.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	1.57	2.88	Trend Only	Trend Only	
Number of anti-social behaviour cases opened per 1,000 homes.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	5.50	12.84	Trend Only	Trend Only	

Key Performance indicators (KPIs)		Actuals					Target	Status		
	AD	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25		
		Q2	Q3	Q4	Q1	Q2	Q2	Q2		
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	JK	Not Previously Reported	Not Previously Reported	Not Previously Reported	0.00	0.00	Trend Only	Trend Only	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>1.00 0.80 0.60 0.40 0.20 0.00</div> <div>Q1Q2</div>	

Funding Secured	BBC	ELDC	SHDC	Combined
2020/21	£22,200,000	£48,718,578	£8,300,000	£79,218,578
2021/22	£3,395,318	£5,068,169	£2,397,892	£10,861,379
2022/23	£17,653,782	£13,766,960	£22,234,304	£53,655,046
2023/24	£7,386,953	£24,368,636	£13,455,393	£45,210,982
2024/25	£18,687,664	£3,747,158	£1,482,138	£23,916,960
Total	£69,323,716	£95,669,501	£47,869,728	£212,862,945

SAVINGS PROFILE - CASHABLE AND NON-CASHABLE												
	ALLIANCE	SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP										
	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32
Target	£600,000	£1,200,000	£2,838,000	£3,833,000	£5,334,000	£10,668,000	£16,002,000	£21,335,000	£26,669,000	£32,003,000	£37,337,000	£42,671,000
Total	£872,415	£2,440,787	£4,420,112	£7,909,198	£11,062,402	£14,427,035	£17,534,314	£21,039,813	£24,552,898	£27,517,244	£30,536,750	£33,556,256



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KEY DECISION PLAN

Issued – 29 November 2024

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 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."

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<u>Portfolio Holder for Strategic and Operational Housing (Councillor Tracey Carter)</u> Fleet Vehicles for Housing Repairs	To seek approval for new fleet vehicles for housing repairs		Report and any relevant appendices	Assistant Director - Housing Before 13 Dec 2024	Chris Mycock, Housing Repairs Manager cmcock@sholland.gov.uk
<u>Portfolio Holder for Assets & Strategic Planning (Councillor Henry J W Bingham)</u> Potential Sale Of Redundant Garage Plots	Sale of garage plots located at sites across the District.	Andy Fisher and nominated ward cllrs.	Report and any relevant appendices	Portfolio Holder for Assets & Strategic Planning Before 31 Dec 2024	Natasha Dawson, Estates Officer Natasha.Dawson@sholland.gov.uk

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<u>Portfolio Holder for Assets & Strategic Planning</u> <u>(Councillor Henry J W Bingham)</u> Rental of various SHDC sites for Battery Box use	The proposed agreed rental of 6 sites within the SHDC boundary for the use of battery stations providing back up power to the local grid.	Cllr Bingham- Portfolio Holder Ward members AD General Fund Assets	Report and any relevant appendices	Portfolio Holder for Assets & Strategic Planning Before 31 Dec 2024	Natasha Dawson, Estates Officer Natasha.Dawson@sholland.gov.uk
<u>Portfolio Holder for Partnerships</u> <u>(Councillor Charles Nicholas Worth)</u> Land in Holbeach	To consider a decision in respect of land in Holbeach		Report and any relevant appendices	Leader Before 31 Dec 2024	Matthew Hogan, Assistant Director - Strategic Growth and Development Matthew.Hogan@sholland.gov.uk

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<p><u>Portfolio Holder for Strategic and Operational Housing</u> (Councillor Tracey Carter)</p> <p>Public Sector Partnership Services (PSPS) Business Plan 2025 to 2027 and the Council/PSPS Transformation and Service Modernisation Programme</p>	<p>To provide feedback on the proposed PSPS Business Plan 2025 to 2027 and the Council/PSPS Transformation and Service Modernisation Programme (report of the Assistant Director – Corporate enclosed).</p>		<p>Report and any relevant appendices</p>	<p>Cabinet 14 Jan 2025</p>	<p>James Gilbert, Assistant Director - Corporate James.Gilbert@e-lindsey.gov.uk</p>

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<u>Portfolio Holder for Strategic and Operational Housing (Councillor Tracey Carter)</u> S&ELCP Private Sector Housing Strategy	The strategy sets out the strategic direction for Housing Standards within the South and East Lincolnshire Councils Partnership sub region. Its purpose is to set the context as to how the Council's intend to meet the challenges and opportunities confronting the service and to set out the key priorities for action and delivery.	n/a	Report and any relevant appendices	Cabinet 14 Jan 2025	Jason King, Assistant Director - Housing JasonKing@sholland.gov.uk
<u>Portfolio Holder for Environmental Services (Councillor Jack Tyrrell)</u> Waste services delivery model	To approve changes to the waste service to meet the Simpler Recycling requirements of the Environment Act 2021		Report and any relevant appendices	Cabinet 18 Feb 2025	Victoria Burgess, Assistant Director - Neighbourhoods Victoria.Burgess@e-lindsey.gov.uk

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<u>Portfolio Holder for Health & Wellbeing, Conservation & Heritage</u> <u>(Councillor Elizabeth Jane Sneath)</u> Warm Homes - Local Grant	To gain member approval for the operational arrangements for the S&ELCP delivery of Warm Homes - Local Grant across the sub-region		Report and any relevant appendices	Cabinet 18 Feb 2025	Sarah Baker, Group Manager - Climate Change and Environment Sarah.Baker@e-lindsey.gov.uk

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<p><u>Leader</u> <u>(Councillor</u> <u>Charles Nicholas</u> <u>Worth)</u></p> <p>Destination Lincolnshire Local Visitor Economy Partnership Destination Management Plan and SELCP Destination Management Plan</p>	<p>Destination Lincolnshire are the defined Local Visitor Economy Partnership (LVEP) for the Lincolnshire and Rutland areas. As part of this they have created a Plan to 2033 to promote and co-ordinate the Visitor Economy. This Plan will cover and impact the South Holland District Council area. In addition, a Destination Management Plan has been produced for the Partnership area. These two documents together form a suite to support the visitor economy in the Partnership area from the local to the sub-regional. It is therefore proposed that the LVEP Destination Management Plan should be acknowledged and agreed by the Council and the SELCP Destination Management Plan agreed by the Council.</p>		<p>Report and any relevant appendices</p>	<p>Cabinet 1 Apr 2025</p>	<p>Jeffery Kenyon, Economic Growth Service Manager (Places and Projects) jeffery.kenyon@e-lindsey.gov.uk</p>

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<p><u>Portfolio Holder for Finance</u> <u>(Councillor Paul A Redgate)</u></p> <p>Approval of the award and spend of funding from the UK Shared Prosperity Fund and Rural England Prosperity Fund</p>	<p>Decision to allocate grant funding from the UK Shared Prosperity Fund and the Rural Prosperity Fund for South Holland District, in line with the Programme's three core themes highlighted in the Prospectus (Communities and Place, Supporting Local Businesses, People and Skills).</p> <p>This item could cover multiple Key Decisions in relation to the above, for the period until the end date of the entire Programme (end of March 2025)</p>	<p>Local Partnership Group Theme Group structure</p> <p>Consultation has occurred through the medium of the Local Partnership Group and Theme Group structure associated with UKSPF/REPF's governance</p>	<p>Report and any relevant appendices</p>	<p>Assistant Director - Strategic Growth and Development Before 31 Mar 2025</p>	<p>Saul Farrell, Senior Programme Manager - UK Shared Prosperity Fund/Rural Prosperity Fund Saul.Farrell@sholland.gov.uk</p>

