

Minutes of a meeting of the **POLICY DEVELOPMENT PANEL** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 24 September 2024 at 6.30 pm.

PRESENT

A R Woolf (Chairman)  
L J Eldridge (Vice-Chairman)

D Ashby  
A C Beal  
N Chapman  
S Chauhan

M Geaney  
R A Gibson  
J L Reynolds  
J Le Sage

M Le Sage  
T Sneath  
J Whitbourn

In Attendance: The Assistant Director - Wellbeing and Community Leadership, the Assistant Director - Economic Growth *virtual*, the Business Intelligence and Change Manager, the Housing Transformation Programme Manager, the Group Manager - Public Protection, the Scrutiny and Policy Officer *virtual*, the Head of Special Projects – Leisure *virtual*, the Portfolio Holder – Public Protection, the Property Surveyor and the Democratic Services Officer.

Apologies for absence were received from or on behalf of Councillors J Avery, A Harrison and M Hasan. Apologies were also received on behalf of Councillor G Taylor in his capacity as Portfolio Holder for Communities.

**33. MINUTES**

**AGREED:**

That the minutes of the 25 June 2024 Policy Development Panel meeting be signed by the Chairman as a correct record.

**34. ACTIONS**

Consideration was given to the update on actions which arose at the 25 June 2024 Policy Development Panel meeting and the tracking of outstanding actions.

**AGREED:**

That the update to actions be noted.

**35. DECLARATION OF INTERESTS.**

There were none.

**36. QUESTIONS ASKED UNDER STANDING ORDER 6**

**Action**  
**By**

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There were none.

**37. TRACKING OF RECOMMENDATIONS**

There were none.

**38. ITEMS REFERRED FROM THE PERFORMANCE MONITORING PANEL**

There were none.

**39. KEY DECISION PLAN**

Consideration was given to the Key Decision Plan dated 27 August 2024.

**AGREED:**

That the Key Decision Plan be noted.

**40. SHDC AND S&ELCP POLICY REGISTERS**

Consideration was given to the SHDC Policy Register and the S&ELCP Policy Register.

The Business Intelligence and Change Manager introduced the registers and highlighted the following updates:

In respect of the South Holland Policy Register:

- Regarding the four policies that were overdue for review/in review (red):
  - The Whistleblowing Policy and Counter Fraud and Corruption Policy were scheduled to come forward to the 19 November 2024 Governance and Audit Committee;
  - The Pensions Discretions Policy awaited progression of the alignment of employment Terms and Conditions; and
  - The Customer Feedback Policy was scheduled for the 26 November 2024 Policy Development Panel meeting.
- The Artificial Intelligence Policy and the Housing Knowledge and Information Management Strategy had recently been added to the register and were to be presented to the Committee at the current meeting (blue); and
- Review dates were scheduled for policies that were due for

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review in the coming months (yellow). A date for review of the Data Protection Policy was being sought.

In respect of the Partnership Policy Register:

- The Corporate Debt Policy review information was an error. This policy had been linked with the Financial Policies already approved; and
- The Long Service Policy had been approved as part of the partnership alignment of Terms and Conditions.

Members considered the update and did not have any questions.

**AGREED:**

That the SHDC Policy Register and the S&ELCP Policy Register be noted.

**41. PUBLIC SPACES PROTECTION ORDER (DOG CONTROLS)**

At the agreement of the Chairman, this item was brought forward to agenda item 10, with remaining items being presented sequentially thereafter.

Consideration was given to the report of the Assistant Director – Regulatory to enable enforcement activity around dog fouling and irresponsible dog ownership

The Group Manager Public Protection attended to present the report and the Portfolio Holder Public Protection was also in attendance to support the item.

