

# AGENDA



- Committee - **PERFORMANCE MONITORING PANEL**
- Date & Time - Wednesday, 10 December 2025 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), C J T H Brewis, N Chapman, L J Eldridge, M Geaney, S Hutchinson, J L Reynolds, I Sheard, 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: 4**

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: 2 December 2025

## AGENDA

- 1 Apologies for absence.
- 2 Minutes -  
To sign as a correct record the minutes of the following meetings:
  - a) Performance Monitoring Panel - 15 October 2025 (Pages 5 - 20)
  - b) Special Joint Performance Monitoring Panel and Policy Development Panel - 21 October 2025 (Pages 21 - 26)
- 3 Actions - (Pages 27 - 30)  
An update on actions that arose at the 15 October 2025 Performance Monitoring Panel meeting and the tracking of outstanding actions (enclosed).
- 4 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.
- 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 31 - 40)  
To note the current Key Decision Plan (enclosed).
- 9 Anglian Water update -  
Anglian Water will be in attendance to provide Performance Monitoring Panel members with a presentation.
- 10 Review of Implemented Planning Decisions - (Pages 41 - 50)  
To report on the review undertaken with members and to consider the findings (report of the Assistant Director – Planning and Strategic Infrastructure enclosed).
- 11 Q2 Performance Report 25-26 - (Pages 51 - 84)  
To provide an update on how the Council is performing for the period 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025 (report of the Assistant Director – Corporate to enclosed).
- 12 South Holland Centre Performance Update - (Pages 85 - 92)  
To provide members with an update on the South Holland Centre (report of the Assistant Director – Communities and Housing Services enclosed).

13 Performance Monitoring Panel Work Programme - (Pages  
To set out the Work Programme of the Performance Monitoring Panel 93 -  
(report of the Assistant Director – Governance enclosed). 100)

14 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.

15 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.

16 Restricted Minute - (Pages  
To sign as a correct record the restricted minute of the Special Joint 101 -  
Performance Monitoring Panel and Policy Development Panel held on 104)  
21 October 2025 (enclosed).

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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, 15 October 2025 at 6.30 pm.

## PRESENT

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

C J T H Brewis  
N Chapman  
L J Eldridge

M Geaney  
S Hutchinson  
I Sheard

D J Wilkinson  
A R Woolf

In Attendance: The Assistant Director - Strategic Growth and Development, the Assistant Director - Communities and Housing Services, the Interim Director of Finance (Section 151 Officer) *virtual*, the Business Intelligence and Change Manager, the Safer Communities Manager (Partnership Delivery), the Safer Communities Manager (Operations), the Group Manager – Safer Communities, Inspector Ian Cotton *virtual*, the Portfolio Holder for Public Protection, the Group Manager - Community Leadership, the Housing Property and Repairs Manager, the Housing Transformation Programme Manager (HRA) , the Housing Service Insight and Improvement Lead *virtual*, and the Democratic Services Officer.

Apologies for absence were received from Councillor J L Reynolds

### 33 MINUTES

Consideration was given to the minutes of the 15 July 2025 Performance Monitoring Panel meeting.

#### **Agreed:**

That the minutes be signed by the Chairman as a correct record.

### 34 ACTIONS

Consideration was given to the actions that arose at the 15 July 2025 Performance Monitoring Panel meeting, and the tracking of outstanding actions.

Members considered the responses and made the following comments.

Members reiterated a previous request that responses be

#### Action By

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provided in plain English and asked for the following to be clarified.

- action 22b. 25/26 - '*holistic resolution*' and '*answer nature metric*'; and
- action 30. 25/26 – '*beyond our mandatory wrap up questions*'

**Agreed:**

That the responses to actions be noted.

**35 DECLARATION OF INTERESTS.**

There were none.

**36 QUESTIONS ASKED UNDER STANDING ORDER 6**

There were none.

**37 TRACKING OF RECOMMENDATIONS**

There were none.

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

There were none.

**39 KEY DECISION PLAN**

Consideration was given to the Key Decision Plan dated 1 October 2025.

The Democratic Services Officer advised members that the Destination Management Plan which had been due to come to Cabinet on 11 November 2025 had been rescheduled to the 20 January 2026 Cabinet meeting.

Members considered the Key Decision Plan and made the following comment:

- Members queried the entry on page 30 of the Key Decision Plan regarding the 'Plan for Neighbourhoods' and sought clarification on its purpose and origin.
  - The Assistant Director – Strategic Growth and Development responded that the item referred to a submission being made by the Town Board to the

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Government, and that the Plan for Neighbourhoods was being taken forward to Cabinet for approval.

### **Agreed:**

That the Key Decision Plan be noted.

## **40 Q1 PERFORMANCE REPORT 25-26**

Consideration was given to the report of the Assistant Director – Corporate which provided members with an update on how the Council was performing for the period 1 April 2025 to 30 June 2025.

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

- Refuse and recycling performance remained under target, though improvements were noted;
- A Corporate Complaints Clinic was supporting services, with teams using AI tools;
- Homelessness prevention cases were improving despite challenges; and
- 83% of metrics were in a positive position.

Members considered the report and made the following comments.

- Members queried whether the 10% target for Planning appeals was realistic and asked for the cost of appeals in real terms.
  - The Business Intelligence and Change Manager responded that the target was set by the Ministry of Housing, Communities and Local Government (MHCLG) and costs would be investigated.
- Members asked why recycling and composting rates were low and whether improvements were expected.
  - The Business Intelligence and Change Manager responded that improvements were anticipated with the new service model and data from Lincolnshire County Council would be circulated once available.
- Members queried the contamination rate and suggested public education to aid improvements.
  - The Business Intelligence and Change Manager responded that the current processes did not support improvements, but the upcoming changes to the model would help.

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- Members noted missing commentary and requested clarification on abbreviations.
  - The Business Intelligence and Change Manager agreed to elaborate on abbreviations in future reports.
- Members queried how the housing recovery rate could exceed 100%.
  - The Business Intelligence and Change Manager explained that some cases remained open into the next quarter and were included the figures for that period.
- Members requested more specific data on fly-tipping.
  - The Business Intelligence and Change Manager agreed to provide this.
- Members queried low performance on Corporate Complaints and Data Subject Access Requests (DSARs).
  - The Business Intelligence and Change Manager explained that DSARs were complex and time-consuming. The data reflected that two out of six had missed deadlines.
- Members queried the average number of days to fix damp and mould issues.
  - The Housing Property and Repairs Manager responded that the team had performed within the target of 56 days set under the current policy. The impending implementation of and adherence to Awaab's Law would see the timeframe targets reduce to 5 days for surveys and 10-/15-day commencement time for repairs.
- Members requested volume data alongside percentages.
  - The Business Intelligence and Change Manager agreed to include this where available.
- Members queried when a trend became an indicator.
  - The Business Intelligence and Change Manager responded that this was reviewed annually and that services were encouraged to set targets where appropriate.
- Members queried the drop in swim numbers.
  - The Business Intelligence and Change Manager responded that this had been caused by a pump

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failure and would seek confirmation as to whether a repair had been completed.

- Members queried the drop in Fixed Penalty Notices (FPNs).
  - The Business Intelligence and Change Manager would investigate and report back to members.
- Members asked for clarification on call-back volumes.
  - The Business Intelligence and Change Manager agreed to provide 'requested vs completed' figures.
- Members queried the drop in call volumes and webchat usage for Q1 2025/26.
  - The Business Intelligence and Change Manager agreed to investigate and report back.
- Members queried increased average speed of answer.
  - The Business Intelligence and Change Manager responded that this was likely due to call complexity and would seek further data.
- Members queried missing ticket data for the South Holland Centre.
  - The Business Intelligence and Change Manager confirmed that the data would be provided after the meeting.
- Members queried the drop in ASB cases relating to housing (HRA).
  - The Housing Transformation Programme Manager (HRA) confirmed this was due to cumulative reporting starting from the new financial year.

### **Agreed:**

That the contents of the report be noted.

## **41 BUDGET PREPARATION 2026/27 - APPROACH & PROCESS**

Consideration was given to the report of the Interim Director of Finance (Section 151 Officer) to ensure that the Committee received a thorough briefing on the system that the Council wished to use in preparation of the 2026/27 Budget, was able to ask questions of the Section 151 Officer and was able to gain assurance from the arrangements described.

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The Interim Director of Finance (Section 151 Officer) introduced the report and highlighted the following main points:

- The new process aimed to give scrutiny members more time and assurance regarding the budget setting process;
- A detailed timetable was in place and was outlined at page 75 of the agenda pack;
- Improved governance allowed earlier engagement and enabled scrutiny members to make recommendations to Cabinet;
- Previous issues included lack of time for report preparation and rushed decision-making;
- The new process began in May 2025 and included the early identification of pressures and savings;
- Star Chamber panels had been used to review proposals; and
- A Budget Scrutiny meeting was planned for January 2026 to review the draft budget and question Portfolio Holders.

Members considered the report and made the following comments:

- Members welcomed the report and noted its previous presentation to the Policy Development Panel.
- Members queried whether the process was on track.
  - The Interim Director of Finance (Section 151 Officer) confirmed that the process was precisely on track.
- Members asked whether additional savings would be required.
  - The Interim Director of Finance (Section 151 Officer) confirmed that identified savings would be detailed within the report however efficiency targets beyond this were not expected to be sought during the year.
- Members queried risks and resourcing.
  - The Interim Director of Finance (Section 151 Officer) responded that the finance team was well-skilled and no significant risks were foreseen.

**Agreed:**

That the report be noted.

42 **USE OF GENERAL EXCEPTION NOTICE – INSURANCE SERVICES CONTRACT AWARD**

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Consideration was given to the report of the Interim Director of Finance (Section 151 Officer) which provided a rationale behind the project not being added to the 28-day Key Decision Plan.

The Interim Director of Finance (Section 151 Officer) introduced the report which included the following main points:

- An insurance retender exercise had been necessary for SHDC and the partnership which had been executed to the highest quality;
- Acceleration of acceptance of the tender was regrettable but was necessary to avoid being uninsured;
- An insurance service review was underway and would be shared with the Governance and Audit Committee in Q1 2026.

Members considered the report and made the following comments:

- Members expressed disappointment at the situation but accepted the explanation and hoped for improvements in the coming year.

### **Agreed:**

That the report be noted.

## **43 CRIME AND DISORDER REPORT**

Consideration was given to the report of the Assistant Director – Communities and Housing Services which provided members with an update on Community Safety Partnership work at a local and county level.

The Safer Communities Manager (Partnership Delivery), the Safer Communities Manager (Operations), the Group Manager – Safer Communities and the Portfolio Holder for Public Protection were in attendance in person for this item, and Lincolnshire Police Inspector Ian Cotton attended virtually.

The Safer Communities Manager (Partnership Delivery) introduced the report which provided a comprehensive update on community safety activity across South Holland during the 2024/25 financial year, and which included the following key areas:

- Strategic developments at both local and county levels;

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- Enforcement actions and surveillance data;
- Partnership priorities such as tackling anti-social behaviour, drug-related crime, and fear of crime;
- Updates on staffing structure and operational delivery; and
- Future priorities and planned improvements in reporting mechanisms and public engagement.