*Cabinet Membership

Councillor C N Worth (Leader) Councillor P Redgate (Deputy Leader) Councillor J Astill (Portfolio Holder) Councillor H Bingham (Portfolio Holder) Councillor T Carter (Portfolio Holder) Councillor A Casson (Portfolio Holder) Councillor E Sneath (Portfolio Holder) Councillor G J Taylor (Portfolio Holder) Councillor J Tyrrell (Portfolio Holder)

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

<p>Democratic Services, Council Offices, Priory Road, Spalding, Lincolnshire, PE11 2XE Telephone: 01775 764451 Email: demservices@sholland.gov.uk</p>
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Report To:	Performance Monitoring Panel
Date:	11 th December 2024
Subject:	SCRUTINY – Annual Joint Scrutiny of the South & East Lincolnshire Councils Partnership.
Purpose:	To review the Partnership's progress against opportunities identified in the business case and lines of enquiry.
Key Decision:	N/A
Report Of:	Councillors Claire Rylott and Stuart Evans (BBC) on behalf of the Partnership Scrutiny Task Group
Ward(s) Affected:	N/A
Exempt Report:	No

Summary

The Overview and Scrutiny Committees of Boston Borough Council, South Holland District Council and East Lindsey District Council commissioned a joint Scrutiny Task & Finish Panel to undertake a review of the progress on the opportunities identified in the approved business case for the South & east Lincolnshire Councils Partnership.

Note: All content is contained in the attached Member report and not summarised in this covering report.

Recommendations

- To note the attached report (**Appendix 1**) and associated recommendations;
- For the recommendations to be considered at the next Cabinet meeting.

Reasons for Recommendations

To note recommendations put forward by Scrutiny Task and Finish Groups as part of a scrutiny process.

Other Options Considered

None

1. Report

- 1.1 This report brings forward a partnership scrutiny report, found at **Appendix 1**. The scope of this work was set out by the Overview & Scrutiny Committees at ELDC, SHDC, BBC and is attached at **Appendix 2**.
- 1.2 This report is being presented to each of the Partnership Councils' relevant sovereign scrutiny committees. The scrutiny work undertaken was required under the Partnership's Memorandum of Agreement and is currently an annual commitment.
- 1.3 All content is contained in the attached member report at **Appendix 1** and not summarised in this covering report. **Appendix 3** contains a table summarising the key themes from the anonymous questionnaire undertaken with Members and Corporate Management Team.

Implications

South and East Lincolnshire Councils Partnership

Only those considered by the Task Group in the attached report.

Corporate Priorities

Only those considered by the Task Group in the attached report.

Staffing

Only those considered by the Task Group in the attached report.

Workforce Capacity Implications

Only those considered by the Task Group in the attached report.

Constitutional and Legal Implications

Only those considered by the Task Group in the attached report.

Data Protection

None

Financial

Only those considered by the Task Group in the attached report.

Risk Management

None

Stakeholder / Consultation / Timescales

Consultation with a number of councillors and officers was undertaken and helped form the basis of the final report and recommendations. A summary of key themes from the questionnaire undertaken with all Councillors and members of the Corporate Management Team across the Partnership can be found at **Appendix 3**.

Reputation

Only those considered by the Task Group in the attached report.

Contracts

None

Crime and Disorder

None

Equality and Diversity / Human Rights / Safeguarding

None

Health and Wellbeing

None

Climate Change and Environmental Implications

None

Acronyms

S&ELCP – South & East Lincolnshire Councils Partnership

AI – Artificial Intelligence

PSPS – Public Sector Partnership Services

SLT – Senior Leadership Team

CMT – Corporate Management Team

MoA – Memorandum of Agreement

LGR – Local Government Reorganisation

IDB – Internal Drainage Boards

ADP – Alignment & Delivery Plan

Appendices

Appendices are listed below and attached to the back of the report:

Appendix 1

Annual Partnership Scrutiny Report 2024

Appendix 2

Scoping Document

Appendix 3

Key themes from the anonymous questionnaire

Background Papers

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

Chronological History of this Report

Name of Body

Cabinet

Performance Monitoring Panel

Date

17th January 2024

15th November 2023

Report Approval

Report author:

Councillors Claire Rylott & Stuart Evans on behalf of the Partnership Scrutiny Task Group

Signed off by:

Rebecca James, Scrutiny & Policy Officer

Approved for publication:

James Gilbert, Assistant Director - Corporate

PARTNERSHIP SCRUTINY TASK AND FINISH GROUP

Annual Joint Scrutiny of the Partnership 2024 Final Report

Councillors ELDC: F. Martin, C. Dickinson, J. Makinson-Sanders

Councillors BBC: C. Rylott (Chair), S. Evans (Vice Chair), P. Marson

Councillors SHDC: B. Alcock, M. Booth, C. Brewis

Officers: James Gilbert (Assistant Director, Corporate) Rebecca James (Scrutiny & Policy Officer)

Guest Witnesses: Councillor Craig Leyland (Leader, ELDC), Councillor Anne Dorrian (Leader, BBC), Councillor Nick Worth (Leader, SHDC), Rob Barlow (Joint Chief Executive), Christine Marshall (Deputy Chief Executive / S151 Officer), Andy Fisher (Deputy Chief Executive, Programme Delivery), John Leach (Deputy Chief Executive, Communities), John Medler (Assistant Director, Governance & Monitoring Officer), Jackie Wright (Chief Delivery Officer, PSPS), Rachel Robinson (Group Manager, Organisational Development), representative from the staff forum (anonymous).

Background and Introduction

The function of scrutiny within each of the partner Councils plays an important and key role within the overall governance arrangements for each of the partnership Councils and for the Partnership as a whole.

When the Partnership was formed in October 2021, the approved business case demonstrated a number of opportunities for the South & East Lincolnshire Councils Partnership.

Progress on these identified opportunities, plus other key issues, form the basis of this annual joint scrutiny of the Partnership and details can be found in the scoping document at **Appendix 2**.

The panel met 5 times, interviewed 11 witnesses with questions based mainly on the Key Lines of Enquiry, and conducted a short questionnaire among all Councillors and members of the Corporate Management Team to canvass their views. There was a 52% response rate from Councillors and a 47% response rate from Corporate Management Team for the anonymous questionnaire. A summary table showing the

key themes that came out of the questionnaires is attached at **Appendix 3** and key issues were discussed by the Task Group during the scrutiny meetings.

Evidence Gathering

The questions below were used for the different guest witnesses and questionnaires:

Questions for Leaders

1. How is the partnership assured they are going to meet the deadlines for the introduction of food waste?
2. What are the Leaders thoughts on how we prepare for the Mayoral Combined Authority and ensure the services we deliver are enhanced?
3. How will each Councils budget be impacted if interest rates fall and are we prepared for the change?
4. What other legislative changes are likely to impact on the partnership, how do we monitor these?
5. Are you confident that the Councils have the capacity and resilience to deliver improvements across the Partnership and do more for our Communities?
6. What do you think the priorities for the Partnership should be over next 12 months?