The Group Manager Public Protection introduced the report, and the following points were highlighted:

- A public consultation regarding a proposed new PSPO was underway, which if agreed, would implement the following three offences:
  - A requirement to pick up dog waste;
  - A requirement to evidence a means for the collection dog waste when requested to do so from an authorised officer ; and
  - A proposed requirement to prohibit dogs from enclosed children’s play areas.
- The proposed PSPO would apply to district-wide public open spaces;
- Enforcement would primarily be enacted through the Enviro-Crime enforcement contract however SHDC officers could also be authorised to enforce the PSPO;
- The proposed fixed penalty notice (FPN) of £100 was the

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- maximum allowed by legislation;
- Failure to pay the FPN could result in prosecution through the courts;
- The consultation had been promoted through the Council's usual communication channels but also directly to interested parties such as Parish Councils, the Dogs Trust and the Police;
- On completion of the consultation, the PSPO was to be presented to Cabinet in November 2024. The proposal, if agreed by Cabinet, would be implementation of the PSPO from February 2025 which would allow sufficient time to promote the PSPO to residents and for the creation of signage to be placed in key locations;
- Interim consultation feedback, from 329 responses, included the following:
  - Do you believe there is a problem with dog fouling in public areas? 84 % of responders agreed;
  - Do you agree with the proposal to make it a public offence to fail to pick up dog faeces? 94.8% of responders agreed;
  - The proposal regarding not having the means to pick up dog waste: 88% of responders agreed;
  - The proposal around excluding dogs from enclosed children's play areas: 82.6% of responders agreed; and
- The Draft Public Spaces Protection Order (PSPO) was at Appendix A;

The Portfolio Holder Public Protection added that the PSPO would align SHDC with both ELDC and BBC where PSPOs for dog controls were already in place to assist Enviro-Crime officers to deal with the issue.

Members considered the report and made the following comments:

- Members praised the Group Manager Public Protection for her work in bringing forward the proposed PSPO.
- Members stated that many residents were not aware of the proposed PSPO and queried how the message would be circulated to the community in order to ensure/promote compliance.
  - The Group Manager Public Protection responded that:
    - Education of the public regarding the PSPO was key, and that this had informed the scheduled implementation date of February

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- 2025, allowing for a considered promotion campaign to take place; and
  - In the interim period, patrolling enforcement officers could also speak to dog walkers about the impending PSPO.
  - The Portfolio Holder Public Protection added that the proposed PSPO was detailed on the SHDC website and had been covered in the local press.
- Members relayed feedback from residents which suggested there would be a lack of capacity for enforcement action outside of office hours, when dog walking was particularly prevalent.
  - The Group Manager Public Protection responded that:
    - Whilst enforcement was challenging, the FPN acted as a strong deterrent, with the ability to enforce, and the need to have the means to pick up dog waste acted as a warning to this; and
    - Whilst shift patterns of enforcement officers were flexible, decisions in this respect would need to be proportionate in line with other tasks and be intelligence led.
- Members asked if the names of those non-compliant to the PSPO could be made public and whether photographic evidence could be considered when assessing non-compliance.
  - The Group Manager Public Protection responded that it was her understanding that a prosecution may be required in order for names to be publicly released; and
  - The utilisation of photographic or video evidence would depend on circumstances but was considered problematic due to the requirement for a clear identification of a perpetrator. The best practice would be to speak with the perpetrator at the point of the offence.
- Members queried how enforcement officers would deal with dog walkers who were under the age 18 and suggested that an information sheet be given to children to be passed on to their parents.
  - The Group Manager Public Protection responded that FPNs could be issued to a person under the age of 18 but would not

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normally be, and they would be made aware of their responsibilities as an education piece.

- Members stated that dog fouling hotspots were generally found within green spaces and suggested that information signs be situated in such areas.
  - The Group Manager Public Protection responded that signage would be placed in problematic hotspot areas when the PSPO was approved; and
  - The availability of signage for third parties could potentially be supported, such as for Parish Councils to display in problematic areas.
- Members noted the Dogs (Fouling of Land) Act 1996 which applied only to highways with a speed limit of less than 50 mph and sought clarification of the reach of the PSPO.
  - The Group Manager Public Protection responded that the speed restriction would not apply to the PSPO and that the order would be district wide.
- Regarding the proposed requirement to prohibit dogs from enclosed children's play areas, members asked if any issues had been reported in this respect. There was concern that the order placed unnecessary restrictions on the majority of largely responsible dog owners who may wish to visit play areas as a family group with their pet. 'Off lead' spaces were limited and residents had already requested the creation of additional spaces to exercise their dogs freely. What was the reason for this aspect being included in the proposed PSPO?
  - The Group Manager Public Protection stated that:
    - The PSPO was formed under Anti-Social Behaviour (ASB) legislation and as such this aspect of the proposed PSPO related to ASB and safety as well as dog fouling;
    - Measures that could be considered, and which had been implemented by some councils, included the restriction of the number of dogs allowed in a children's play area at any one time or the instruction that dogs must be on leads; and
    - It was acknowledged that the majority of dog owners were responsible, and that whilst there were no known concerns relating to dogs in children's play areas, it was felt appropriate that the subject be explored as part of the current consultation.