Members considered the report and made the following comments:

- Members asked for the definition of “cuckooing”
  - The Safer Communities Manager (Partnership Delivery) explained that it referred to criminals taking over the homes of vulnerable people as a base for criminal activity.
- Members queried the drug dealing statistics and raised concerns regarding such activity in their wards and the lack of police response to a specific report made by a Councillor.
  - Inspector Cotton apologised for the lack of feedback to the reported incident and added that:
  - The specific matter raised would be followed-up directly with the Councillor after the meeting and that the email address of the Inspector would be circulated to members; and
  - Intelligence was used to build enforcement cases with work being undertaken in Spalding and Boston to tackle activity across County Lines.
- Members raised concerns about the underreporting of incidents due to lack of feedback/response from the police.
  - The Safer Communities Manager (Partnership Delivery) acknowledged the issues which had been recognised as a priority by the South & East Lincolnshire Community Safety Partnership.
- Members queried the number of Section 59 warnings that had been issued.
  - Inspector Cotton would provide the information after the meeting.
- Members discussed CCTV statistics and differences across districts.
  - The Safer Communities Manager (Operations) responded that whilst South Holland and Boston had the same number of cameras, South Holland had fewer incidents. East Lindsey had more

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- cameras in operation due to the larger geographical area; and
  - The Safer Communities Manager (Partnership Delivery) responded that activity was data-driven and future reports would reflect broader coverage.
- Members queried whether cross-departmental initiatives were in place to reduce the fear of crime in town centres and in more rural areas across the district.
  - The Safer Communities Manager (Partnership Delivery) responded that work was ongoing with the Town Board and the local BID group to tackle problems. Resources were available for cluster areas and problem hotspots, but these needed to be identified through reporting.
- Members requested more information relating to the Town and Parishes alternative CCTV systems stated at page 120 of the agenda pack or whether this could be investigated.
  - The Safer Communities Manager (Operations) responded that private parish council CCTV systems were not linked to the council's CCTV system and therefore any information could not be obtained or confirmed by the service.
- Members referred to the 'How you can help us' information on page 101 of the agenda pack, and asked how this page/format could be circulated within the district.
  - The Group Manager – Safer Communities responded that the document was produced by the Safer Lincolnshire Partnership and that enquiries would be made regarding further sharing.
- Members raised concerns about domestic abuse statistics and how success was measured.
  - The Safer Communities Manager (Partnership Delivery) responded that success was measured by victim outcomes.
- Members queried the reporting of Cybercrime.
  - The Safer Communities Manager (Partnership Delivery) responded that the report focussed on the link to CCTV and Cybercrime statistics were not included.
- Members queried whether improvements to CCTV evidence processing had been considered and suggested that live links would be beneficial.

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- Inspector Cotton responded that cloud-based systems were being explored to reduce the processing time and that footage was held for 30 days.
- Members asked how widely the strategy was known.
  - The Safer Communities Manager (Partnership Delivery) confirmed that the strategy was published online and promoted regularly; and
  - The Group Manager – Safer Communities added that statutory partners also had a responsibility to share the strategy.
- Members raised concerns about potential police budget cuts and emphasised the need for better system responses to encourage reporting.

**Agreed:**

- 1) That the content of the report be noted; and
- 2) That the comments of members be noted for inclusion in future reports.

**44 ANNUAL MONITORING REPORT - SOUTH AND EAST LINCOLNSHIRE COUNCIL'S COMMUNITY LOTTERY SCHEME**

Consideration was given to the report of the Assistant Director for Communities and Housing Services which provided an overview of the South and East Lincolnshire Council's Community Lottery Scheme.

The Group Manager for Community Leadership and the Assistant Director for Communities and Housing Services attended for this item.

The Group Manager for Community Leadership introduced the report and highlighted the following main points:

- The Community Lottery Scheme had been in operation for nearly three years and the report provided members with an overview of annual activity and performance across the partnership;
- £91,485 had been raised for good causes across the partnership;
- 36 good causes were registered in South Holland, with £5,923 raised locally;
- Measures were in place to mitigate problem gambling;

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and

- Quarterly returns were submitted to the Gambling Commission to ensure compliance.

Members considered the report and made the following comments:

- Members welcomed the scheme and noted its value in supporting local organisations.
- Members asked for clarification of the criteria used to approve good causes and queried whether such causes were reviewed to ensure they remained active.
  - The Group Manager for Community Leadership responded that:
    - Charities, Community Interest Companies (CICs), and social enterprises were eligible. Parish councils were exempt. Approval was based on submitted paperwork; and
    - Causes were allowed to run once approved, with annual checks in place. Inactive causes were removed.
- Members suggested improved communication to raise awareness of the scheme and queried if promotional case studies had been shared.
  - The Group Manager for Community Leadership responded that:
    - Information was circulated at funding fairs and physical leaflets were available for distribution to community groups. Materials would be circulated to councillors; and
    - Case studies had been posted on social media, with care taken around the gambling aspect.
- Members asked how charities received their donations.
  - The Group Manager for Community Leadership confirmed payments were made monthly to bank accounts.

**Agreed:**

That the progress of the South and East Lincolnshire Councils Community Lottery scheme be noted.

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Consideration was given to the report of the Assistant Director – Housing which reported on the updated findings of housing stock condition surveys.

The Housing Property and Repairs Manager introduced the report and summarised the following main points:

- The report provided an update following the initial presentation to the Panel in March 2025;
- Survey access rate had reached 85%, with a target of 90%+ by the end of October 2025;
- Data gathered was being used to inform the Council's Housing Revenue Account Business Plan;
- Officers were assessing how to manage the remaining properties not yet surveyed;
- Findings included energy performance ratings and identification of damp and mould cases; and
- External consultants were supporting the work, and additional resources had been secured to maintain progress.

Members considered the report and made the following comments:

- Members asked whether the service was confident that it would reach 100% survey completion by the end of October 2025.
  - The Housing Property and Repairs Manager responded while 100% completion was ambitious, the service was realistically aiming for 90%+, with additional resources being sought to support surveyor capacity in November.
- Members noted the energy performance ratings and were reassured that many properties were rated A, B or C.
  - The Housing Property and Repairs Manager confirmed that the latest round of grant funding would target 615 properties over the next two years to further improve ratings.
- Members queried whether any damp and mould cases had regressed.
  - The Housing Property and Repairs Manager responded that damp and mould cases received a six-monthly follow-up call after the repairs to assess whether the issue continued to be resolved. From around 160 cases, 10 had been reopened for further

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investigation.

- Members queried whether external insulation was part of the remedial work.
  - The Housing Property and Repairs Manager responded that this was not the case. Whilst damp and mould remediation work could involve external damp course or repointing repairs, the focus was more on internal repairs, ventilation and heating.
- Members queried the performance of the external consultants.
  - The Housing Property and Repairs Manager confirmed that the consultants were providing sufficient data to build a robust business plan.
- Members queried whether local government reorganisation (LGR) would affect the programme.
  - The Housing Property and Repairs Manager responded that the service was continuing as planned and that work was not being delayed due to LGR.
- Members noted the additional resources approved earlier in the year, as recommended by the Performance Monitoring Panel, which had enabled the service to stay on target. Members agreed that a further recommendation to Cabinet be added regarding the continuation of necessary resources to ensure that performance targets were met.

### Agreed:

- 1) That the work underway to survey all residential council homes and associated assets be noted; and
- 2) That, following the implementation of additional resources, the benefits and progress achieved be noted; and that Cabinet be requested to continue the implementation of the necessary resources to ensure that performance targets were met

## 46 **FURTHER UNDERSTANDING OF TENANT DISSATISFACTION AREAS FROM THE 2024/25 TENANT SATISFACTION SURVEY**

Consideration was given to the report of the Assistant Director – Housing which provided the Performance Monitoring Panel with further insights from the 2024/25 Tenant Satisfaction Measures

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### (TSM) Survey Responses

The Housing Transformation Programme Manager (HRA) and the Housing Service Insight and Improvement Lead attended for this item.

The Housing Transformation Programme Manager (HRA) introduced the report and summarised the following main points:

- The report followed the full Tenant Satisfaction Measures (TSM) results presented to the Panel in May 2025, with a focus on the analysis of areas where tenants had expressed dissatisfaction;
- Key themes of responses included:
  - Repairs (quality, communication, timeliness);
  - Anti-social behaviour (impact rather than handling);
  - Neighbourhood issues (cleanliness, grounds maintenance); and
  - Complaint handling (coordination and escalation);
- Findings identified that older tenants and those in sheltered housing were generally more satisfied;
- A tenant focus group was held in September 2025 to help shape the action plan; and
- Members were asked to note that performance for the “Decent Homes Standard” indicator had improved following a data validation correction.

Members considered the report and made the following comments:

- Members described the report as positive and noted the improved position.
- Members referred to the action plan table at page 187 of the agenda pack, and asked whether officers were confident that the programme could be delivered.
  - The Housing Transformation Programme Manager (HRA) confirmed that the programme had been discussed with the Housing Services Managers, adopted at the Housing Landlord Board, and delivery was on track
- Members asked how satisfaction in respect of the handling of anti-social behaviour (ASB) compared with previous surveys.
  - The Housing Service Insight and Improvement Lead responded that in comparison to the previous year, satisfaction in this area had improved from 50% to 69%.

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**Agreed:**

- 1) That the contents of the report and insights surrounding tenant dissatisfaction be noted;
- 2) That the restated and improved performance achieved for indicator 'RP01' % of homes that met the decent homes Standard be noted; and
- 3) That the comments of the Panel be noted for consideration by Cabinet

**47 OVERVIEW AND SCRUTINY ANNUAL REPORT 2024/25**

Consideration was given to the report of the Assistant Director for Governance (Monitoring Officer) which asked members to note the Overview and Scrutiny Annual Report 2024/25 prior to its presentation at Council.

The Democratic Services Officer introduced the report to members and highlighted that:

- South Holland District Council scrutiny committees were required to report annually to Council on their work programme activities undertaken during the previous municipal year; and
- The report summarised the activities of the Performance Monitoring Panel (PMP), the Policy Development Panel (PDP), the Joint PMP/PDP Panel as well as Partnership scrutiny activities for 2024/25.

Members considered the report and made the following comment:

- Members welcomed the clear and concise report.

**Agreed:**

That the Overview and Scrutiny Annual Report 2024/25 be noted and recommended to Council.

**48 PERFORMANCE MONITORING PANEL WORK PROGRAMME**

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

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The Democratic Services Officer introduced the report which included the following:

- The remaining meetings of the current municipal year alongside expected items at Appendix 1;
- Task Groups at Appendix 2.

**Agreed:**

That the Work Programme of the panel be noted.

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

There were none.

(The meeting ended at 8.29 pm)

(End of minutes)

Minutes of a meeting of the **JOINT PERFORMANCE MONITORING PANEL AND POLICY DEVELOPMENT PANEL** held in the Council Chamber, Council Offices, Priory Road, Spalding, on Tuesday, 21 October 2025 at 6.30 pm.

## PRESENT

A R Woolf (Chairman)

B Alcock  
D Ashby  
A C Beal  
M D Booth

C J T H Brewis  
N Chapman  
L J Eldridge  
M Geaney

M Le Sage  
J Whitbourn  
D J Wilkinson

Apologies for absence were received from or on behalf of Councillors P Barnes, R A Gibson and I Sheard

In Attendance: The Leader of the Council, the Director of Economic Development, the Assistant Director - General Fund Assets, the Head of Special Projects (Leisure) the Assistant Director - Leisure and Local Services, the Democratic Services Officer and the Democratic Services Support Officer.

### 1. **ELECTION OF CHAIRMAN**

Councillor Andrew Woolf was elected as Chairman for the duration of the meeting.

### 2. **DECLARATION OF INTERESTS**

There were none

### 3. **PLAN FOR NEIGHBOURHOOD PROGRAMME (PRIDE IN PLACE)**

Consideration was given to the report of the Director of Economic Development which provided an update on work being undertaken with the Spalding Town Board to develop a new Regeneration Plan and submission for Spalding, in line with the published Government guidance and requirements.

The Leader of the Council and the Director of Economic Development were in attendance for this item.

The Director of Economic Development provided a presentation and outlined the background to the programme, including the £20 million funding allocation over a ten-year period, of which, 75% was designated for capital projects and 25% for revenue.

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PANEL - 21 October 2025**

Members were informed that the Council would act as the accountable body and that the Town Board, chaired independently, would steer the plan's development.

The Director of Economic Development highlighted the ongoing consultation activities, including public events, stakeholder workshops and online surveys. Over 220 responses had been received to date, with further engagement planned until the end of October 2025.