Questions for Senior Leadership Team

1. How is the Partnership responding to shared and common challenges and opportunities at a local and sub-regional level across south and east Lincolnshire?
2. Are you confident that the Councils have the capacity and resilience to deliver improvements across the Partnership and do more for our Communities?
3. What do you think the priorities for the Partnership should be over next 12 months?

Questions for the anonymous CMT and Councillor questionnaire

1. What do you think have been the positives of the S&ELCP so far? Do you have any examples of positive impact you would like to share?
2. What would you improve about the S&ELCP? Do you have any suggestions you would like to share?
3. What do you think the key area(s) of focus should be for the Partnership in the year ahead?

Task Group Discussion and Analysis

The Task Group generally agreed that the S&ELCP is vital for all 3 Councils in terms of providing shared knowledge and expertise, joined up / aligned working practices and financial resilience.

The Group interviewed a number of Councillors and Officers during September and October. From those discussions, it was clear that the Partnership is widely supported and is felt to be working well. The Group explored a variety of issues with those interviewed and gained insight into what is going well, as well as areas that still need improvement – including areas of focus for the coming months.

Leaders

The 3 Leaders provided interesting and different perspectives on the questions and issues put to them. It was clear they all recognise the benefit of the Partnership and working together. Key issues for the Partnership such as waste and legislation that are being dealt with collectively, clearly demonstrate it is helpful to have a partnership approach in order to learn from each other, share best practice, and have an aligned single procedure. The example of devolution was given, and Leaders advised that being part of the Partnership has helped the Councils lobby for greater representation within the Mayoral Combined Authority and this joined up approach needs to continue to ensure our voices are heard and we can continue to access funding pots to deliver for communities across all 3 Councils.

Senior Staff

Senior staff provided useful and relevant information for the Task Group to consider. They felt that service reviews will not only increase savings but release capacity for teams. The Alignment and Delivery Plan helps structure work for the coming year and further ahead, both for individual Councils and across the Partnership, enabling services and teams to plan effectively for upcoming pieces of work.

Senior staff highlighted that the Memorandum of Agreement (MoA) does not now reflect how the Partnership has developed and could potentially become restrictive if not reviewed and updated to allow flexibility. The Group agreed that the time is right for a review of the MoA. This will ensure the document is still relevant and will allow Partnership to have the flexibility to develop and improve as needed.

The Task Group were advised that having the weight of the Partnership is important for those key areas where we can lobby for greater funding or representation and take advantage of more and bigger schemes.

The importance of managing risk properly was highlighted, including planning carefully for the future in terms of finances and wider challenges facing the Councils and sector as a whole.

Senior staff advised they work hard to ensure we don't lose the place-based focuses for each of 3 councils, even when submitting shared bids/responses for projects/issues. Councillor engagement is key to the success of this.

Staff Forum

Hearing the views of the workforce, via the staff forum, was a breath of fresh air, and it was enlightening to receive a rounded perspective on various issues.

The difference in Boston's Municipal Buildings compared to SHDC and ELDC was highlighted, along with the need for a better working environment – the building and facilities are of a lower standard than other 2, although it was recognised this is largely due to the age of the building.

The staff forum advised that no major issues had been identified, it was more 'small niggles,' with staff already aware who to speak with on these. There is more engagement between staff across the Partnership now, but we do need to continue to build workforce relationships as a Partnership in order to continue to develop. It was acknowledged by the Task Group that building on the single organisational culture of 'One Team' was a positive thing for Councillors as well as staff.

Recruitment and retention

There was a good discussion on recruitment and retention – it was clarified that this is a national issue, but it was highlighted that this needs to be monitored to ensure we are adapting to different ways of engaging with potential employees through the recruitment process and how we can retain staff through internal training and development opportunities.

Capacity challenges in some services – it was noted regarding the need to be careful of attributing this solely to the Partnership, as only 10% of roles are employed across the Partnership, while the rest still work for their original sovereign Council. This is an area that needs to be looked at and discussed/addressed as part of service reviews rather than as a specific S&ELCP issue.

ICT

Information received on this issue was positive and showed the good progress made since the Partnership was formed. Councillors acknowledged the huge amount of work done in this area over the past 3 years (such as aligned phone systems, M365, antivirus software and ransomware) as well as the plans in place for next steps such as server environments, which is a big opportunity for 2027 in terms of both alignment and cost efficiencies. There is now good information sharing, so everyone knows the timescales for those bigger pieces of work.

Councillors

We undertook an anonymous questionnaire again as in previous years, with a good response rate. A summary table showing the key themes is attached at **Appendix 3**, this included the positives, as well as areas for improvement and suggestions of what the focus for the year ahead. The areas for improvement and focus for the year ahead did seem to mainly lie in how we can further align policies/systems/processes to enable further efficiencies of time and that single way of working for those working across all 3. There has been lots of progress in terms of policies and processes, lots more planned for the coming months.

Scrutiny – it was agreed that getting partnership scrutiny right is important, both for annual and joint scrutiny work. The current processes are not working as well as they could be, and attendance is affected (average attendance 69% in 2024). In addition, the annual scrutiny has a restrictive membership model and fixed scope, which does not give the flexibility needed to fully review areas relevant to the Partnership. It was agreed that allowing a more flexible approach to partnership scrutiny, for example seeking members who actively want to be part of a topic review, would make the process more effective in future and also aid better attendance. It was also felt that mandating an annual review was unhelpful and flexibility should be provided to allow annual review where appropriate, but also not to require it if no review was needed.

Partnership working needs to be understanding of additional workload and pressure on members too. There is a need to ensure that Group Leaders can manage their groups workload and commitments (e.g. on outside bodies) to guarantee availability for meetings as much as possible to have proper representation.

When considering capacity, again it was noted that Members should not be forgotten in this conversation. There is additional workload directly relating to the Partnership, which is in addition to the workload and responsibilities for sovereign Councils.

The Task Group agreed that work on a long term IDB funding solution should be kept as a top priority. Preparation for Devolution needs to be at the forefront too, plus awareness of potential next steps regarding LGR.

The Group were keen to ensure that partnership risks continue to be monitored and that all Councillors are kept informed on key issues and areas of interest.

Financial resilience important – for sovereign councils as well as the partnership and it was highlighted that finances need to be viewed both in terms of budgets for sovereign councils and also in terms of savings for the partnership, to ensure full cost benefits continue to be realised.

Conclusion

Our indicators of success for this scrutiny review were:

1. Assurance that the Partnership is on track to deliver its stated aims;
2. Assurance that results are being achieved in key/relevant areas;
3. To identify key objectives/focus for the coming year.

The 'task group discussion and analysis' section above show how we have gained assurance of the first 2 indicators, while the recommendations below cover indicator 3 by identifying the key focus and objectives that came out of this scrutiny review.

Recommendations

1. Ensure service reviews are completed as per the agreed Alignment and Delivery Plan to ensure correct capacity and increase savings;
2. To ensure the Partnership Risk Register is reviewed and updated regularly by SLT so existing and emerging risks continue to be monitored and can be managed/mitigated effectively;
3. Through the Alignment and Delivery Plan planning process, ensure forward planning for upcoming known and potential changes;
4. Review the MOA for the Partnership to ensure it remains relevant and builds in flexibility to allow the Partnership to develop (for example to improve the way the annual partnership scrutiny works).
5. Ensure Officers and Members are kept informed on key issues, for example Devolution and LGR;
6. Use the 'weight' of the S&ELCP to help lobby on common issues that affect the sub-region, for example the work of the SIG with regard to internal drainage boards.
7. The S151 officer should actively consider how projects coming forward contribute to the savings required in the MTFS for each sovereign council in order to deliver financial resilience.
8. As part of the work being done on aligning constitutions, streamline the partnership scrutiny process to make it more effective.
9. Monitor staff turnover (including reasons for leaving) via the Workforce Development Board, review trends in recruitment to ensure we are not out of kilter with national trends and work to remedy any negative findings.