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- Members asked whether private developers could be required to fence off play areas.
  - The Group Manager Public Protection stated that the PSPO would not give the council legislative powers in this respect however the matter could be discussed with Planning colleagues.
- Members queried whether the consultation provided a breakdown of the wards most affected by dog fouling. How would prolific areas be identified.
  - The Group Manager Public Protection stated that:
    - Whilst the consultation had not identified responders by ward, that a future measure may include the recording of complaints by ward area; and
    - Dog fouling reports could be made online and data would be assessed by officers.
- Members asked whether promotional material would be circulated through schools.
  - The Group Manager Public Protection stated that engagement with schools would be arranged however this awaited formal adoption of the PSPO.
- Members agreed that the PSPO be reviewed by the panel one year from its adoption at Cabinet.

**AGREED:**

That after consideration of the proposed PSPO at Appendix A, the comments of the Policy Development Panel be noted.

**42. ARTIFICIAL INTELLIGENCE POLICY**

Consideration was given to the report of the Assistant Director – Corporate which sought Policy Development Panel comments on the proposed Artificial Intelligence (AI) Policy.

The Business Intelligence and Change Manager introduced the report and raised the following points:

- The Policy had been drafted by ICT (PSPS) with extensive input from the Data Protection Team; Senior Leadership Team; Portfolio Holders and the Business Intelligence and Change Manager and his team;
- The proposed policy provided a governance structure for the use of AI within the council, which addressed both the

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benefits and risks;

The term AI covered a wide range of functionality and was outlined as follows: *When computers and digital systems were programmed to mimic human thinking and learning, utilising large amounts of data to learn patterns and make decisions, perform tasks and understand speech and emotion.*

- Improved AI performance aligned with the greater processing of data over time;
- The policy outlined the types of AI and applications and established mechanisms for accountability, transparency and risk management; and
- Members were encouraged to contact the Business Intelligence and Change Manager regarding any aspect of AI they wished to discuss including whether the need existed for further briefing sessions on the topic.

Members considered the report and made the following comments:

- Members welcomed the report and the recent 'Artificial Intelligence in Local Government' member briefing.
- Members expressed concerns in connection with the control of AI programming.
  - The Business Intelligence and Change Manager responded that:
    - Programming control was dependent upon the system being utilised however any new system would be subject to the partnership's Procurement Framework process and would need to be approved by the ICT Strategy Board (chaired by the Section 151 Officer) and Portfolio Holders;
    - Data impact assessments would be undertaken; and
    - Robust governance procedures would be followed with heightened caution practiced due to the risks associated with AI as an emerging digital technology.
- Members asked whether the operation of AI technology included the utilisation of an AI bot to answer online queries from residents.
  - The Business Intelligence and Change Manager responded that the technology allowed for AI implementation to answer basic questions which would therefore release customer contact resources to deal with more complex calls. Development



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explorations in this area were underway.

- Members queried if the regulatory standards in respect of AI were driven by central government and whether 'best practice' could be interpreted as 'best value'. Would AI serve to reduce costs.
  - The Business Intelligence and Change Manager responded that:
    - The policy derived from the central government framework and any interim guideline changes would be considered and reflected at the annual review of the policy;
    - Whilst AI systems may lead to efficiencies, the safety and ethical use of the technology was paramount. An aim of the policy was to ensure that the correct governance procedures were in place for any such developments; and
    - The use of AI could provide a more efficient and broader service for residents since direct responses to certain queries could be received at the time of request, rather than being limited to within normal office operating hours. Where an answer could not be provided by AI, or customer dissatisfaction to AI responses was sensed, the enquiry would be referred through to traditional channels.
  