Key themes emerging from the consultation included:

- Town Image and Identity;
- Retail and Market Offer;
- Safety and Security;
- Heritage, Culture and Events;
- Community Facilities; and
- Transport and Connectivity.

The Director of Economic Development confirmed that all feedback would be considered in the development of the four-year investment plan and the ten-year vision. A member briefing session had been scheduled for 3 November 2025 and the report would be considered at a Special Cabinet meeting scheduled for 24 November 2025.

Members considered the report and made the following comments:

- Members asked if rent or rate support could be offered to encourage new businesses to occupy vacant units.
  - The Director of Economic Development confirmed that options such as purchasing properties to control rent levels, offering grant funding, and incentivising new occupiers were being explored.
- Members enquired about the feasibility of using compulsory purchase orders (CPOs) to acquire long-term vacant or derelict properties.
  - The Director of Economic Development acknowledged that CPOs were a potential tool, though complex and time-consuming, and that alternative approaches may be more practical.
- Members enquired about the potential for indoor market spaces or craft hubs to support local traders and artisans.
  - The Leader responded that cultural and community

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uses for vacant buildings were being considered, and that similar models had proven successful elsewhere.

- Members debated the benefits of markets to town centres which included a suggestion that Spalding market hours be extended into the afternoon to reflect changing demographics and shopping habits.
  - The Director of Economic Development explained that market trader contracts were under review and that a balance would need to be struck between footfall and trader viability.
- Members asked whether shop owners and absentee landlords had been consulted on the Plan for Neighbourhood Programme, and whether their views had been captured in the current consultation. Would the full analysis of the survey responses be provided?
  - The Director of Economic Development responded that:
    - Engagement had taken place via the Business Improvement District (BID), which sits on the Town Board, and that further outreach to property owners was planned; and
    - The survey responses, including feedback from shop owners would be included as part of the member briefing scheduled for 3 November 2025.
- Members highlighted the importance of regular events and cultural programming to attract footfall and support the town centre economy.
  - The Director of Economic Development agreed and stated that events, heritage, and community-led activities were key components of the plan. The 10-year vision would incorporate a wider aspiration for which grant external funding could/would be sought.
- Members raised concerns about the condition of pavements, cleanliness, and public realm in the town centre.
  - The Director of Economic Development acknowledged these issues and confirmed that quick-win interventions were being considered alongside longer-term regeneration.

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PANEL - 21 October 2025**

- Members noted the need to improve connectivity between the town centre and key destinations such as Springfields and the planned Health Hub.
  - The Director of Economic Development confirmed that pedestrian and cycle routes, signage, and gateway improvements were part of the plan;
  - The Leader added that the Spalding BID was working closely with Springfields to promote town centre businesses.
- Members raised accessibility concerns, including car parking and public transport links.
  - The Director of Economic Development noted that transport connectivity was being reviewed and that the partnership was currently working with transport providers.
- Members highlighted the importance of engaging young people in the development of the plan.
  - The Director of Economic Development confirmed that youth engagement was a key theme and that the feedback from the recent Youth Democracy Week sessions would be incorporated.
- Members highlighted the need for visitors to feel safe and secure when visiting the town centre.
- Members queried whether significant and longstanding vacant sites could be acquired by the council for viable use, feeding into the plan and long-term vision.

Members were advised that a Member Briefing would be held on the 3 November 2025, to review the draft submission, with a Cabinet meeting scheduled to consider the final documents on 24 November 2025.

**AGREED:**

- a) That the preparation to submit the Plan for Neighbourhood Programme by the 28 November 2025 was noted
- b) That key priorities would be identified after consultation had been undertaken with local communities and businesses.

**JOINT PERFORMANCE MONITORING  
PANEL AND POLICY DEVELOPMENT  
PANEL - 21 October 2025**

c) That the Plan for Neighbourhood Programme be noted.

*Cllr Whitbourn left the meeting after this item.*

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

There were none.

**5. EXCLUSION OF PRESS AND PUBLIC**

**AGREED:**

Under Section 100A (4) of the Local Government Act 1972, the press and public were excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act.

**6. CONTRACTING OF LEISURE FACILITIES WITH AN EXTERNAL OPERATOR AS AGENT FOR SERVICE DELIVERY**

Consideration was given to a presentation in respect of the S&ELCP Sub-regional Leisure Operating Agent Procurement.

**AGREED:**

Following consideration of contracting of Leisure Facilities with an external operator as agent for service delivery, that the comments of the Panel be noted.

(The meeting ended at 8.38 pm)

(End of minutes)

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## ACTIONS

<b><u>Performance Monitoring Panel</u></b>			
<b><u>Actions from the 15 October 2025 meeting</u></b>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
40. 25/26		<b><u>Q1 Performance Report 2025/26</u></b>	
✓	(a)	<p>Members asked for the cost of Planning appeals in real terms.</p> <p><b>Update:</b></p> <p><b>Appeals are part of the statutory planning process</b> - Handling appeals is an integral part of the end-to-end Planning Service. Responding to them is a statutory duty</p> <p><b>Costs are embedded in service delivery</b></p> <p>The cost of handling appeals is not separately itemised because it forms part of the overall planning workload. However, additional costs can arise in certain cases—for example:</p> <ul style="list-style-type: none"> <li>• Hosting a public inquiry</li> <li>• Seeking specialist external advice</li> <li>• Commissioning legal representation to defend the council’s position</li> </ul> <p><b>Costs claims are possible</b></p> <ul style="list-style-type: none"> <li>• The council can apply for costs recovery as part of the appeal process.</li> <li>• Likewise, appellants can apply for costs against the council.</li> <li>• The Planning Inspectorate considers any costs claims alongside the appeal decision.</li> </ul>	Rachael Leggett
*	(b)	<p>Members requested more specific data on fly-tipping</p> <p><b>Update:</b></p> <p>Awaiting response</p>	Vick Burgess / Carl Beagock
✓	(c)	<p>Members requested volume data alongside percentages.</p> <p><b>Minuted meeting response:</b></p> <p>The Business Intelligence and Change Manager agreed to include this where available.</p> <p><b>Update:</b></p> <p>Noted for future reports.</p>	Corey Gooch
✓	(d)	<p>Members queried the drop in swim numbers.</p> <p><b>Minuted meeting response:</b></p> <p>The Business Intelligence and Change Manager responded that this had been caused by a pump failure and would seek confirmation as to whether a repair had been completed.</p> <p><b>Update:</b></p> <p>A new pump was installed during Q1 (May) and the pool was operational in June, however the replacement only remained operational for a for a couple of months. This was due to damage caused by cavitation, which resulted from unforeseen underlying issues within the internal pipework.</p>	Via Corey Gooch

✓ = completed, \* = in hand, x = outstanding

## ACTIONS

		We are currently working with Parkwood, the pool operator to engage a pool specialist who can conduct a thorough investigation and identify the root cause. This will help ensure that future repairs to the existing pump are both effective and resilient, preventing similar failures from occurring.	
✓	(e)	<p>Members queried the drop in Fixed Penalty Notices (FPNs).</p> <p><b>Minuted meeting response:</b> The Business Intelligence and Change Manager would investigate and report back to members</p> <p><b>Update:</b> The total number of FPNs issued in Q1 was higher than Q1 and Q2 the previous year, but as noted, was lower than Q3 and Q4. This was largely due to the enforcement contractor experiencing unstable staffing levels during that period.</p>	<b>Via Corey Gooch</b>
✓	(f)	<p>Members asked for clarification on callback volumes</p> <p><b>Minuted meeting response:</b> The Business Intelligence and Change Manager agreed to provide 'requested vs completed' figures.</p> <p><b>Update:</b> There are two definitions here, one is a successful call back and where the customer selects this option and CC connect back to the customer (successful call back). For context of all call backs selected 80% are for Revenues and Benefits and 20% are for Customer Contact. The average call back time for Customer Contact is 8 minutes. The second definition is whether contact is made with the customer and referred to as unanswered call back, i.e. we connect to the call back and the customer does not pick up. This % sits at 1.8% currently for Customer Contact (R&amp;B unknown as Customer Contact do not provide extensive reporting for this service since its transfer and any reporting is concluded within the service itself).</p>	<b>Amie Househam</b>
✓	(g)	<p>Members queried the drop in call volumes and webchat usage for Q1 2025/26.</p> <p><b>Minuted meeting response:</b> The Business Intelligence and Change Manager agreed to investigate and report back.</p> <p><b>Update:</b> Customer Contact reporting will provide comparison to the same quarter the previous year, not the preceding quarter. This is because delivery requirements in each quarter are not comparable. As a comparison web chat figures in Q1 2024/25 were 178, compared to 1,544 in Q1 2025/26.</p> <p>Call volumes.</p> <p>The same is to be said for call volumes, where in Q1 2025/26 there was a 3.29% increase in call volumes when compared to Q1 2024/25</p>	<b>Amie Househam</b>

# ACTIONS

✓	<p>(h)</p> <p>Members queried increased average speed of answer</p> <p><b>Minuted meeting response:</b> The Business Intelligence and Change Manager responded that this was likely due to call complexity and would seek further data.</p> <p><b>Update:</b> We are aware that customer enquiries have become more complex, often requiring longer handling times and more detailed resolution. This reflects both the economic climate and the need to address greater vulnerability among customers. Our approach is focused on holistic resolution rather than speed alone, ensuring that issues are fully resolved at the first point of contact wherever possible, this is reflected in the way our 25/26 performance measures our focused on resolution and quality of service rather than just speed alone.</p>	<p><b>Amie Househam</b></p>																												
✓	<p>(i)</p> <p>Members queried missing ticket data for the South Holland Centre.</p> <p><b>Minuted meeting response:</b> The Business Intelligence and Change Manager confirmed that the data would be provided after the meeting.</p> <p><b>Update:</b> The following information was circulated to members via email on 17 October 2025</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>PI Name</th> <th>AD</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> </tr> </thead> <tbody> <tr> <td>South Holland Centre Ticket sales</td> <td>Emily Spicer</td> <td>7,075</td> <td>5,573</td> <td>18,414</td> <td>8,595</td> <td>7,425</td> </tr> <tr> <td>Visitors to Ayscoughfee Hall Museum</td> <td>Emily Spicer</td> <td>3,713</td> <td>6,939</td> <td>2,430</td> <td>5,129</td> <td>5,069</td> </tr> <tr> <td>Commentary</td> <td colspan="6">Popular half term trail, Medieval weekend, theatre production and increased group visits.</td> </tr> </tbody> </table>	PI Name	AD	Q1	Q2	Q3	Q4	Q1	South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	7,425	Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	Commentary	Popular half term trail, Medieval weekend, theatre production and increased group visits.						<p><b>Via Corey Gooch</b></p>
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<p><b>43.</b> 25/26</p>	<p><b><u>Crime and Disorder Report</u></b></p>																													
✓	<p>(a)</p> <p>Members queried the number of Section 59 warnings that had been issued.</p> <p><b>Minuted meeting response:</b> Inspector Cotton would provide the information after the meeting.</p> <p><b>Update:</b> 198 vehicles were seized in South Holland over the last 12 months. These will be for being involved in crime, no insurance or through SOCAP offences following s59 warnings.</p>	<p><b>Safer Communities Team / Inspector Cotton</b></p>																												
✓	<p>(b)</p> <p>Members requested more information relating to the Town and Parishes alternative CCTV systems stated at page 120 of the agenda pack or whether this could be investigated.</p> <p><b>Minuted meeting response:</b> The Safer Communities Manager (Operations) responded that such alternative private parish council CCTV systems were not linked to the council's CCTV system and therefore any information was not able to be obtained or confirmed by the service.</p>	<p><b>Safer Communities Team</b></p>																												