Report authors: Councillors Claire Rylott and Stuart Evans



PARTNERSHIP SCRUTINY TASK & FINISH GROUP

Project Scoping Template

Scrutiny Topic (Name of review)	Joint Scrutiny of the South & East Lincolnshire Councils Partnership 2024
Rationale (Purpose and objectives of the scrutiny review)	<p>The function of scrutiny within each of the partner Councils plays an important and key role within the overall governance arrangements for each of the partnership Councils and for the Partnership as a whole.</p> <p>The approved business case demonstrated a number of opportunities for the South & East Lincolnshire Councils Partnership.</p> <p>Progress on these identified opportunities, plus other key issues, form the basis of this annual joint scrutiny of the Partnership.</p>
Key Lines of Enquiry: (Focus of the review)	<ol style="list-style-type: none"> 1. To review delivery of the recommendations from the 2023 Partnership annual scrutiny; 2. To consider how the partnership is responding to shared and common challenges and opportunities at a local, corporate, and sub-regional level across the southeast region of Lincolnshire; 3. To review the progress being made to achieve the combined financial opportunity of up to £42m (if all service integration opportunities are embraced) identified in the Partnership business case. 4. How is the Partnership securing service delivery improvements and resilience across the Partnership; 5. How is the Partnership creating additional capacity and increased resilience to do more for our communities.
Indicators of success (desired outcomes, what should change as a result)	<ul style="list-style-type: none"> ➤ Assurance that the Partnership is on track to deliver its stated aims ➤ Assurance that results are being achieved in key/relevant areas ➤ To identify key objectives/focus for the coming year
Approach/methodology	<i>Internal witnesses:</i> Leaders and/or Deputy Leaders, Members of SLT, Staff Forum Representatives, Rachel Robinson. To be called

	<p>to a meeting of the panel when and if required.</p> <p><i>External witnesses:</i> PSPS - Lewis Duckett (Chief Executive), Jackie Wright (Chief Delivery Officer). To be called to a meeting of the panel when and if required.</p> <p><i>Resources:</i> Introductory report/presentation, previous Annual Scrutiny Reports and Action Trackers, Partnership Benefit Tracker, partnership 6-monthly updates to Council, financial efficiency tracker, risk register. Suite of documents to be circulated in advance for those on panel to read in preparation.</p> <p><i>Member consultation:</i> member consultation in the form of an anonymous questionnaire to be conducted in advance of the scrutiny review meetings. Key themes from this consultation will be used to guide the panel during the review.</p>
Liaison Officer	James Gilbert (Assistant Director – Corporate)
Timescales	<p>Start date: early September 2024</p> <p>End Date: first report due 8th November 2024</p> <p>Target Overview meeting: 19th November (8th and 22nd Jan EB)</p> <p>Target PMP meeting: 11th December (6th and 14th Jan Cabinet)</p> <p>Target E&P meeting: 10th December (Cabinet 7th Jan)</p>

THEMES FROM COUNCILLOR SURVEY FOR ANNUAL SCRUTINY OF THE PARTNERSHIP

POSITIVE	IMPROVE	FOCUS FOR YEAR AHEAD
Cooperation	Partnership scrutiny	Partnership scrutiny
joint approach	Greater collaboration	Continued cost savings and efficiency
Shared knowledge / expertise	Communication	Regular updates
best practice	More alignment	Shared knowledge / best practice
Cost savings,	Service delivery	Further alignment
economies of scale	Shared officer knowledge of all 3 areas	Accelerate service reviews
Alignment – policies / procedures	capacity	Staff welfare / wellbeing
Stronger voice	Levels of management	Drainage boards
being noticed	Email addresses	Streamline processes and procedures
funding	responsiveness	Ensure the Partnership has the structure and capacity to deliver
Positive impact on outcomes for residents	Cross party working (councillor networking)	integration
	Constitution alignment	
	Joint training	
	Service structures	

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Report to:	Performance Monitoring Panel
Date:	11 December 2024
Subject:	Tenant Satisfaction Measures 2023/24
Purpose:	To inform Performance Monitoring Panel of the 2023/24 Tenant Satisfaction Measure Results
Key decision:	No
Portfolio Holder:	Portfolio Holder for Strategic and Operational Housing
Report of:	Jason King, Assistant Director - Housing
Report Author:	Vikki Cherry, Housing Transformation Programme Manager
Ward(s) affected:	All Wards
Exempt report?	No

Summary

2023/24 was the first year that Registered Providers completed Tenant Satisfaction Measures (TSMs). This report presents the results for 2023/24. TSMs offer crucial insights into the Councils' performance as a Registered Provider. Utilising this data enables the Council to determine the most effective ways to enhance the services provided to its tenants.

Recommendations

1. That Performance Monitoring Panel note the contents of this report and the results attached at Appendix B to this report.

Reasons for recommendations

The Regulator of Social Housing is clear that Councillors are responsible for ensuring that the Council, in its role as a registered provider, is meeting the regulatory standards set. Performance and satisfaction data assists Councillors in scrutinising the service.

Other options considered

Do nothing – to not be informed of performance and tenant satisfaction. This option is not considered to be appropriate as the Regulator of Social Housing expects that Councillors have oversight and scrutiny of the service provided.

1. Background

- 1.1. The Transparency, Influence and Accountability Standard requires all Registered Providers of social housing to collect and report annually on their performance using a core set of defined measures known as Tenant Satisfaction Measures (TSMs). Introduced for 2023/24, the TSMs must meet requirements set by the Regulator of Social Housing.
- 1.2. The Measures provide tenants with greater transparency about their landlord's performance and support the Regulator in assessing a Registered Providers' ability to deliver a housing service that meets the consumer standards.
- 1.3. The results of tenant satisfaction surveys were presented to Members informally at an all Member briefing on 14 May 2024. Following discussions with the Portfolio Holder for Strategic and Operational Housing, Chair of Performance Monitoring Panel and Monitoring Officer, it was determined that the data would be presented for scrutiny to Performance Monitoring Panel upon the Regulator publishing national data. This would allow benchmarked data to support the scrutiny.
- 1.4. At the point of publishing this report, the Regulator's data was not available, and so data has been benchmarked against Housemark data instead. Housemark is the sector's data experts with membership consisting of over 200 Registered Providers, managing around 2.3 million properties – more than half of all social housing in England.
- 1.5. Although this is the first year the Council has collated data on tenant satisfaction, Private Registered Providers have collated data for many years as part of their STAR surveys. Housemark reports that overall service satisfaction has been tracking downward over the last five years, reducing by 15%, with median results for 2023/24 dipping below 70% for the first time.
- 1.6. The Regulator allows landlords flexibility around how landlords conduct satisfaction surveys. Housemark has reported a notable bias towards the method of surveys with an average of 89% of residents reporting satisfaction when surveyed face to face compared to 59% surveyed online; telephone surveys were considered a neutral method. Tenure type has an impact also, sheltered tenants typically happier than all other tenants. Additionally, small rural areas have an average of 82% satisfaction compared to 65% in large urban areas, and tenure type impacted satisfaction rates, with sheltered tenants more satisfied than shared owners.
- 1.7. Housemark's research has found that improvements to operational services such as repairs will take around 18 months to filter through to better perception results. This means that any immediate work to enhance the customer experience may not show in TSMs until 2025/26.