- Members queried whether the policy allowed for a back-up system to be in place during ICT downtime periods.
  - The Business Intelligence and Change Manager responded that:
    - Any AI system would be run as a cloud-based solution and associated risks would be assessed during the procurement process, including data impact assessments;
    - AI would serve to offer an additional channel of access to an existing service rather than being the sole access point; and
    - Nonetheless, checks would be made with the Head of ICT and Digital (PSPS) as to whether the 'back-up' solution needed to be included within the AI Policy or whether this matter was covered by a separate policy.
  
- Members asked for examples of how AI could be used immediately to support council tasks and queried whether, as a result, there was an anticipated impact upon staffing

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resources. It was stated that some South Holland residents preferred to deal with a human rather than being referred to digital means for engagement and that the capacity to utilise digital technology across rural parts of the district could be challenging.

- The Business Intelligence and Change Manager responded that:
  - Initial ideas for the use of AI to support the council included:
    - Responding to simple customer queries and Freedom of information requests where the information was publicly available on the website;
    - Becoming integral to the ICT Strategy Board and the Digital Programme, subject to the governance process; and
    - The embedding of the technology within the PSPS transformation programme; and
  - In respect of jobs, it was understood that the council's ambition for AI enabled the refocussing of capacity and that any resource liberated as a result of a new automation process, could be redirected where needed.
- Members agreed that a policy update be presented to the panel 12 months from its approval at Cabinet.

**AGREED:**

- a) That the comments of the Policy Development Panel, to shape the final version of the Policy at Appendix A, be noted; and
- b) That a policy update be presented to the Policy Development Panel 12 months from its approval at Cabinet.

*Councillors Mark Le Sage and Jan Whitbourn left the meeting after this item at 19:37.*

**43. CULTURAL FRAMEWORK FOR RENEWAL**

Consideration was given to the report of the Director – Economic Development which consulted on the new Cultural Framework (Strategy) for South Holland with the addition of an executive summary that provided an overarching strategy framework for the

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South and East Lincolnshire Councils Partnership, linking the existing Cultural Framework for East Lindsey District Council and Boston Borough Council.

The Assistant Director – Economic Growth attended virtually to introduce the report which included:

- Background in respect of S&ELCP's Arts Council England (ACE) National Portfolio Organisation (NPO) status;
- Details of the consultation process;
- The 'Cultural Framework for Renewal' overarching document at Appendix A;
- The 'South Holland Cultural Strategy' at Appendix B, which comprised the following four themes:
  - Culture For All;
  - Cultural Infrastructure;
  - Cultural Places; and
  - Culture, Health and Wellbeing.

Members considered the report and made the following comments:

- Members welcomed both documents and stated the importance of having a distinct cultural strategy for South Holland as well as the overarching framework for the partnership.
- Members asked whether any funding implications for the south of the county were anticipated as a result of the recent devolution announcement for Greater Lincolnshire.
  - The Assistant Director – Economic Growth responded that:
    - Cultural investment through devolution was supported across Greater Lincolnshire; and
    - As a result of work (being) undertaken, such as the NPO relationship with ACE and the development of the Cultural Framework, the partnership was in a beneficial position to identify areas of strength and those where additional support and funding could be sought.
- Members queried whether the document was editable in order to ensure it remained current and correct.
  - The Assistant Director – Economic Growth agreed that, as a strategic document, the Cultural Framework needed to be responsive and to this effect proposed that an additional recommendation to Cabinet be included which delegated powers to

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the Assistant Director – Economic Growth, in negotiation with the Portfolio Holder, to make relevant updates to the document on an annual basis.

- Members agreed with this proposal.

**AGREED:**

- a) That the comments of the Policy Development Panel in respect of the proposed Cultural Framework Strategy, prior to its consideration by Cabinet, be noted; and
- b) That an additional recommendation to Cabinet, which gave delegated authority to the Assistant Director – Economic Growth, to update the document annually, in negotiation with the Portfolio Holder, be noted.