## ACTIONS

		<p><b>Update:</b> In respect of the information referred to within the report, the following contacts may be useful for members to make their own enquiries on this matter should they wish to. <a href="https://spilsby.parish.lincolnshire.gov.uk/council-business/contact-us">https://spilsby.parish.lincolnshire.gov.uk/council-business/contact-us</a> <a href="https://coningsby.parish.lincolnshire.gov.uk/contact">https://coningsby.parish.lincolnshire.gov.uk/contact</a></p>	
✓	(c)	<p>Members referred to the ‘How you can help us’ information on page 101 of the agenda pack, and asked how this page/format could be circulated within the district. <b>Minuted meeting response:</b> The Group Manager – Safer Communities responded that the document was produced by the Safer Lincolnshire Partnership and that enquiries would be made regarding further sharing. <b>Update:</b> As requested a leaflet / page relating to this information is currently being drafted and once signed off will go to printers for printing, once the leaflets are in the possession of the Safer Communities team we will make sure Elected Members are provided a quantity for distribution as requested.</p>	<b>Safer Communities Team</b>
<b>44.</b> 25/26		<p><b><u>Annual monitoring report – South and East Lincolnshire Council’s Community Lottery Scheme</u></b></p>	
✓		<p>Members suggested improved communication to raise awareness of the scheme and queried if promotional case studies had been shared. <b>Minuted meeting response:</b> Information was circulated at funding fairs and physical leaflets were available for distribution to community groups. Materials would be circulated to councillors. <b>Update:</b> <b>Actioned.</b></p>	<b>Nichola Holderness</b>

		<b><u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</u></b>	
		<b><u>None currently outstanding</u></b>	

KEY DECISION PLAN

Issued – 28 November 2025

*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](mailto: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
<p><u>Portfolio Holder for Community Development</u> (Councillor Gary John Taylor)</p> <p>Contracting of Leisure Facilities with an external operator as Agent for service delivery</p>	<p>To consider the award of contract under an agency agreement for the operation and lifecycle maintenance of the Council's leisure facilities.</p>	<p>Joint PMP/PDP</p> <p>Scrutiny</p>	<p>Report and any relevant appendices</p>	<p>Cabinet 16 Dec 2025</p>	<p>Mark Humphreys, Head of Special Projects (Leisure) <a href="mailto:mark.humphreys@e-lindsey.gov.uk">mark.humphreys@e-lindsey.gov.uk</a></p>
<p><u>Portfolio Holder for Health &amp; Wellbeing, Conservation &amp; Heritage</u> (Councillor Elizabeth Jane Sneath)</p> <p>Trees &amp; Hedgerows Strategy Action Plan</p>	<p>To gain member input into the Draft Action Plan to underpin delivery of the Trees &amp; Hedgerows Strategy</p>		<p>Report and any relevant appendices</p>	<p>Cabinet 16 Dec 2025</p>	<p>Heather Prescott</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 Health &amp; Wellbeing, Conservation &amp; Heritage</u> (Councillor Elizabeth Jane Sneath)</p> <p>Net Zero Action Plan</p>	<p>To receive input into the Draft Action Plan for Carbon Reduction prior to adoption by Cabinet</p>		<p>Report and any relevant appendices</p>	<p>Cabinet 16 Dec 2025</p>	<p>Dean Hemsall, Sustainable Development Officer <a href="mailto:Dean.Hemsall@e-lindsey.go.uk">Dean.Hemsall@e-lindsey.go.uk</a></p>
<p><u>Portfolio Holder for Strategic and Operational Housing</u> (Councillor Tracey Carter)</p> <p>Contract for HRA Energy Efficiency Improvements</p>	<p>To award a contract for retrofit works including Air Source Heat Pumps, solar panels, loft insulation and ventilation for installation in the council's housing stock.</p>		<p>Report and any relevant appendices</p>	<p>Assistant Director – Housing Not before 27 Dec 2025</p>	<p>Vikki Cherry, Assistant Director - Housing <a href="mailto:vcherry@sholland.gov.uk">vcherry@sholland.gov.uk</a></p>

2025

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 Corporate and Environmental Services (Councillor Jim Astill)</u></p> <p>Waste Policies</p>	<p>To review existing and introduce new waste policies to enable implementation of the new household waste collection model.</p>		<p>Report and any relevant appendices</p>	<p>Cabinet 20 Jan 2026</p>	<p>Matt Fisher, Head of Environmental Services  <a href="mailto:matt.fisher@sholland.gov.uk">matt.fisher@sholland.gov.uk</a></p>
<p><u>Leader (Councillor Charles Nicholas 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 20 Jan 2026</p>	<p>Pranali Parikh, Director of Economic Development  <a href="mailto:pranali.parikh@boston.gov.uk">pranali.parikh@boston.gov.uk</a></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 Strategic and Operational Housing</u> (Councillor Tracey Carter)</p> <p>HRA business plan and asset management strategy</p>	<p>To adopt a business plan and asset management strategy and build the finances into the budget</p>	<p>members and tenants, informally and then formally</p> <p>members and tenants, informally and then formally commencing November</p>	<p>Report and any relevant appendices</p>	<p>South Holland District Council 28 Jan 2026</p>	<p>Vikki Cherry, Assistant Director - Housing <a href="mailto:vcherry@sholland.gov.uk">vcherry@sholland.gov.uk</a></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 Assets &amp; Strategic Planning (Councillor Henry J W Bingham), Portfolio Holder for Health &amp; Wellbeing, Conservation &amp; Heritage</u>  <u>Councillor Elizabeth Jane Sneath</u></p> <p>Spalding Conservation Area Appraisal, Spalding Heritage Strategy, Holbeach Conservation Area Appraisal, SELCP Design Guide.</p>	<p>To consider the documents prior to public consultation .</p>		<p>Report and any relevant appendices</p>	<p>Cabinet 17 Feb 2026</p>	<p>Emilie Wales, Heritage Manager  Emilie.Wales@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 Health &amp; Wellbeing, Conservation &amp; Heritage (Councillor Elizabeth Jane Sneath)</u></p> <p>SELCP Safeguarding Policy</p>	<p>To agree a joint SELCP Safeguarding Policy in order to standardise the Partnership's approach to Safeguarding children and adults in the work we do.</p>		<p>Report and any relevant appendices</p>	<p>Cabinet 17 Feb 2026</p>	<p>David Postle, Wellbeing Service Manager &amp; Deputy Strategic Safeguarding Lead David.Postle@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>Approval of the award and spend of funding from the UK Shared Prosperity Fund and Rural England Prosperity Fund</p> <p>25/26</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 2026)</p>	<p>Panel of relevant Officers in Economic Development, Portfolio Holder and where appropriate, Leader of the Council</p>	<p>Report and any relevant appendices</p>	<p>Portfolio Holder for Finance Before 31 Mar 2026</p>	<p>Saul Farrell, Senior Programme Manager - Local Growth and Grant Funding 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)

**If you have any comments or queries regarding any of the entries in the Key Decision Plan please contact:**

Democratic Services, Council Offices, Priory Road, Spalding, Lincolnshire, PE11 2XE  
Telephone: 01775 764451 Email: [demservices@sholland.gov.uk](mailto:demservices@sholland.gov.uk)

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<b>Report To:</b>	Performance Monitoring Panel
<b>Date:</b>	10 <sup>th</sup> December 2025
<b>Subject:</b>	Review of Implemented Planning Decisions
<b>Purpose:</b>	To report on the review undertaken with members and to consider the findings
<b>Key Decision:</b>	N/A
<b>Portfolio Holder:</b>	Portfolio Holder for Assets & Strategic Planning
<b>Report Of:</b>	Phil Norman – Assistant Director – Planning and Strategic Infrastructure
<b>Report Author:</b>	Jacob Bryan – Planning Officer
<b>Ward(s) Affected:</b>	There are no wards or communities affected
<b>Exempt Report:</b>	No

## Summary

South Holland District Council’s Constitution outlines, within Part 3 (Delegations), Section D (Delegations to Committees), that the Performance Monitoring Panel shall ‘revisit a number of implemented planning decisions’.

In this context, the latest ‘Implemented Planning Decision’ visits took place on 16<sup>th</sup> October 2025. This report sets out the considerations of the members present, and outlines the conclusions drawn from this exercise.

It recommends that the Panel gives consideration to the report and that the conclusions of the review be reported to the Planning Committee.

## Recommendations

That the Panel gives consideration to the report and that conclusions from the review of implemented planning decisions be reported to the Planning Committee.

It is also recommended that the Review of Implemented Planning Decisions tour remains to occur every two years, along with the extension of the member invitation to include members of the Planning Committee, as has taken place since 2025.

## **Reasons for Recommendations**

In order to inform the Performance Monitoring Panel and the Planning Committee of the conclusions of the review.

## **Other Options Considered**

That the Panel does nothing. However, this would not be a recommended course of action as it would be contrary to the purpose of the 'Implemented Planning Decisions' review, which is to improve the quality and consistency of decision-making, strengthen public confidence in the planning system, and help with reviews of planning policy.

## **1. Background**

- 1.1 The 'Probity in Planning' guide (updated 2019), prepared by The Local Government Association, highlights the need to review past planning decisions and outcomes (specifically detailed within section 13 of the report).
- 1.2 This guide details that it "is good practice for councillors to visit a sample of implemented planning permissions to assess the quality of the decisions and the development". The guide suggests that this activity "should improve the quality and consistency of decision-making, strengthen public confidence in the planning system, and can help with reviews of planning policy".
- 1.3 Part 3 (Delegations), Section D (Delegations to Committees) of the South Holland District Council Constitution states that the Performance Monitoring Panel shall 'revisit a number of implemented planning decisions'. As such, at South Holland District Council, this review is undertaken by the Performance Monitoring Panel.
- 1.4 The Panel had last carried out a tour of the District on 25<sup>th</sup> October 2023. It should be noted that these tours had previously taken place on an annual basis; however, as per the previous report and conclusions as agreed, the tour now takes place every two years.

## **2. The Tour**

The latest tour took place on 16th October 2025, with morning and afternoon sessions taking place on a number of development sites. The tour was prepared by Planning Officers in advance, and invitations were issued to all members of the Performance Monitoring Panel (11 members) and Planning Committee (11 members). Five Members took part in the two sessions and were present for the whole day.

- 2.1 The morning session comprised visits to Holbeach, Cowbit and a commercial site near to Spalding, which itself was visited within the previous tour. The afternoon session comprised visits to Gosberton and two sites in Donington.
- 2.2 A selection of five residential developments were visited, of a differing variety, in addition to a single commercial site.
- 2.3 The sites chosen comprised both small and large-scale schemes, with some schemes having been complete and others currently undergoing construction.
- 2.4 On the day of the visits, Members were provided with an information pack detailing background information and key issues relating to each site, including a brief history of planning applications for each site. Site layout plans of each site were also provided.
- 2.5 The members and officers viewed each site as a collective and allowed for each participant to offer their individual thoughts and opinions on each development, with verbal assistance being provided by officers on site where necessary or requested. Members' feedback and thoughts for each site were noted by officers and forms the notes compiled in Appendix A.
- 2.6 A debriefing was held after the afternoon session, led by Councillor Alcock, to review the day and draw conclusions from the sessions. This allowed clarity to be provided in respect of the key matters raised within the morning and afternoon sessions.

### **3. Conclusion**

- 3.1 The main conclusions noted throughout the exercise, which have been detailed within Appendix A, included the lack of private front gardens, with this matter being commonly replaced with parking that is located in front of residential units. Members reiterated the preference towards 'side parking' or communal parking areas, as opposed to the siting of parking to the front of plots.

Concerns relating to design were brought forward throughout, frequently regarding a somewhat uniform approach and material finish, throughout the larger schemes. It was noted that the sites with varying designs/house types were viewed in a more positive light, than those of uniform or mirrored units. Some minor details, such as the use of false windows and reliefs on brickwork, such as specific bespoke detailing, were viewed as having the ability to improve the character and overall visual quality of the sites.