2. Tenant Satisfaction Measures

- 2.1. TSMs consist of 22 performance measures, covering five themes. Ten of these are measured by landlords directly, and 12 will be captured through Tenant Perception Surveys. The performance measures, including the survey questions, are prescribed by the Regulator and cannot be deviated from.
- 2.2. ARP Research completed the Tenant Perception Surveys on behalf of the Council in accordance with the Regulator's requirements during autumn 2023. As per the Regulator's stipulations, 522 households were surveyed by telephone. Appendix A sets out the summary of approach to the surveys and how we met the TSM survey requirements.
- 2.3. The Council submitted has TSM data for 2023-24 to the Regulator. The data is summarised in this report and contained in full at Appendix B.
- 2.4. Submission of TSMs is required annually for landlords with more than 1,000 properties, Surveys have commenced for 2024/25.

3. Tenant Perception Surveys

- 3.1. 73% of tenants surveyed were satisfied with the overall service received from the Council, showcasing a positive sentiment among the majority of respondents. Satisfaction across the sector has reduced drastically over the past few years, with Housemark reporting an average of 69.4% satisfaction.
- 3.2. Factors such as fairness, respect and effective communication emerged as key drivers of overall tenant satisfaction for the Council. While most tenants feel respected by their landlord, sector results reveal that expectations are not being met for communicating and listening. The survey emphasised the importance of effective communication and engagement between the Council and its tenants. While the majority of tenants expressed satisfaction with how they are treated and kept informed, there is an opportunity to further enhance these aspects to ensure that tenants feel valued and involved.
- 3.3. 86% of respondents felt safe in their homes compared with 76% across the sector. Whilst 70% were content with the repairs service received, only 62% were satisfied with the time taken to complete repairs of which is below the sector average. Interestingly, the Council's average time taken to complete a repair was above sector average with repairs completed within an average of 10.1 days for the Council versus 16.3 days in the sector, and void properties turned around in 27 days versus 45 days nationally. Discussions will be held with tenants to understand what steps the Council can take to improve satisfaction.
- 3.4. 84% of tenants felt the Council treat tenants fairly and with respect. This is a strong score for the Council when compared to the sector reporting an average of 76% satisfaction.
- 3.5. Tenant perceptions of the Council's management of anti-social behaviour cases were mixed with 50% of tenants reporting satisfaction with our approach to complaints of anti-social behaviour. While an average of 1 in 25 tenants report ASB across the sector, the TSM measures the perception amongst all respondents. This level of dissatisfaction is common across the sector. There is an opportunity for the Council to further strengthen its efforts to create safer and more harmonious communities with improvements scheduled as part of the Transformation Teams programme.

- 3.6. Satisfaction with complaint handling has emerged as a significant issue across the sector, falling by 15% between 2022/23 and 2023/24. With just 27% of SHDC tenants reporting satisfaction with complaints handling processes. Notably, the results suggest that significantly more tenants believe they have made a complaint than have actually done so via the formal complaints process, of which is common across the sector. Recognising the importance of tenant feedback and the learnings this can bring, proactive steps have been taken to streamline processes and enhance responsiveness to tenant feedback.

4. Tenant Satisfaction Measure Management Information

- 4.1. The remaining ten TSMs report on the Council's performance in anti-social behaviour, complaints handling, repairs and maintenance, and the health and safety of homes.
- 4.2. Officers are pleased to report that performance for gas safety checks, fire risk assessments, asbestos management surveys, legionella risk assessments and communal passenger lift checks was 100%. This is comparable with the sector. Gas safety is the only building safety measure where fewer than half of landlords achieved full compliance.
- 4.3. Decent Homes is reporting below national average with 2.5% of properties considered non-decent, however the Housemark results show that, on average, local authorities report non-decency rates 95x higher than private registered providers. It is anticipated that non decent statistics will rise in response to the Regulator inspecting the sector's stock condition data. Stock surveys are currently being completed on all Council properties, due for completion during 2025/2026.
- 4.4. Complaint handling performance requires improvement with 48.65% of stage one complaints responded to within Housing Ombudsman Service timescales, compared with 85%. Huge improvements have been made with the handling of complaints since this data was reported, with 97% of stage 1 complaints and 100% of stage 2 complaints responded to within timescales during Quarter 2 2024/25. As per the new Complaint Handling Code, steps have also been taken to ensure that dissatisfaction is being recorded correctly, with the Council reporting 22.54 complaints per 1,000 during Quarter 2, evidencing this improvement, compared to 38 formal complaints for 2023/24. Housemark report that this is the first time that median complaints volumes have risen close to 40 cases per 1,000 properties and shows that many landlords are heeding Ombudsman guidance to formally record all expressions of dissatisfaction.

5. Conclusion

- 5.1. The Insights from tenant perception surveys offer valuable intelligence into our performance and tenants' opinions regarding our services. We will continue to utilise this data to review areas where tenants feel improvements are most necessary as part of our Housing Transformation and Improvement Programme.
- 5.2. Collection of the Tenant Perception Survey data for 2024/25 is currently underway and will be reported to Members during 2025/26.
- 5.3. Management data continues to be reported to the Portfolio Holder for Strategic and Operational Housing and Deputy Chief Executive – Corporate and s151 Officer on a monthly basis, and Senior Officers and Performance Monitoring Panel on a quarterly basis.

Implications**South and East Lincolnshire Councils Partnership**

None.

Corporate Priorities

None. Improved use of data and information will contribute to the council's overall aims and objectives in the corporate plan around efficiency and effectiveness.

Staffing

None.

Workforce Capacity Implications

None.

Constitutional and Legal Implications

All registered Providers of social housing are required to collect and report annually on their performance via the TSMs, under the Transparency, Influence and Accountability Standard of the regulatory standards for landlords. This regulatory framework was introduced by the Social Housing Regulation Act 2024.

Data Protection

None.

Financial

There are no direct financial implications arising from the decisions recommended in this report.

Risk Management

Failure to undertake and complete the survey would result in a non-compliance order from the Regulator.

Stakeholder / Consultation / Timescales

The TSM data for 2023/24 was shared informally with members on 14 May 2024 as part of an informal Member briefing.

Reputation

Tenant perception surveys were perception based; a lower score may reflect on wider council services.

Contracts

None.

Crime and disorder

None.

Equality And Diversity/ Human Rights/ Safeguarding

None. The Regulator has undertaken an equality impact assessment to understand any potential impact on equalities of the TSM requirements –
<https://www.gov.uk/government/consultations/consultationon-the-introduction-of-tenant-satisfactionmeasures/outcome/annex-8-tenant-satisfaction-measuresequality-impact-assessment-accessible> .

Health and Wellbeing

None.

Climate Change And Environmental Implications

None. All surveys completed via telephone.