**44. JOINT SCRUTINY OF THE SCOPE AND PROPOSED ARRANGEMENTS FOR A SUB-REGIONAL LEISURE FACILITIES OPERATOR CONTRACT**

Consideration was given to the report of the Assistant Director – Leisure and Culture which asked the Policy Development Panel to receive the Task Group’s report and recommendations following scrutiny of the Leisure Facilities offer.

The Scrutiny and Policy Officer and the Head of Special Projects – Leisure attended virtually for this item. Councillor Taylor, the Portfolio Holder for Communities, had sent his apologies.

The Scrutiny and Policy Officer presented the report and highlighted the following points:

- The report of the task and finish group was at Appendix 1;
- The scope of the task and finish group was at Appendix 2;
- The member briefing presentation in respect of the partnership-wide Leisure Operator Procurement was at Appendix 3;
- The following SHDC representatives of the task and finish group were drawn from the Policy Development Panel: Councillors James Le Sage, Angie Harrison and Margaret Geaney; and
- That, as a point of reference, the Partnership Scrutiny Framework enabled sovereign scrutiny panels ‘to agree’ recommendations that resulted from joint scrutiny task groups. Approval was therefore being sought for the recommendations within the report which were outlined at page 4 of Appendix 1.

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Members of the task group added that:

- The task group discussions were positive, with a focus to ensure that the new facility widened the leisure provision for residents which enhanced health and wellbeing;
- Members were satisfied that a 'value for money for all' approach was to be taken, however ultimately this awaited the outcome of the leisure contractor procurement process; and
- That the South Holland Centre was included within the discussions.

Members considered the report and made the following comment:

- Members supported the partnership approach but wished to establish whether a sovereign approach to the contract procurement could be taken should the best interests of South Holland residents not be apparent from a proposed partnership contract.
  - The Head of Special Projects – Leisure confirmed that whilst a partnership approach was being taken, South Holland District Council, as a sovereign council, would make its own decision regarding the contract award. Bidders would be made aware, as part of the contract tender process, that contracts would only proceed with distinct authorities where sovereign approval had been attained.

**Agreed:**

- a) That the content of the report, at Appendix A, be noted; and
- b) That the associated recommendations stated within the report, be agreed.

**45. TENANCY STRATEGY 2024-2029**

Consideration was given to the report of the Assistant Director – Housing which asked members to consider the adoption of the Tenancy Strategy 2024-2029.

The Housing Transformation Programme Manager introduced the report which included the following main points:

- That the Localism Act 2011 placed an obligation on local authorities to prepare and publish a tenancy strategy;
- The Tenancy Strategy, previously updated in 2019, set out the council's expectations of Registered Providers in the district and provided guidance on a preferred approach to tenure and affordability;

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- The strategy aimed to maintain stable and sustainable communities, make better use of current social housing stock and ensure that specialist accommodation could be made available for those in most need;
- The Tenancy Strategy 2024-2029 was at Appendix A; and
- The Equality Impact Assessment was at Appendix B.

Members welcomed the clear report and had no questions.

**AGREED:**

- a) That the Tenancy Strategy 2024-2029 be recommended to Cabinet for adoption; and
- b) That delegation of minor operational amendments to the Tenancy Strategy 2024-2024, to be given to the Assistant Director – Housing, in consultation with the Portfolio Holder for Strategic and Operational Housing, be supported and recommended to Cabinet.

**46. HOUSING REVENUE ACCOUNT GOVERNANCE ARRANGEMENTS**

Consideration was given to the report of the Assistant Director Housing which asked members to consider the adoption of a Housing Revenue Account (HRA) Governance Framework: Housing Landlord Services 2024/25.