- 3.2 Furthermore, at almost all the sites visited, Members voiced concern towards the siting of private bin collection points. These were often placed in front of houses or within more prominent locations, and members believed that in instances where the provision of such areas are unavoidable or required, further consideration should be had towards their appearance and siting, with a need for these to be located away from residential properties.

Finally, it was also noted that large open space, which featured a more central siting or comprised a provision that could be more easily accessible and utilised, for a specific purpose, by residents was viewed more positively than those which had open space but lacked maintenance and resulted in a somewhat unusable area. Some sites also lacked any adequate provision of open space at all.

**3.3** It was noted that some schemes appeared, due to differing levels, to have 'sloping drives', which resulted in water run-off towards the host dwellings and their associated garages or gardens, with this being highlighted as an area of concern and need for further attention in terms of drainage.

**3.3** A fully summary of comments can be found in Appendix A.

## **Implications**

### **South and East Lincolnshire Councils Partnership**

None.

### **Staffing**

None.

### **Workforce Capacity Implications**

None.

### **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 Environment Impact Assessment**

*None.*

### **Acronyms**

None.

### **Appendices**

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

Appendix A	Summary of Comments from the Review of Implemented Planning Decisions Tour (16 <sup>th</sup> October 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'. Also delete the below text.

### **Report Approval**

Report author:

Jacob Bryan, Planning Officer,  
Jacob.bryan@sholland.gov.uk

Signed off by:

Phil Norman – Assistant Director – Planning and Strategic Infrastructure

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## Summary Comments from Tour

(16<sup>th</sup> October 2025)

### Visit 1

#### Holbeach – Residential Scheme

##### Aspects that had been done well:

- Believe that the communal parking areas work better than parking in front of the individual units.
- Appreciated and had preference towards a variety of designs, in terms of designs and external materials.

##### Aspects that could be improved:

- Pleasant approach towards the estate, with extensive openness and greenery.
- Good impression on entrance which is quickly lost within the estate.
- Roads were quite narrow.
- No private front gardens.
- Parking areas/parking in front of houses.
- Poor upkeep of garden areas throughout estate.
- Total uniformity of bricks along specific crescent – sense of uniformity and monotone
- Red style bricks appear ‘messy’.
- Big contrast from sand/buff brick with red brickwork, maybe would’ve been better to stagger the change
- Not so keen on blank elevations, understand that there would need to be an individual design to avoid this
- Concerns with plumbing being visible from the outside on quite prominent plots
- No relief halfway up to add some design features
- Do not like the private drive refuse collection points, around 3 or 4 throughout the estate

### Visit 2

#### Cowbit – Residential Scheme

##### Aspects that had been done well:

- Believe that the half and half cladding and brickwork is more suitable and more visually appealing
- Were fans of the block paving driveways
- Permeable private driveways
- EV charging points on most dwellings as well Solar Panels – believe that the panels should be compulsory for all dwellings
- Fairly positive opinions throughout

##### Aspects that could be improved:

- Stark contrast through the black cladding at the front of the site
- Did not like the refuse collection points and believe if they have to be within a site that they should be moved away from front gardens

- Did not like the utility boxes being on front elevations, the white box contrasts on this estate particularly due to the black/grey uPVC windows and doors

### **Visit 3**

#### **Spalding – Commercial Site**

##### **Aspects that had been done well:**

- Believe that it is a sensible place for this type of development

##### **Aspects that could be improved:**

- Bollards to stop parking on the private road are unattractive
- Concerns about the recent approval on site not being central enough for a big supermarket to want to develop it
- Concerns over the access to and from the site for vehicles and pedestrians
- Sharp bend for people to turning right out onto a 60mph road
- Would be issues if pedestrian crossing was introduced, but they would need access into the site
- There are issues getting development into the site – questioned whether the site should remain within the local plan for development to be focused here
- Concerned that it won't be carried out before the permission lapses

### **Visit 4**

#### **Gosberton – Residential Scheme**

##### **Aspects that had been done well:**

- Like the materials used and the design of the bungalows
- Adequate spacing in between each plot
- Good landscaping and garden throughout
- Fans of the parking being on the side rather in front of the bungalows
- Good road width
- Overall, very positive opinions and feedback on this estate

##### **Aspects that could be improved:**

- Some concerns that the loose gravel would end up on the road

### **Visit 5**

#### **Donington – Residential Scheme**

##### **Aspects that had been done well:**

- Very positive feedback on the open space feature in the middle of the estate which doubled as a SUDs system as well
- Varying designs but with a good mix
- Character of the site was positive

- Liked that the affordable homes were dotted about the estate, still felt that they were easily identifiable
- Side parking is more visually appealing than in front of dwellings
- Lack of cars on the road made the site feel more open
- Positive inclusion of private front gardens

Aspects that could be improved:

- Not keen on the diagonal design of the front plot
- Do not like false window openings
- Concerns about driveways sloping backwards meaning if heavy rain occurs the water would flood into the garage
- Not keen on the large expanse of tarmac on the private drives
- Utility boxes would be better suited on the side of the houses rather than front

**Visit 6**

Donington – Residential Scheme

Aspects that had been done well:

- Solar panels on lots of roofs however a limited number per dwelling

Aspects that could be improved:

- Not a fan of parking in front of houses
- Felt that it was noticeably affordable
- Central area is no use for anyone and questioned how this is actually maintained
- Believe overall that it could be better and is an unattractive site
- Swale at the entrance is not wide enough to be effective
- Very 'samey' – same colour bricks and designs throughout
- Not inspiring or attractive
- Lacking any form of open space

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<b>Report To:</b>	Performance Monitoring Panel
<b>Date:</b>	Wednesday, 10 <sup>th</sup> December 2025
<b>Subject:</b>	Q2 Performance Report 25-26
<b>Purpose:</b>	To provide an update on how the Council is performing for the period 1 <sup>st</sup> July 2025 to 30 <sup>th</sup> September 2025
<b>Key Decision:</b>	No
<b>Portfolio Holder:</b>	Cllr Jim Astill, Portfolio Holder for Corporate and Environmental Services
<b>Report Of:</b>	James Gilbert, Assistant Director - Corporate
<b>Report Author:</b>	Corey Gooch, Business Intelligence and Change Manager
<b>Ward(s) Affected:</b>	<i>None</i>
<b>Exempt Report:</b>	No

## Summary

The Quarter 2 2025-26 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

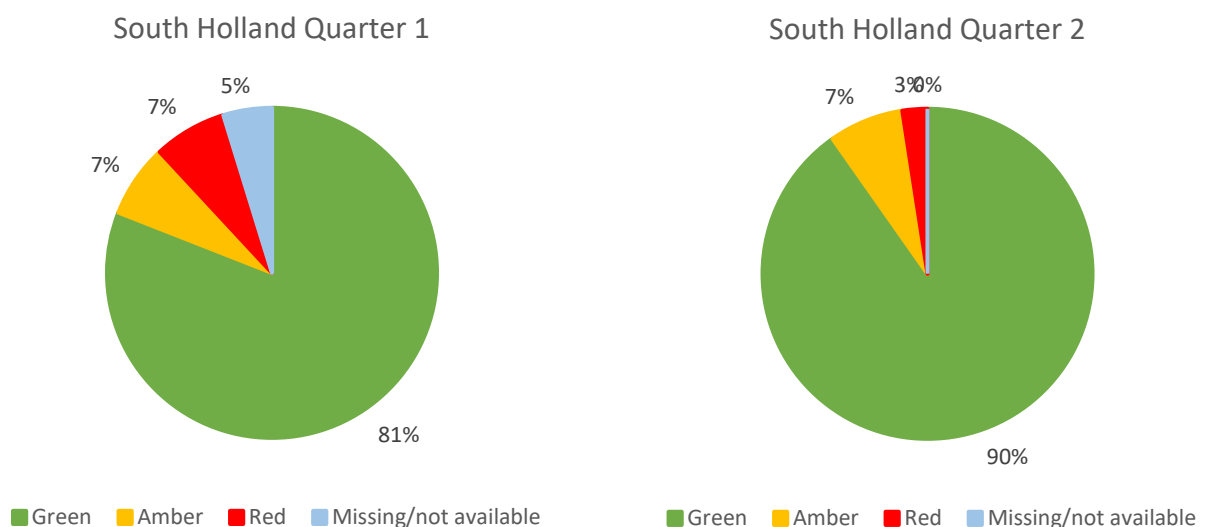
- 1.1. This report provides Cabinet with an overview of the key performance indicators for the Council at the end of Quarter 2 (1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025)
- 1.2. The Performance Framework's role is to drive improvement in service delivery, and this includes ambitious 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

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

- **Percentage of corporate complaints responded to within corporately set timescales:** Complaints responded to within set timescales is holding steady at 85.19% (85% in Q1), against target of 95%. (Details for this indicator can be found on page 8 of the report)
- **Percentage of fly-tips collected within 5 working days of being reported:** The collection rate has dipped slightly below target rate of 95% for the first time in the past year.

2.2 The pie charts below show the Quarter 2 outturn compared to the previous Quarter, 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**

- 90% of the Council's performance metrics present a positive position against targets.
- 7% are slightly below target.
- 3% 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.

### **Implications**

#### **South and East Lincolnshire Councils Partnership**

*The Performance Framework is partnership wide, some indicators feature data which is measured across the partnership and some indicators are sovereign to South Holland District Council*

#### **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.*

#### **Staffing**

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

#### **Workforce Capacity Implications**

*None*

#### **Constitutional and Legal Implications**

*None*

#### **Data Protection**

*None*

#### **Financial**

*None*

#### **Risk Management**

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

#### **Stakeholder / Consultation / Timescales**

*None*



**Report Approval**

Report author: Corey Gooch, Business Intelligence and Change Manager  
Corey.Gooch@sholland.gov.uk

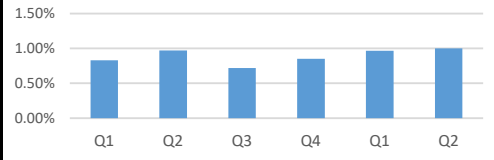
Signed off by: James Gilbert, Assistant Director - Corporate

Approved for publication: Jim Astill, Portfolio Holder for Corporate and Environmental Services

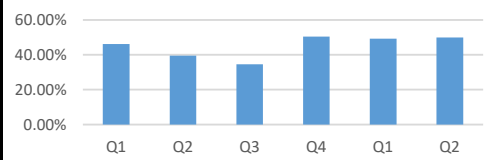
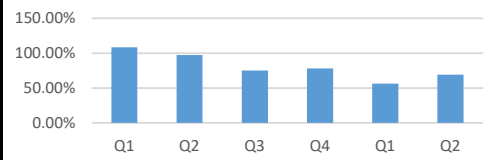

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**Performance Indicators with Targeted Performance Levels**  
**Growth and Prosperity**

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG	
Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	100.00%	100.00%	100.00%	98.08%	98.00%	98.21%	97.00%		
Commentary	There was one vacant unit at the end of quarter.									
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period)	Phil Norman	94.38%	94.34%	100.00%	100.00%	96.97%	97.56%	65.00%		
Commentary	Good performance on Major applications over all - well above Government and KPI target figure. Team continuing to monitor live tables and manage timeliness of decision making.									
Percentage of non-major planning applications determined within 8 weeks (or agreed extended period)	Phil Norman	Not Previously Reported	Not Previously Reported	94.74%	94.64%	95.08%	96.00%	75%		
Commentary	Good performance on Non-Major applications - well above Government and KPI target figure. Team continuing to monitor live tables and manage timeliness of decision making.									
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	Phil Norman	1.01%	0.94%	3.19%	2.94%	2.91%	2.83%	10%		
Commentary	Percentage of allowed appeals has increased slightly, but generally still remains comfortably below the threshold set by MHCLG - gives the service confidence in decision making. Continue to monitor.									