Acronyms

TSMs – Tenant Satisfaction Measures

Appendices

Appendices are listed below and attached to the back of the report: -

Appendix A Summary of Approach TSM Survey 2023-2024

Appendix B Tenant Satisfaction Measure Results 2023/2024

Background Papers

Background papers used in the production of this report are listed below: -

Document title

Where the document can be viewed

Regulator of Social Housing - Consumer Standards	www.gov.uk/government/consultations/consultation-on-the-consumer-standards
Tenant Satisfaction Measures: Technical Requirements:	https://www.gov.uk/government/publications/tenant-satisfaction-measurestechnical-requirements
Tenant Satisfaction Measures: Tenant Survey Requirements:	https://www.gov.uk/government/publications/tenant-satisfactionmeasures-tenant-survey-requirements

Chronological History of This Report

None

Report Approval

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Approved for publication: Councillor Tracey Carter, Portfolio Holder for Strategic and Operational Housing

APPENDIX A - SUMMARY OF APPROACH: TSM SURVEY 2023-2024

Overview

The survey was conducted by ARP Research between 2 October - 19 October 2023.

Responses

Overall, 522 LCRA (low cost rental accommodation) tenant households took part in the survey, and the final results had an error margin of +/- 3.9%. This achieved the stipulated TSM target error margin of +/- 4.0%.

Sampling

Telephone interviews were conducted using a quota sample with randomised number selection to ensure that the final dataset was representative of the population as whole. The quota categories were stock, patch, property type, property size, property age, tenant age and length of tenancy.

Fieldwork

A telephone methodology was chosen to ensure that the survey was as representative as possible before weighting. It will also help to minimise survey fatigue over the long-term in the relatively small pool of potential respondents when compared to self-completion methods. There was no incentive offered for completion.

Population

The population for the survey was all 3732 South Holland District Council LCRA households on 01 October 2023. 556 removed from sample size due to not having contact numbers.

Representativeness

The telephone interviews were completed to a quota sample. The final data was also weighted by interlaced age tenure length and property size to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Stock	Population	Unweighted survey	Weighted survey
General needs	72.6	72.6	72.6
Sheltered	27.4	27.4	27.4

Area	Population	Unweighted survey	Weighted survey
Patch 1	12.9	12.5	13
Patch 2	12.2	11.5	11.5
Patch 3	11.9	12.1	12.3
Patch 4	12.6	13.2	12.6
Patch 5	12.4	13.2	12.8
Patch 6	12	12.3	12.3
Patch 7	13.1	12.6	12.6
Patch 8	12.7	12.6	12.8

Property type	Population	Unweighted survey	Weighted survey
Bungalow	44.9	48.3	45.4
Flat	6	6.9	6.3
House	49.1	44.8	48.3

Property size	Population	Unweighted survey	Weighted survey
One bed	20.4	22	20.3
Two bed	39.9	42	39.5
Three bed	39.2	35.8	39.7
Four+ bed	0.5	0.2	0.4

Property age	Population	Unweighted survey	Weighted survey
Pre 1945	24.2	22.4	23.9
1945 - 1964	47.1	49	48.9
1965 - 1974	15.9	15.1	14.6
1975 - 1990	12.3	12.8	12.3
2006 on	0.5	0.4	0.4
No record	1.5	0.2	0.2

Tenure length	Population	Unweighted survey	Weighted survey
Under 1 year	6.2	5.9	6.7
1 - 2 years	13.3	13	13.8
3 - 5 years	15	14.8	15.5
6 - 10 years	23.8	24.1	24.3
11 - 20 years	22.1	24.5	20.8
21 years and over	19.6	17.6	18.9

Age	Population	Unweighted survey	Weighted survey
16 - 24 years	1.1	1.1	1.1
25 - 34 years	11.5	9.2	11.7
35 - 44 years	15	14.6	15.5
45 - 54 years	15.2	16.1	15.3
55 - 64 years	16.8	16.9	16.5
65 - 74 years	16.9	17.6	16.9
75 - 84 years	14.7	15.1	14.6
85 years and over	7.7	8	7.5
No record	1.1	1.3	1.3

APPENDIX B – TENANT SATISFACTION MEASURE RESULTS 2023/2024

PERCEPTION SURVEY RESULTS		SHDC	Housemark median	Variance	Sector trends (Housemark)
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	72.9%	69.4%	+3.50%	<i>TSM figures indicate that repairs services and quality standards have the strongest correlation with overall satisfaction rates and are vital to improving perception</i>
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	69.9%	70.4%	-0.50%	
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	61.9%	66.4%	-4.50%	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	71.4%	69.4%	+2.00%	<i>Satisfaction that tenants feel their home is safe is among the highest scoring TSMs.</i>
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	85.7%	76.1%	+9.60%	
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	60.1%	58.9%	+1.20%	<i>While most tenants feel respected by their landlord, TSM results reveal that expectations are not being met for communicating and listening.</i>
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	72.7%	69.5%	+3.20%	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.5%	76.3%	+7.20%	
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	27.7%	33.8%	-6.10%	<i>In April 2024, the Housing Ombudsman adopted a revised complaint handling code. Satisfaction with complaints handling fell by 15% between 2022/23</i>

					<i>and 2023/24 indicating that there is still much work for the sector to do.</i>
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	67.3%	65.5%	+1.80%	
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65.7%	62.5%	+3.20%	
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	49.7%	57.0%	-7.30%	<i>While only 1 in 25 tenants report ASB, the TSM measures the service's perception amongst all respondents. This question's comparatively low score suggests the sector needs to improve communications about work tackling ASB.</i>

MANAGEMENT INFORMATION RESULTS		SHDC	Housemark median	Variance	Sector trends (Housemark)
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100.0%	99.97%	+0.03%	<i>TSM building safety compliance results reveal most landlords are at or close to full compliance with each set of regulations. Gas safety is the only building safety measure where fewer than half of landlords achieved full compliance.</i>
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	0.00%	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	100.0%	0.00%	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	0.00%	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100.0%	0.00%	

NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	29.0	38.6	-9.6	<i>Housemark analysis shows that recorded ASB is strongly influenced by the strategic value landlords place on the service. Overall case volumes are less than 60% of the figure from 2013/14. This TSM gives landlords the opportunity to become more proactive in tackling anti-social behaviour.</i>
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.5	0.7	-0.2	
RP01	Proportion of homes that do not meet the Decent Homes Standard.	2.5%	0.31%	+2.19%	<i>On average, local authorities report non-decency rates 95x higher than housing associations, flagging some deeper issues with public sector housing. With the Regulator inspecting the sector's stock condition data, we forecast a sharp rise in non-decency as the quality and quantity of surveys increases.</i>
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	91.0%	81.5%	+9.50%	
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100.0%	94.8%	+5.20%	
CH01 (1)	Number of stage one complaints received per 1,000 homes.	9.7	39.7	-30	<i>Average stage 1 complaints volumes rose by 15% between 2022/23 and 2023/24, while stage 2 volumes rose by 20% over the same period. This is the first time that median complaints volumes have risen so close to 40 cases per 1,000 properties and shows that many landlords are heeding Ombudsman guidance to formally record all expressions of dissatisfaction.</i>
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0.0	5.3	-5.3	
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	48.6%	85.0%	-36.4%	
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	0.0	83.3%	-83.3%	

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Report To:	Performance Monitoring Panel
Date:	Wednesday, 11 December 2024
Subject:	Performance Monitoring Panel Work Programme
Purpose:	To set out the Work Programme of the Performance Monitoring Panel
Key Decision:	N
Portfolio Holder:	Councillor Jim Astill, Portfolio Holder for Corporate, Governance and Communications
Report Of:	John Medler, Assistant Director - Governance (Monitoring Officer)
Report Author:	Andrea Tait, Democratic Services Officer
Ward(s) Affected:	None
Exempt Report:	No

Summary

This report sets out the Work Programme of the Performance Monitoring Panel, allows the Panel to monitor its progress and identify any additional items to be added to the Programme.