The Housing Transformation Programme Manager introduced the report which included the following main points:

- That the Regulator of Social Housing, with its adoption of a co-regulatory approach, held Councillors to account for ensuring that the Council, in its role as a registered provider of social housing, delivered the outcomes of the consumer standards;
- Feedback received from the LGA Social Housing Management Peer Challenge 2022 and the Council Peer Challenge in 2023 had recommended a review of the HRA governance arrangements;
- A framework had therefore been drafted which set out the newly established governance arrangements for the Housing Landlord Service which included:
  - Controls and assurance;
  - Roles and responsibilities;
  - Performance Monitoring; and
  - Financial viability of the HRA.
- The Housing Revenue Account Governance Framework: Housing Landlord Services 2024/2025 was at Appendix A;

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- The Equality Impact Assessment was at Appendix B;
- A summary of the HRA Governance Framework was at Appendix C;
- The following information, detailed within the report, was outlined by way of a presentation and appended to the minutes:
  - The journey, from the LGA Social Housing Management Peer Challenge through to the drafting of the HRA Governance Framework;
  - Additional levels of governance;
  - New HRA governance arrangements;
  - Responsible persons; and
  - Tenant security and influence.

Members considered the report and made the following comments:

- Members queried whether the consumer standards applied to all providers of social housing.
  - The Housing Transformation Programme Manager responded that from April 2024, social housing providers with a minimum of 1000 units were subject to a programmed inspection every four years, with an inspection notice period of six weeks.
- Members queried when the focus groups would take place. Concern was expressed how to engage residents where facilities were not available to host face-to-face meetings in the rural areas of the district.
  - The Housing Transformation Programme Manager responded that:
    - Regarding focus groups: a member focus group had been arranged for the following week, an 'in person' session with tenants had taken place, and an online session with tenants was imminent; and
    - Regarding tenant engagement: national specialists in this area, 'Tpas', had been appointed by the council for this work. Every tenant had been contacted by letter, and where available, also by text and email. The greatest attendance/engagement had taken place at online sessions however a variety of face-to-face sessions were also taking/to take place in centres around the district.

**AGREED:**

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- a) That the Housing Revenue Account Governance Framework: Housing Landlord Services 2024/25 be supported and recommended to Cabinet for adoption; and
- b) That delegation of minor operational amendments to the Framework to be given to the Assistant Director – Housing, in consultation with the Portfolio Holder for Strategic and Operational Housing, be supported and recommended to Cabinet.

**47. KNOWLEDGE AND INFORMATION MANAGEMENT STRATEGY: HOUSING LANDLORD SERVICES**

Consideration was given to the report of the Assistant Director – Housing which asked members to consider the adoption of the Knowledge and Information Management Strategy: Housing Landlord Services.

The Housing Transformation Programme Manager introduced the report and outlined the following main points:

- That the Housing Ombudsman Service had published a Spotlight report on Knowledge and Information Management (KIM) in 2023 in response to two core issues: the culture of the landlord and the effectiveness of its governance. The report recommended that all Registered Providers implement a KIM strategy;
- SHDC's KIM Strategy outlined:
  - The key challenges around knowledge and information management for the Housing Landlord Service;
  - How the key challenges were to be overcome; and
  - An action plan to deliver the following key parts of the strategy:
    - Information management role and responsibilities;
    - Connections with existing corporate policies;
    - Record keeping;
    - Data quality assurance; and
    - The utilisation of data to improve the service to tenants.
- The KIM Strategy was at Appendix A; and
- The Equality Impact Assessment was at Appendix B.

Members considered the report but had no questions.

- Members agreed that the strategy be reviewed by the Policy Development Panel two years from adoption.

**AGREED:**



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- a) That the Knowledge and Information Management Strategy: Housing Landlord Services be supported and recommended to Cabinet for adoption; and
- b) That delegation of minor operational amendments to the Knowledge and Information Management Strategy: Housing Landlord Services to be given to the Assistant Director – Housing, in consultation with the Portfolio Holder for Strategic and Operational Housing, be supported and recommended to Cabinet.

**48. POLICY DEVELOPMENT PANEL WORK PROGRAMME**

Consideration was given to the report of the Assistant Director – Governance (Monitoring Officer) which set out the Work Programme of the Policy Development Panel.

The Chairman introduced the report which included the following;

- Appendix A outlined meeting dates and respective scheduled items; and
- Appendix B outlined Task Groups.
  - The Business Frontage Task Group was almost completed and therefore members were asked to consider any other areas that they felt would benefit from the exploration of a task group focus.