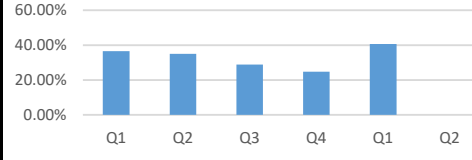
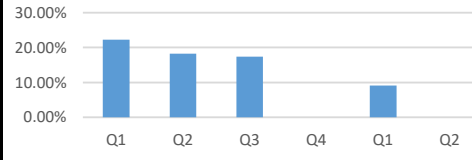
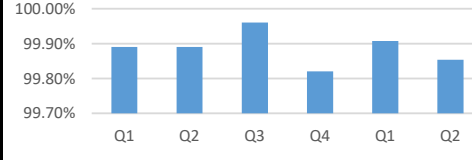
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined (OFLOG)	Phil Norman	0.83%	0.97%	0.72%	0.85%	0.97%	1.00%	10%		
Commentary	Appeals performance is very good - gives the service confidence in sound decision making.									

### Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	46.15%	39.53%	34.62%	50.46%	49.21%	50.00%	50.00%		
Commentary	The number of cases started before people become homeless is now on target. Further guidance is to be provided by the SELCP Homelessness Team Leader to try and further improve performance.									
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	Emily Spicer	108.33%	97.06%	75.00%	78.18%	56.45%	69.12%	50.00%		
Commentary	The total number of households prevented from becoming homeless is above the target and performance has improved since the last quarter.									
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	Emily Spicer	0	0	0	0	0	0	0		
Commentary	No households with children were in B&B for more than 6 weeks.									

Percentage of decisions issued on an applicant's initial homelessness application within target timescale of 33 working days	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	90.43%	92.56%	75.00%		
Commentary	Performance is much higher than the target as well as improving since the last quarter.									

### Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG	
Number of homes improved through green home/warm home grants	Christian Allen	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	0		
Percentage of household waste collected for recycling and composting	Victoria Burgess	36.52%	34.90%	28.79%	24.80%	40.67%		45.00%	Annual Target Only	
Commentary	Recycling rates for dry recycling and garden waste follow similar patterns over the 4 quateres of any given year, and comparisons should only ever be on a like for like basis and not by comparing different quateres other than to understand seasonal trend i.e. main growing season against when plants are dormant, or the influence of major sporting events.									
Percentage of recycling collected that is unable to be recycled (contamination)	Victoria Burgess	22.22%	18.21%	17.36%	No Data Provided	9.14%		14.00%		
Commentary	Q2 data is not available on WDF. Review required to determine the use of LCC data or WDF.									
Percentage of waste collections that were successful first time	Victoria Burgess	99.89%	99.89%	99.96%	99.82%	99.91%	99.85%	99.80%		

Percentage of fly-tips collected within 5 working days of being reported	Victoria Burgess	96.98%	97.02%	95.47%	97.79%	95.40%	94.59%	95.00%		<table border="1"> <caption>Percentage of fly-tips collected within 5 working days of being reported</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>96.98%</td> </tr> <tr> <td>Q2</td> <td>97.02%</td> </tr> <tr> <td>Q3</td> <td>95.47%</td> </tr> <tr> <td>Q4</td> <td>97.79%</td> </tr> <tr> <td>Q1</td> <td>95.40%</td> </tr> <tr> <td>Q2</td> <td>94.59%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	96.98%	Q2	97.02%	Q3	95.47%	Q4	97.79%	Q1	95.40%	Q2	94.59%
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## Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG															
Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	91.66%	91.67%	100.00%	100.00%	100.00%	100.00%	97.00%		<table border="1"> <caption>Occupancy Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>91.66%</td></tr> <tr><td>Q2</td><td>91.67%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Rate (%)	Q1	91.66%	Q2	91.67%	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%
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Commentary		No 'other investment property' was vacant at the end of Q1.																						
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	106.00%	107.16%	103.97%	104.66%	105.68%	103.01%	100.00%		<table border="1"> <caption>Percentage of Car Parking Income Data</caption> <thead> <tr><th>Quarter</th><th>Percentage (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>106.00%</td></tr> <tr><td>Q2</td><td>107.16%</td></tr> <tr><td>Q3</td><td>103.97%</td></tr> <tr><td>Q4</td><td>104.66%</td></tr> <tr><td>Q1</td><td>105.68%</td></tr> <tr><td>Q2</td><td>103.01%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1	106.00%	Q2	107.16%	Q3	103.97%	Q4	104.66%	Q1	105.68%	Q2	103.01%
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Q2	103.01%																							
Commentary		Vine Street car park is free to park on Wednesdays and Saturdays currently due to the BID town forum's request - we will be putting in an invoice to reclaim fees once calculated.																						
LA Error rate (measured against estimated annual expenditure) (PSPS)	Russell Stone	0.02%	0.07%	0.08%	0.11%	0.16%	0.32%	0.42%		<table border="1"> <caption>LA Error Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0.02%</td></tr> <tr><td>Q2</td><td>0.07%</td></tr> <tr><td>Q3</td><td>0.08%</td></tr> <tr><td>Q4</td><td>0.11%</td></tr> <tr><td>Q1</td><td>0.16%</td></tr> <tr><td>Q2</td><td>0.32%</td></tr> </tbody> </table>	Quarter	Rate (%)	Q1	0.02%	Q2	0.07%	Q3	0.08%	Q4	0.11%	Q1	0.16%	Q2	0.32%
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Business Rates in-year collection rate	Russell Stone	28.43%	55.61%	80.56%	97.30%	30.14%	55.28%	55.50%		<table border="1"> <caption>Business Rates in-year Collection Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>28.43%</td></tr> <tr><td>Q2</td><td>55.61%</td></tr> <tr><td>Q3</td><td>80.56%</td></tr> <tr><td>Q4</td><td>97.30%</td></tr> <tr><td>Q1</td><td>30.14%</td></tr> <tr><td>Q2</td><td>55.28%</td></tr> </tbody> </table>	Quarter	Rate (%)	Q1	28.43%	Q2	55.61%	Q3	80.56%	Q4	97.30%	Q1	30.14%	Q2	55.28%
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Commentary		The current climate for businesses is challenging, and the reduction in relief this year has impacted collection. A robust programme of recovery is in place. £270k is outstanding as a combined result of a large new hereditament, a business subject to a restructuring, and a Proposed Voluntary Arrangement.																						
Council Tax in-year collection rate	Russell Stone	28.63%	55.80%	82.56%	96.32%	28.65%	55.55%	55.50%		<table border="1"> <caption>Council Tax in-year Collection Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>28.63%</td></tr> <tr><td>Q2</td><td>55.80%</td></tr> <tr><td>Q3</td><td>82.56%</td></tr> <tr><td>Q4</td><td>96.32%</td></tr> <tr><td>Q1</td><td>28.65%</td></tr> <tr><td>Q2</td><td>55.55%</td></tr> </tbody> </table>	Quarter	Rate (%)	Q1	28.63%	Q2	55.80%	Q3	82.56%	Q4	96.32%	Q1	28.65%	Q2	55.55%
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Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	Russell Stone	31.00	25.50	24.00	23.50	16.00	17.50	25		
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	Russell Stone	10.00	9.50	12.67	10.00	12.00	11.50	12		
Housing Benefit Overpayment Recovery rate (PSPS)	Russell Stone	87.87%	110.11%	104.59%	113.05%	111.56%	94.16%	85.00%		
Land Charges - Average number of days taken to process Local Authority searches (working days)	Christian Allen	3.61	3.16	3.19	3.32	4.20	3.41	8		
Commentary	163 in the period.									
Percentage of corporate complaints responded to within corporately set timescales	John Medler	81.82%	92.31%	53.85%	58.82%	85.00%	85.19%	95.00%		
Commentary	6 of the late items were with Neighbourhoods - the process is improving from last period as a result of direct changes. There was an additional 7 complaints withdrawn, and we have further 7 recorded as outstanding.									
Percentage of subject requests responded to within statutory timescales	John Medler	80.00%	100.00%	100.00%	66.67%	66.67%	100.00%	95.00%		
Commentary	There are two that are outstanding which will be classed as late when they complete- making the figure 75%. These were found in legacy mailboxes that were part of an operational queue. Work will be done to remind those teams to triage DSAR/FOI.									

Percentage of information requests responded to within statutory timescales	John Medler	94.17%	100.00%	97.79%	96.97%	97.10%	95.00%	95.00%		<table border="1"> <caption>Percentage of information requests responded to within statutory timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>94.17%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>97.79%</td></tr> <tr><td>Q4</td><td>96.97%</td></tr> <tr><td>Q1</td><td>97.10%</td></tr> <tr><td>Q2</td><td>95.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	94.17%	Q2	100.00%	Q3	97.79%	Q4	96.97%	Q1	97.10%	Q2	95.00%
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Commentary	The FOIA performance for Q2 has decreased very slightly compared to Q1 - however there has also been a 30% uplift in FOIA's during this period. we remain above the ICO good guilnce figure of 95%.																							
Percentage of contacts resolved at first contact – targeted. (PSPS)	Phil Perry	82.89%	85.11%	85.65%	86.27%	89.56%	89.57%	80.00%		<table border="1"> <caption>Percentage of contacts resolved at first contact – targeted. (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>82.89%</td></tr> <tr><td>Q2</td><td>85.11%</td></tr> <tr><td>Q3</td><td>85.65%</td></tr> <tr><td>Q4</td><td>86.27%</td></tr> <tr><td>Q1</td><td>89.56%</td></tr> <tr><td>Q2</td><td>89.57%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	82.89%	Q2	85.11%	Q3	85.65%	Q4	86.27%	Q1	89.56%	Q2	89.57%
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Q2	89.57%																							
Commentary	Quarterly Target Exceed by 9.57% Total contacts - 31,337 Cases logged - 18,758 Service Requests - 9,313 Transfer & Message - 3,266 - Council Tax (43.15%), Housing (24.48%), Benefits (11.08%) Levels of chase enquiry remains high at 11.09%, with service answer rate 34.09% , driving up transfer and message enquiries.																							
Average answer rate – Customer Contact (PSPS)	Phil Perry	86.84%	84.00%	91.71%	87.32%	83.87%	86.58%	80.00%		<table border="1"> <caption>Average answer rate – Customer Contact (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>86.84%</td></tr> <tr><td>Q2</td><td>84.00%</td></tr> <tr><td>Q3</td><td>91.71%</td></tr> <tr><td>Q4</td><td>87.32%</td></tr> <tr><td>Q1</td><td>83.87%</td></tr> <tr><td>Q2</td><td>86.58%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	86.84%	Q2	84.00%	Q3	91.71%	Q4	87.32%	Q1	83.87%	Q2	86.58%
Quarter	Percentage																							
Q1	86.84%																							
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Q3	91.71%																							
Q4	87.32%																							
Q1	83.87%																							
Q2	86.58%																							