Recommendations

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

Reasons for Recommendations

To allow Members 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.

Other Options Considered

Do nothing. Not recommended.

1. Background

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

2. Report

- 2.1 Appendix 1 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. The appendix will be updated as new items are identified.
- 2.2 Appendix 2 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; and when the task group will be reporting back to the Panel. Members are asked to consider the Chairman's and vice Chairman's proposals for the future of each task group, as shown in red on Appendix 2.

3. Conclusion

- 3.1. In presenting the information to the Panel, 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.

Implications

South and East Lincolnshire Councils Partnership

The calendar of Work Programme items and the Work Programme will provide Panel Members 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. The Panel can decide to scrutinise performance in areas of common strategic interest within the partnership, in addition to those that are relevant solely to SHDC.

Corporate Priorities

In identifying issues for inclusion on the Work Programme, Members consider the suitability of the subject, including whether the issue is strategic and significant and whether it is likely to lead to effective outcomes.

Staffing

None

Workforce Capacity Implications

The establishment of task groups require additional workforce capacity of a Lead Officer and Democratic Services support through the life of the task group.

Constitutional and Legal Implications

None

Data Protection

None

Financial

None

Risk Management

None

Stakeholder / Consultation / Timescales

None

Reputation

None

Contracts

None

Crime and Disorder

None

Equality and Diversity / Human Rights / Safeguarding

None

Health and Wellbeing

None

Climate Change and Environmental Implications

None

Acronyms

None

Appendices

Appendices are listed below and attached to the back of the report:

Appendix 1	Work Programme Calendar 2024/2025
Appendix 2	Task Group Work Programme 2024/2025

Background Papers

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

Chronological History of this Report

A report on this item has not been previously considered by a Council body.

Report Approval

Report author:	Andrea Tait, Democratic Services Officer atait@sholland.gov.uk
Signed off by:	John Medler, Assistant Director - Governance (Monitoring Officer) john.medler@e-lindsey.gov.uk
Approved for publication:	N/A

APPENDIX 1

SHDC PERFORMANCE MONITORING PANEL

CALENDAR OF WORK PROGRAMME ITEMS 2024/2025

DATE OF MEETING	AGENDA ITEMS
11 December 2024	<ul style="list-style-type: none"> Tenant Satisfaction Measure Survey Responses Vikki Cherry Q2 Performance Report 2024/2025 Corey Gooch Sir Halley Stewart Playing Field Task Group verbal update Marc Whelan Joint Annual Scrutiny of the S&ELCP Rebecca James / Task Group Chair South Holland Centre Budget Finance / Phil Perry
12 March 2025	<ul style="list-style-type: none"> Q3 Performance Report – Corey Gooch Scrutiny Review of the Partnership Enviro Crime Enforcement Contract Chairman of Task Group Sir Halley Stewart Playing Field Task Group annual update Marc Whelan

	PENDING ITEMS
July 2025	<ul style="list-style-type: none"> Sustainable Products Policy – Heather Prescott / Christian Allen. <i>At its 23 July 2024 meeting, PMP agreed that 'an update come forward to the Panel in 12 months' time which provided benchmarked data and detailed how progress was to be monitored'</i> Crime and Disorder Partnership Update Dee Bedford <i>Annual report scheduled for release of annual data (July 2025)</i>

SHDC PERFORMANCE MONITORING PANEL
ONGOING/FUTURE WORK PROGRAMME ITEMS
FOR CONSIDERATION 2022/2023

	TO BE CONSIDERED AT EACH MEETING
Corporate Enforcement	From June 2022, with agreement of the Chairman, Corporate Enforcement reporting will form part of the Performance Report and attendance at meetings by the Community Safety & Enforcement Manager will be requested as required. Prior to this a six monthly update report came forward on how the Authority was addressing the various types of enforcement, following the Authority-wide reorganisation. Updates received: 6/2/18, 31/7/18, 30/1/19, 12/11/19, 27/1/21, 9/11/21 & 15/6/22.

	TO BE CONSIDERED ANNUALLY
The Sir Halley Stewart Playing Field Task Group	Final Report was presented to Council on 21/01/15. 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. Updates received 24/01/19, 9/11/21, 19/11/22, 4/07/23 & 23/01/24.
Review of Implemented Planning Decisions <i>Every 2 years wef Oct 23</i>	Tour undertaken 5/09/19; September 2020 tour cancelled as a result of ongoing Covid situation; 27/10/22 and 25/10/23

	FOR FUTURE CONSIDERATION
Commercialisation	PMP to consider scrutiny as potential projects arise.

APPENDIX 2

PERFORMANCE MONITORING PANEL – WORK PROGRAMME 2024/2025

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
South Holland Centre Task Group <u>PROPOSAL:</u> That a quarterly report be presented to the Committee covering finance and attendance aspects. Remove from Work Programme?	To review the historic operation of the SHC, examine the proposals, consider other activities, uses and operation that may be possible to help inform the task group in making recommendations to enable the Centre to serve the public and ensure a viable future.	8/9/21	28/9/21	B Alcock (Chair) F Biggadike P Redgate S Walsh D Wilkinson A Woolf	(6-monthly updates) The final report was presented to a Joint PMP/PDP meeting on 4/05/22 and recommendations agreed at Cabinet on 7/06/22. A Cabinet sub-group was appointed, and an Action Plan submitted to Cabinet on 15/11/22. The Action Plan came to PMP on 29/11/22. Follow up meetings of the Task Group took place on 25/01/23; 15/02/2023; 22/03/23 & 12/04/23; An update came to PMP on 04/07/23, 13/09/23; and a Special Joint meeting of PMP/PDP on 18 April 2024.
Sir Halley Stewart Playing Field Task Group (i) <u>PROPOSAL:</u> That the Task Group be removed from Appendix 2 but that the annual report be diarised to come forward as per the Task Group recommendation.	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.	15/06/16	Date to be confirmed.	GR Aley JR Astill GK Dark PC Foyster	Meeting took place on 24/01/19. PMP updated: 9/11/21 and 29/11/22.