**AGREED:**

That the Policy Development Work Programme be noted.

**49. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT.**

There were none.

(The meeting ended at 8.11 pm)

(End of minutes)

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# HOUSING LANDLORD SERVICE GOVERNANCE FRAMEWORK



## SOUTH HOLLAND DISTRICT COUNCIL

### Introduction

This document summarises the governance arrangements for the Housing Landlord Service. This document will be reviewed annually.

We recognise that additional steps are necessary to allow tenants the opportunity to scrutinise our governance arrangements and management of risk and performance. Enhanced arrangements will be co-produced with tenants during 2024/25.

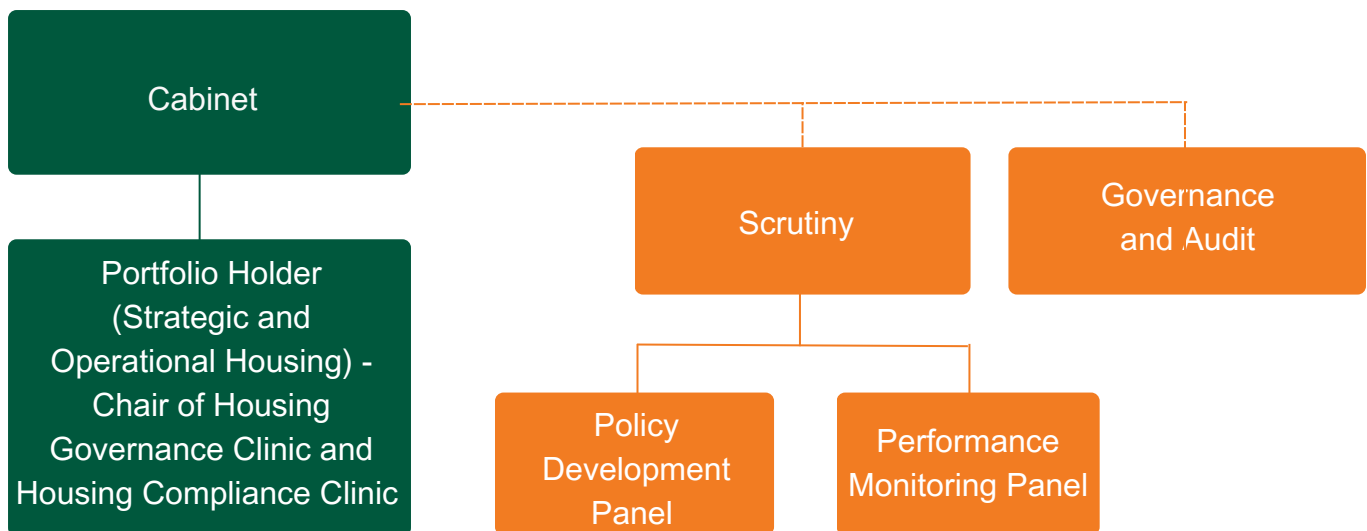
### Regulation of the Council as a registered provider

The Regulator of Social Housing sets 'consumer' and 'economic' regulatory standards for registered providers of social housing.

For local authorities, the economic standard relates to the setting of rent (the rent standard). From April 2024, registered providers are subject to proactive regulation against the consumer standards. The Regulator completes programmed inspections at least every four years against these standards and publishes a summary of their findings, known as a Regulatory Judgement.

The Regulator of Social Housing and the Housing Ombudsman Service have arrangements in place for the two bodies to work together. The Ombudsman can formally refer a matter to the Regulator where their investigation into an individual case, or cases, indicates that there may be a wider systemic failing and there may be evidence of a breach of the regulator's standards.

### Councillor oversight and scrutiny of the Housing Landlord Service



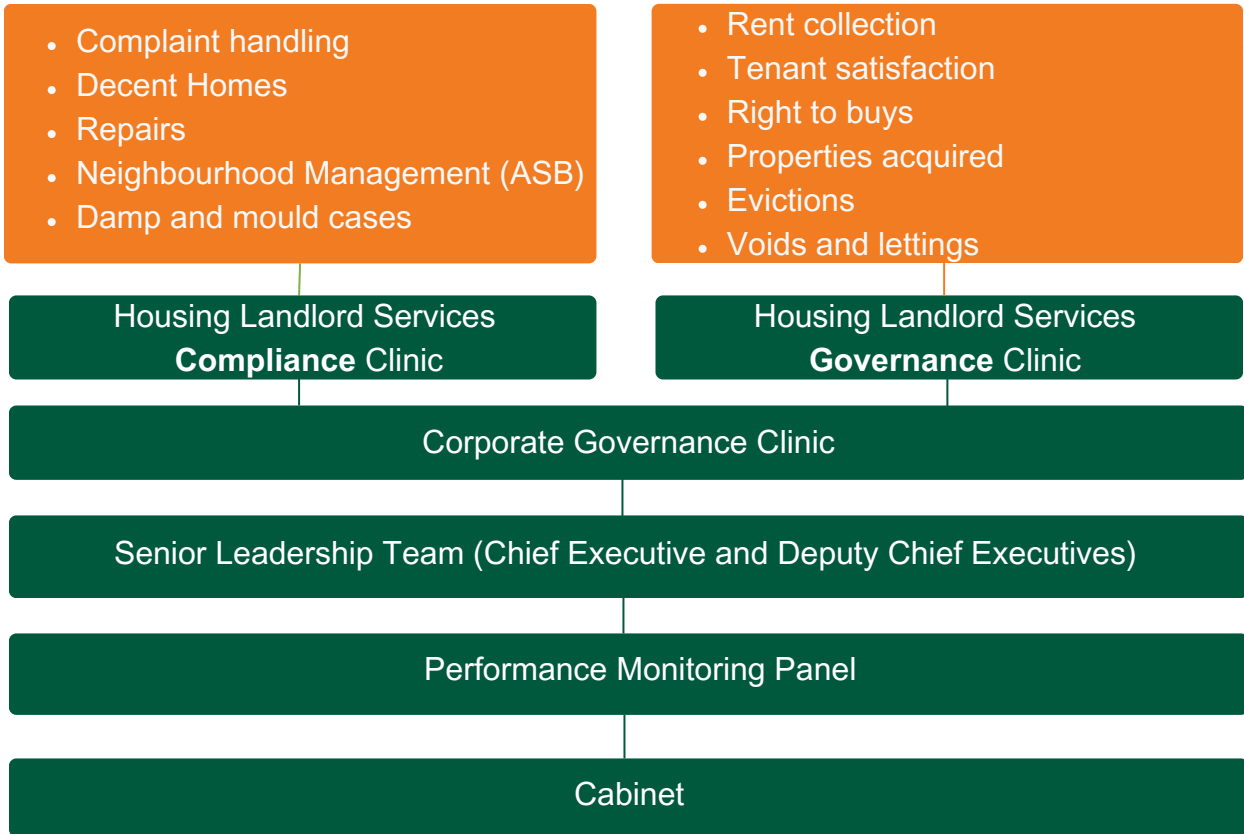
### Tenant oversight and scrutiny of the Housing Landlord Service

The Council intends to establish a way for tenants to scrutinise our performance and service as a landlord during 2024/25.

Quarterly information on performance, compliance and satisfaction data is published on our website at [www.sholland.gov.uk/myhome](http://www.sholland.gov.uk/myhome) and is included in our annual report to tenants. Governance and Audit, Performance Monitoring Panel and Cabinet are public meetings. Tenants are welcome to attend these meetings and copies of papers and minutes can be found at <https://www.sholland.gov.uk/article/5276/Committee-and-decisions>

## Monitoring performance

The table below sets out the process for reporting data on Key Performance Indicators relating to the Housing Landlord Service.



The table below sets out the process for sharing information on key topics including learnings, trends and service improvements made.



## Want to know more?

A copy of our Housing Landlord Service Governance Framework can be found at [www.sholland.gov.uk/Housing-policies](http://www.sholland.gov.uk/Housing-policies) Please phone 01775 761161 if you would like a copy posted to you.