Sir Halley Stewart Playing Field Task Group (ii) (reconvened with new membership)	Task Group reconvened February 2023 with new membership. To investigate opportunities regarding issues raised at the 29 November 2022 PMP meeting.		1/02/23	C J T H Brewis PA Redgate SC Walsh DJ Wilkinson	(annual updates) The Task Group reconvened on 1/2/23, 16/02/23; 28/03/23. PMP updated 4/07/23 and 23/01/24.
Public Open Spaces Task Group / Effectiveness of management companies set up to undertake maintenance on residential estates throughout the district past, present and future (Task Groups combined June 2022) <u>PROPOSAL:</u> That the committee consider whether to keep or remove this task group from the Work Programme.	To be confirmed at first meeting.	12/11/19	TBC	B Alcock J R Astill A C Beal CJTH Brewis PA Redgate	TBC

ONGOING CONCERNS

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
Visitor Economy Task Group <u>PROPOSAL:</u> That the task group be removed from the Work Programme.	Scope <i>tbc</i> at first meeting <i>At the 16/10/24 PMP meeting, members agreed that commencement of this task group be paused, pending the outcome of the 'Destination Management Plan' report being presented to PDP. The task group could commence in the future if members deemed this to be necessary.</i>	22/05/24	Task Group postponed	M Booth L Eldridge S Hutchinson D Wilkinson +1 <i>tbc</i>	<i>tbc</i>
Public Toilets Task Group <u>PROPOSAL:</u> That the task group be removed from the Work Programme.	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	30/01/19. To Cabinet 12/02/19. Response from Cabinet to PMP 20/03/19. Update on progress PMP 11/11/19, 29/01/20 and 15/06/22.
Swimming Pool and Leisure Centre Contract Task Group <u>PROPOSAL:</u> That the task group remain on the Work Programme pending progress of the new facility.	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 	1 December 2015	21 January 2016	J R Astill T A Carter G K Dark (Chairman) J L King A M Newton	30/08/16. To Cabinet 8/11/16. Response and update on progress PMP 4/2/17, 16/5/17, 7/11/17, 13/11/18, 8/06/19 & 11/9/19. Next update was due 10/11/20. PMP updated: 9/11/21,

	<p>facilities and reinvestment in the facilities;</p> <ul style="list-style-type: none"> To look at the Council's performance in monitoring the leisure facilities; and <p>To learn from the outcomes of this scrutiny, to inform future contracts and contract monitoring.</p>				16/03/22,15/06/22; 14/03/23,13/09/23, 15/11/23 & 22/05/24.
<p>Effectiveness of CCTV Task Group</p> <p>PROPOSAL: That the Task Group remain on the Work Programme.</p>	<p>Purpose of Review – To establish the current situation with regard to CCTV and make recommendations to Cabinet on the way forward.</p> <p>Terms of Reference – To examine the effectiveness of the SHDC CCTV service and prospects for future provision.</p> <p>Panel received update on 8/04/14 from the Portfolio Holder for Localism and Big Society on the position regarding CCTV. Performance information will be available on the new system in the future, once it becomes operational. The Task Group will remain in operation to scrutinise performance and will start to do this once the information becomes available.</p>	6/11/12	21/11/12	B Alcock M Howard R M Rudkin D J Wilkinson (Chairman)	<p>Interim report to PMP 29/01/13.</p> <p>Interim report to Cabinet 19/02/13.</p> <p>Tracking of recommendations to PMP 26/03/13</p> <p>Updates to PMP: 8/04/14, and six-monthly thereafter.</p>



Report To:	Performance Monitoring Panel
Date:	Wednesday, 11 December 2024
Subject:	South Holland Centre Task Group Update
Purpose:	To provide Members with an update on the South Holland Centre Budget
Key Decision:	No
Portfolio Holder:	Portfolio Holder for Assets & Strategic Planning
Report Of:	Phil Perry, Assistant Director - Leisure and Culture
Report Author:	Rachel Rowett, Community Development Manager
Ward(s) Affected:	(All Wards);
Exempt Report:	Partially, Appendix 1 is exempt by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972 because it contains information relating to the financial or business affairs of any particular person (including the authority holding that information).

Summary

This report provides Members with an update on the 2024/25 South Holland Centre budget.

Recommendations

It is recommended that Members note the contents of this report.

Reasons for Recommendations

This report provides Members with an update on the 2024/25 South Holland Centre budget.

Other Options Considered

None

1. Background

- 1.1 South Holland District Council manages and operates South Holland Centre as an entertainment venue providing live theatre, film and a space for local theatre groups and schools to perform in a professional setting.
- 1.2 The work at the centre is supported by a Business Development Plan and this report provides an update on the work at the centre.
- 1.3 The last update was presented at the Wednesday 16 October 2024 PMP meeting, where the Panel asked for a detailed breakdown of the SHC budget.

2. Summary of Financial Position

- 2.1 The Direct and indirect costs associated with the South holland Centre budget for the 2024/25 financial year are broken down as follows:

South Holland Centre - Direct and Indirect Costs.

Row Labels	Sum of 2023/24 Actual	Sum of 2024/2025 Budget FY	Sum of Q2 Forecast	Sum of Actual to P5
A. Direct				
01a) Employees Direct	262,027	261,300	262,020	101,312
01b) Employees Indirect	95	0	250	102
02) Premises	174,454	178,070	170,348	59,239
03) Transport	0	550	200	0
04) Supplies & Services	334,103	268,700	268,776	90,496
06) Transfer Payments	194,475	120,000	120,000	73,562
07) Support Services	5,493	0	0	-5,493
09) Income	-615,808	-485,000	-478,133	-307,706
A. Direct Total	354,839	343,620	343,461	11,513
B. Direct Recharge				
07) Support Services	38,368	40,090	40,090	16,705
B. Direct Recharge Total	38,368	40,090	40,090	16,705
Grand Total	393,207	383,710	383,551	28,218

- 2.2 A further breakdown of the budget is appended in Appendix 1.
- 2.3 Quarterly Budget Management meetings take place between the Centre Manager and the PSPS Finance team to ensure all budgets are consistently monitored and any concerns are highlighted and dealt with during the year. Income is monitored and budgets for next financial year are set in line with the council's budget setting procedures.

- 2.4 To ensure good oversight of service provision a cross departmental management group is in place to oversee the management of the building. These are Chaired by the Assistant Director for Leisure & Culture, and attended by PSPS Health & Safety team, Cultural Services Manager, South Holland Centre Manager, South Holland Centre Technical & Operations Manager and the Strategic, Operational & Property Manager. At these meetings future maintenance programmes are discussed, along with any emerging issues.

3 Programme Performance

4 Conclusion

- 6.1 This report provides Members with the full breakdown of the South Holland Centre budget as requested on 16th October, together with an explanation of how the budget is continuously and consistently monitored throughout the year.

Implications

South and East Lincolnshire Councils Partnership

The SHC adds to the cultural offer provided by the three councils across the South and East Lincolnshire Councils Partnership.

Corporate Priorities

The SHC supports the Sub-Regional Development Plan priority of *Healthy Lives: We will develop our Leisure & Cultural offer for the benefit of residents.*

Staffing

The centre benefits from 4.97 FTE staff

Workforce Capacity Implications

None

Constitutional and Legal Implications

None

Data Protection

None

Financial

The SHC budget is reported on through the Council's budget monitoring reports to Cabinet and Council as appropriate.

Risk Management

The SHC Management group meets every other month and incorporates risk management.

Stakeholder / Consultation / Timescales

No consultation undertaken.

Reputation

None

Contracts

Any contracts associated with the centre are prepared and managed in accordance with the Council's Contract Procedure Rules.

Crime and Disorder

None

Equality and Diversity / Human Rights / Safeguarding

None

Health and Wellbeing

The Leisure & Cultural Services support the South & East Lincolnshire Council Partnership's Healthy Living Action Plan

Climate Change and Environmental Implications

None

Acronyms

SHC South Holland Centre
PMP Performance Monitoring Panel
PDP Policy Development Panel

Appendices

Appendix 1 - SHC Budget

Background Papers

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

Chronological History of this Report

None

Report Approval

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Approved for publication:	Cllr Henry Bingham, Portfolio Holder for Assets & Strategic Planning

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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