## HRA

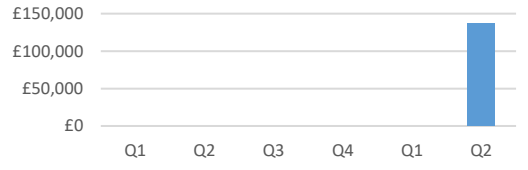
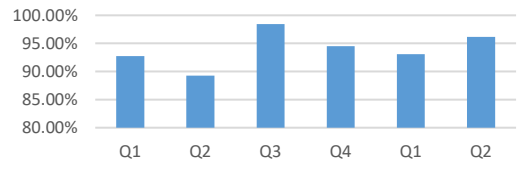
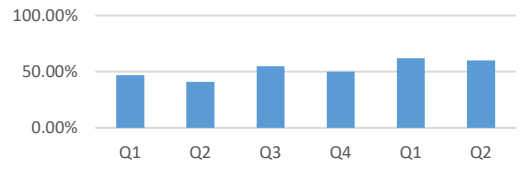
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG															
Proportion of homes for which all required gas safety checks have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Gas Safety Checks Completion Data</caption> <thead> <tr><th>Quarter</th><th>Completion %</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%
Quarter	Completion %																							
Q1	100.00%																							
Q2	100.00%																							
Q3	100.00%																							
Q4	100.00%																							
Q1	100.00%																							
Q2	100.00%																							
Commentary	No gas safety checks are outstanding.																							
Proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out	Vicky Cherry	99.30%	99.16%	99.07%	99.53%	99.78%	99.89%	100.00%		<table border="1"> <caption>EICR Completion Data</caption> <thead> <tr><th>Quarter</th><th>Completion %</th></tr> </thead> <tbody> <tr><td>Q1</td><td>99.30%</td></tr> <tr><td>Q2</td><td>99.16%</td></tr> <tr><td>Q3</td><td>99.07%</td></tr> <tr><td>Q4</td><td>99.53%</td></tr> <tr><td>Q1</td><td>99.78%</td></tr> <tr><td>Q2</td><td>99.89%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	99.30%	Q2	99.16%	Q3	99.07%	Q4	99.53%	Q1	99.78%	Q2	99.89%
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Q1	99.78%																							
Q2	99.89%																							
Commentary	There are 4 properties out of 3673 outstanding an EICR report. Tenants of these properties are refusing access and are being pursued through the 'No Access Working Group' including seeking injunctions for access. National average is 99.59%.																							
Proportion of homes for which all required fire risk assessments have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Fire Risk Assessments Completion Data</caption> <thead> <tr><th>Quarter</th><th>Completion %</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%
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Q2	100.00%																							
Q3	100.00%																							
Q4	100.00%																							
Q1	100.00%																							
Q2	100.00%																							
Commentary	No Fire risk assessments were overdue at period end.																							
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Asbestos Management Surveys Completion Data</caption> <thead> <tr><th>Quarter</th><th>Completion %</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%
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Q3	100.00%																							
Q4	100.00%																							
Q1	100.00%																							
Q2	100.00%																							
Commentary	There are no asbestos management surveys outstanding at period end.																							
Proportion of homes for which all required legionella risk assessments have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Legionella Risk Assessments Completion Data</caption> <thead> <tr><th>Quarter</th><th>Completion %</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%
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Q3	100.00%																							
Q4	100.00%																							
Q1	100.00%																							
Q2	100.00%																							
Commentary	No legionella risk assessments are outstanding at period end.																							

Average time to re-let a property excluding major works (days) all letting types – Running total	Vicky Cherry	25.55	25.44	25.23	24.94	26.18	26.41	28		<table border="1"> <caption>Average time to re-let a property (days)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Previous Year</td> <td>25.55</td> <td>25.44</td> <td>25.23</td> <td>24.94</td> </tr> <tr> <td>Current Year</td> <td>26.18</td> <td>26.41</td> <td>28</td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Previous Year	25.55	25.44	25.23	24.94	Current Year	26.18	26.41	28	
Year	Q1	Q2	Q3	Q4																					
Previous Year	25.55	25.44	25.23	24.94																					
Current Year	26.18	26.41	28																						
Commentary	Year-to-date we now have had 127 voids, slightly higher than the 116 at the same point last year.																								
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	Vicky Cherry	2.25%	2.00%	2.81%	2.29%	2.14%	2.52%	4%		<table border="1"> <caption>Gross rent arrears as a percentage of rent due</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Previous Year</td> <td>2.25%</td> <td>2.00%</td> <td>2.81%</td> <td>2.29%</td> </tr> <tr> <td>Current Year</td> <td>2.14%</td> <td>2.52%</td> <td>4%</td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Previous Year	2.25%	2.00%	2.81%	2.29%	Current Year	2.14%	2.52%	4%	
Year	Q1	Q2	Q3	Q4																					
Previous Year	2.25%	2.00%	2.81%	2.29%																					
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Commentary	Year-to-date we now have had 127 voids, slightly higher than the 116 at the same point last year.																								
Proportion of homes for which all required communal passenger lift safety checks have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Proportion of homes for which all required communal passenger lift safety checks have been carried out</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Previous Year</td> <td>100.00%</td> <td>100.00%</td> <td>100.00%</td> <td>100.00%</td> </tr> <tr> <td>Current Year</td> <td>100.00%</td> <td>100.00%</td> <td>100.00%</td> <td>100.00%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Previous Year	100.00%	100.00%	100.00%	100.00%	Current Year	100.00%	100.00%	100.00%	100.00%
Year	Q1	Q2	Q3	Q4																					
Previous Year	100.00%	100.00%	100.00%	100.00%																					
Current Year	100.00%	100.00%	100.00%	100.00%																					
Commentary	All checks completed.																								
Proportion of homes that do not meet the Decent Homes Standard	Vicky Cherry	2.23%	1.77%	1.77%	1.60%	1.74%	0.90%	2.00%		<table border="1"> <caption>Proportion of homes that do not meet the Decent Homes Standard</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Previous Year</td> <td>2.23%</td> <td>1.77%</td> <td>1.77%</td> <td>1.60%</td> </tr> <tr> <td>Current Year</td> <td>1.74%</td> <td>0.90%</td> <td>2.00%</td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Previous Year	2.23%	1.77%	1.77%	1.60%	Current Year	1.74%	0.90%	2.00%	
Year	Q1	Q2	Q3	Q4																					
Previous Year	2.23%	1.77%	1.77%	1.60%																					
Current Year	1.74%	0.90%	2.00%																						
Commentary	Currently have 33 properties classed as not meeting the decent homes standard. 10 properties will never be able to meet the standard due to kitchen capacity.																								
Proportion of non-emergency responsive repairs completed within the landlord's target timescale - 28 days	Vicky Cherry	90.20%	91.10%	91.40%	91.30%	90.69%	91.95%	90.00%		<table border="1"> <caption>Proportion of non-emergency responsive repairs completed within the landlord's target timescale - 28 days</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Previous Year</td> <td>90.20%</td> <td>91.10%</td> <td>91.40%</td> <td>91.30%</td> </tr> <tr> <td>Current Year</td> <td>90.69%</td> <td>91.95%</td> <td>90.00%</td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Previous Year	90.20%	91.10%	91.40%	91.30%	Current Year	90.69%	91.95%	90.00%	
Year	Q1	Q2	Q3	Q4																					
Previous Year	90.20%	91.10%	91.40%	91.30%																					
Current Year	90.69%	91.95%	90.00%																						
Commentary	Performance in this area remains on target - with monthly and annual performance consistently being around the 90%-91% level.																								

Proportion of emergency responsive repairs completed within the landlord's target timescale	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	99.28%	100.00%	100.00%		<table border="1"> <caption>Emergency responsive repairs completion rates</caption> <thead> <tr> <th>Quarter</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>99.28%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion Rate	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	99.28%	Q2	100.00%
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Q3	100.00%																							
Q4	100.00%																							
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Q2	100.00%																							
Commentary		100% of emergency repairs attended to within timescales.																						
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	Vicky Cherry	100.00%	96.92%	97.37%	94.84%	95.83%	97.62%	95.00%		<table border="1"> <caption>Stage one complaint response rates</caption> <thead> <tr> <th>Quarter</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>96.92%</td></tr> <tr><td>Q3</td><td>97.37%</td></tr> <tr><td>Q4</td><td>94.84%</td></tr> <tr><td>Q1</td><td>95.83%</td></tr> <tr><td>Q2</td><td>97.62%</td></tr> </tbody> </table>	Quarter	Response Rate	Q1	100.00%	Q2	96.92%	Q3	97.37%	Q4	94.84%	Q1	95.83%	Q2	97.62%
Quarter	Response Rate																							
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Q3	97.37%																							
Q4	94.84%																							
Q1	95.83%																							
Q2	97.62%																							
Commentary		2 Stage 1 Complaints were non-compliant during Q1 (cumulative figure reported).																						
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%		<table border="1"> <caption>Stage two complaint response rates</caption> <thead> <tr> <th>Quarter</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>95.00%</td></tr> </tbody> </table>	Quarter	Response Rate	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	95.00%
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Q3	100.00%																							
Q4	100.00%																							
Q1	100.00%																							
Q2	95.00%																							
Commentary		2 stage 2 complaints received in Q2 and total of 4 year to date; all responded to within timescale.																						
Average number of days to fix damp and mould issues	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	21.33	34.27	56		<table border="1"> <caption>Average days to fix damp and mould issues</caption> <thead> <tr> <th>Quarter</th> <th>Average Days</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>21.33</td></tr> <tr><td>Q2</td><td>34.27</td></tr> <tr><td>Q3</td><td>56</td></tr> </tbody> </table>	Quarter	Average Days	Q1	21.33	Q2	34.27	Q3	56						
Quarter	Average Days																							
Q1	21.33																							
Q2	34.27																							
Q3	56																							
Commentary		The vast majority of our routine cases are now undertaken by the internal DCM or housing repairs team with only either major or specialist works being contracted externally, this enables us to keep performance in check.																						

**Performance Indicators with Trend Only Performance Levels**  
**Growth and Prosperity**

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	
Building Control market share	Christian Allen	92.00%	82.00%	89.00%	88.00%	84.00%	87.00%	
Value of Grants awarded via Grants4growth	Growth	£176,339	£91,051	£64,427	No Data Provided	No Data Provided	£89,813	
Number of Grants awarded via Grants4growth	Growth	13	11	11	No Data Provided	No Data Provided	12	
Number of Businesses assisted via Grants4growth	Growth	19	17	7	No Data Provided	No Data Provided	25	
Number of Business registered via Grants4growth	Growth	19	No Data Provided	No Data Provided	No Data Provided	No Data Provided	25	

Matched funding through Grants4Growth scheme	Growth	No Data Provided	No Data Provided	No Data Provided	No Data Provided	No Data Provided	£136,353	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Funding (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>136,353</td> </tr> </tbody> </table>	Quarter	Funding (£)	Q1	0	Q2	136,353								
Quarter	Funding (£)																					
Q1	0																					
Q2	136,353																					
Percentage of decisions (major / minor / others) taken under delegation within period	Phil Norman	92.72%	89.29%	98.42%	94.53%	93.10%	96.15%	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>92.72</td> </tr> <tr> <td>Q2</td> <td>89.29</td> </tr> <tr> <td>Q3</td> <td>98.42</td> </tr> <tr> <td>Q4</td> <td>94.53</td> </tr> <tr> <td>Q1</td> <td>93.10</td> </tr> <tr> <td>Q2</td> <td>96.15</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q1	92.72	Q2	89.29	Q3	98.42	Q4	94.53	Q1	93.10	Q2	96.15
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Q3	98.42																					
Q4	94.53																					
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Q2	96.15																					
Commentary	High % of applications being determined through delegated powers - showing an effective scheme of delegation and support and trust in officer recommendations.																					
Council run stall occupancy level (Markets)	Phil Perry	46.80%	41.00%	55.00%	50.00%	62.00%	60.00%	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Occupancy (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>46.80</td> </tr> <tr> <td>Q2</td> <td>41.00</td> </tr> <tr> <td>Q3</td> <td>55.00</td> </tr> <tr> <td>Q4</td> <td>50.00</td> </tr> <tr> <td>Q1</td> <td>62.00</td> </tr> <tr> <td>Q2</td> <td>60.00</td> </tr> </tbody> </table>	Quarter	Occupancy (%)	Q1	46.80	Q2	41.00	Q3	55.00	Q4	50.00	Q1	62.00	Q2	60.00
Quarter	Occupancy (%)																					
Q1	46.80																					
Q2	41.00																					
Q3	55.00																					
Q4	50.00																					
Q1	62.00																					
Q2	60.00																					
Commentary	914 pitches occupied of possible 1518. New Makers and Farmers Market held at Spalding on 16th August.																					

### Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2							
Number of days to complete a stage 2 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	128	167	<table border="1"> <caption>Days to complete a stage 2 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>128</td> </tr> <tr> <td>Q2</td> <td>167</td> </tr> </tbody> </table>	Quarter	Days	Q1	128	Q2	167
Quarter	Days													
Q1	128													
Q2	167													
Number of days to complete a stage 3 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	5	2	<table border="1"> <caption>Days to complete a stage 3 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5</td> </tr> <tr> <td>Q2</td> <td>2</td> </tr> </tbody> </table>	Quarter	Days	Q1	5	Q2	2
Quarter	Days													
Q1	5													
Q2	2													
Number of days to complete a stage 4 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	45	48	<table border="1"> <caption>Days to complete a stage 4 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>45</td> </tr> <tr> <td>Q2</td> <td>48</td> </tr> </tbody> </table>	Quarter	Days	Q1	45	Q2	48
Quarter	Days													
Q1	45													
Q2	48													
Number of DFG referrals received	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	20	31	<table border="1"> <caption>Number of DFG referrals received</caption> <thead> <tr> <th>Quarter</th> <th>Referrals</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>20</td> </tr> <tr> <td>Q2</td> <td>31</td> </tr> </tbody> </table>	Quarter	Referrals	Q1	20	Q2	31
Quarter	Referrals													
Q1	20													
Q2	31													
Number of DFG grants approved	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	16	10	<table border="1"> <caption>Number of DFG grants approved</caption> <thead> <tr> <th>Quarter</th> <th>Grants</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>16</td> </tr> <tr> <td>Q2</td> <td>10</td> </tr> </tbody> </table>	Quarter	Grants	Q1	16	Q2	10
Quarter	Grants													
Q1	16													
Q2	10													

Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	8	13	<table border="1"> <tr><th>Quarter</th><th>Grants Completed</th></tr> <tr><td>Q1</td><td>8</td></tr> <tr><td>Q2</td><td>13</td></tr> </table>	Quarter	Grants Completed	Q1	8	Q2	13								
Quarter	Grants Completed																					
Q1	8																					
Q2	13																					
For a successful prevention outcome at least 32% should be achieved through keeping the household in the home presented from	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	31.00%	19.10%	<table border="1"> <tr><th>Quarter</th><th>Percentage</th></tr> <tr><td>Q1</td><td>31.00%</td></tr> <tr><td>Q2</td><td>19.10%</td></tr> </table>	Quarter	Percentage	Q1	31.00%	Q2	19.10%								
Quarter	Percentage																					
Q1	31.00%																					
Q2	19.10%																					
Commentary	Performance has fallen this month. The new Senior Officer will be tasked with supporting the officers to improve the performance where possible. Keeping people in their own home is reliant on the excluder being willing to work with the Council and the cost of preventing the homelessness.																					
Percentage of not in priority need decisions should reflect at least the regional average for the East Midlands (32%)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	43.00%	60.00%	<table border="1"> <tr><th>Quarter</th><th>Percentage</th></tr> <tr><td>Q1</td><td>43.00%</td></tr> <tr><td>Q2</td><td>60.00%</td></tr> </table>	Quarter	Percentage	Q1	43.00%	Q2	60.00%								
Quarter	Percentage																					
Q1	43.00%																					
Q2	60.00%																					
Commentary	This is significantly higher than the East Midlands average. Cases will be reviewed to check Officers are not setting the priority need threshold too high.																					
Percentage of intentional homelessness (IH) decisions should reflect at least the regional average for the East Midlands (5%)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	11.00%	4.00%	<table border="1"> <tr><th>Quarter</th><th>Percentage</th></tr> <tr><td>Q1</td><td>11.00%</td></tr> <tr><td>Q2</td><td>4.00%</td></tr> </table>	Quarter	Percentage	Q1	11.00%	Q2	4.00%								
Quarter	Percentage																					
Q1	11.00%																					
Q2	4.00%																					
Commentary	There was only 1 out of 25 cases classed as intentionally homeless. Applicants can only be classed as intentionally homeless if they have become homeless as a result of a deliberate act such as non-payment of rent when they had the means to pay it or giving up a property that was reasonable for their occupation.																					
Visitor numbers / number of tickets sold, for leisure venues	Phil Perry	96,186	92,281	90,588	91,001	84,226	78,384	<table border="1"> <tr><th>Quarter</th><th>Visitor Numbers</th></tr> <tr><td>Q1</td><td>96,186</td></tr> <tr><td>Q2</td><td>92,281</td></tr> <tr><td>Q3</td><td>90,588</td></tr> <tr><td>Q4</td><td>91,001</td></tr> <tr><td>Q1</td><td>84,226</td></tr> <tr><td>Q2</td><td>78,384</td></tr> </table>	Quarter	Visitor Numbers	Q1	96,186	Q2	92,281	Q3	90,588	Q4	91,001	Q1	84,226	Q2	78,384
Quarter	Visitor Numbers																					
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Q4	91,001																					
Q1	84,226																					
Q2	78,384																					

Number of gym members	Phil Perry	1,485	1,431	1,376	982	962	921	<table border="1"> <caption>Number of gym members by quarter</caption> <thead> <tr> <th>Quarter</th> <th>Members</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>1,485</td></tr> <tr><td>Q2</td><td>1,431</td></tr> <tr><td>Q3</td><td>1,376</td></tr> <tr><td>Q4</td><td>982</td></tr> <tr><td>Q1</td><td>962</td></tr> <tr><td>Q2</td><td>921</td></tr> </tbody> </table>	Quarter	Members	Q1	1,485	Q2	1,431	Q3	1,376	Q4	982	Q1	962	Q2	921
Quarter	Members																					
Q1	1,485																					
Q2	1,431																					
Q3	1,376																					
Q4	982																					
Q1	962																					
Q2	921																					
Number of swims	Phil Perry	20,482	21,843	19,498	20,174	15,190	16,753	<table border="1"> <caption>Number of swims by quarter</caption> <thead> <tr> <th>Quarter</th> <th>Swims</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>20,482</td></tr> <tr><td>Q2</td><td>21,843</td></tr> <tr><td>Q3</td><td>19,498</td></tr> <tr><td>Q4</td><td>20,174</td></tr> <tr><td>Q1</td><td>15,190</td></tr> <tr><td>Q2</td><td>16,753</td></tr> </tbody> </table>	Quarter	Swims	Q1	20,482	Q2	21,843	Q3	19,498	Q4	20,174	Q1	15,190	Q2	16,753
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Q2	21,843																					
Q3	19,498																					
Q4	20,174																					
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Q2	16,753																					
Number of swimming lessons	Phil Perry	19,399	17,147	20,330	21,256	19,409	18,660	<table border="1"> <caption>Number of swimming lessons by quarter</caption> <thead> <tr> <th>Quarter</th> <th>Lessons</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>19,399</td></tr> <tr><td>Q2</td><td>17,147</td></tr> <tr><td>Q3</td><td>20,330</td></tr> <tr><td>Q4</td><td>21,256</td></tr> <tr><td>Q1</td><td>19,409</td></tr> <tr><td>Q2</td><td>18,660</td></tr> </tbody> </table>	Quarter	Lessons	Q1	19,399	Q2	17,147	Q3	20,330	Q4	21,256	Q1	19,409	Q2	18,660
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Q2	17,147																					
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## Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2															
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	Christian Allen	99.14%	99.14%	99.28%	98.99%	99.10%	98.40%	<table border="1"> <caption>Food Safety Percentage Data</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>99.14%</td></tr> <tr><td>Q2</td><td>99.14%</td></tr> <tr><td>Q3</td><td>99.28%</td></tr> <tr><td>Q4</td><td>98.99%</td></tr> <tr><td>Q1</td><td>99.10%</td></tr> <tr><td>Q2</td><td>98.40%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	99.14%	Q2	99.14%	Q3	99.28%	Q4	98.99%	Q1	99.10%	Q2	98.40%
Quarter	Percentage																					
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Q2	99.14%																					
Q3	99.28%																					
Q4	98.99%																					
Q1	99.10%																					
Q2	98.40%																					
Number of organisations supported with accessing funding	Emily Spicer	0	2	8	0	0	4	<table border="1"> <caption>Organisations Supported with Accessing Funding Data</caption> <thead> <tr><th>Quarter</th><th>Number of Organisations</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>2</td></tr> <tr><td>Q3</td><td>8</td></tr> <tr><td>Q4</td><td>0</td></tr> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>4</td></tr> </tbody> </table>	Quarter	Number of Organisations	Q1	0	Q2	2	Q3	8	Q4	0	Q1	0	Q2	4
Quarter	Number of Organisations																					
Q1	0																					
Q2	2																					
Q3	8																					
Q4	0																					
Q1	0																					
Q2	4																					
Commentary	Crowdfunding has seen 4 projects successful in the South Holland District.																					
Number of verified rough sleepers during the month	Emily Spicer	16	17	24	11	11	19	<table border="1"> <caption>Number of Verified Rough Sleepers Data</caption> <thead> <tr><th>Quarter</th><th>Number of Sleepers</th></tr> </thead> <tbody> <tr><td>Q1</td><td>16</td></tr> <tr><td>Q2</td><td>17</td></tr> <tr><td>Q3</td><td>24</td></tr> <tr><td>Q4</td><td>11</td></tr> <tr><td>Q1</td><td>11</td></tr> <tr><td>Q2</td><td>19</td></tr> </tbody> </table>	Quarter	Number of Sleepers	Q1	16	Q2	17	Q3	24	Q4	11	Q1	11	Q2	19
Quarter	Number of Sleepers																					
Q1	16																					
Q2	17																					
Q3	24																					
Q4	11																					
Q1	11																					
Q2	19																					
Commentary	We have seen an increase in rough sleepers in the SHDC area although 5 are close to being resolved. Individuals with complex needs may choose to remain outdoors, especially if previous interventions have felt restrictive and warmer weather can reinforce this choice, reducing engagement with support services. Warmer temperatures reduce																					
Number of properties improved through Council intervention	Emily Spicer	10	3	10	1	2	3	<table border="1"> <caption>Properties Improved through Council Intervention Data</caption> <thead> <tr><th>Quarter</th><th>Number of Properties</th></tr> </thead> <tbody> <tr><td>Q1</td><td>10</td></tr> <tr><td>Q2</td><td>3</td></tr> <tr><td>Q3</td><td>10</td></tr> <tr><td>Q4</td><td>1</td></tr> <tr><td>Q1</td><td>2</td></tr> <tr><td>Q2</td><td>3</td></tr> </tbody> </table>	Quarter	Number of Properties	Q1	10	Q2	3	Q3	10	Q4	1	Q1	2	Q2	3
Quarter	Number of Properties																					
Q1	10																					
Q2	3																					
Q3	10																					
Q4	1																					
Q1	2																					
Q2	3																					
Commentary	The ongoing enforcement work that has generated (although not received) over £190,000 of financial penalties has been both slow to resolve due to legislative constraints as well as pending appeals. The ongoing work with the development of policies has naturally taken up some resource as well as the time of year playing into the fact that service requests naturally tend to drop off and pick back up within the next quarter as winter approaches.																					

The percentage of main duty decisions made within 5 working days of the end of the relief duty	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	70.97%	84.00%	
Commentary	Performance is above target and also improved since the last quarter.							
Number of lets into the private rented sector	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	26	24	
Commentary	Performance remains consistent. Recruitment is now complete which should result in performance improving.							

## Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	154	124	371	435	183	114	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	3	17	11	8	2	3	
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	Christian Allen	6.0	3.0	0.0	14.0	30.0	9.0	

Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	35	37	35	9	25	41	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>35</td> </tr> <tr> <td>Q2</td> <td>37</td> </tr> <tr> <td>Q3</td> <td>35</td> </tr> <tr> <td>Q4</td> <td>9</td> </tr> <tr> <td>Q1</td> <td>25</td> </tr> <tr> <td>Q2</td> <td>41</td> </tr> </tbody> </table>	Quarter	Value	Q1	35	Q2	37	Q3	35	Q4	9	Q1	25	Q2	41
Quarter	Value																					
Q1	35																					
Q2	37																					
Q3	35																					
Q4	9																					
Q1	25																					
Q2	41																					
KG of total waste collected per household	Victoria Burgess	0.00	0.00	0.00	0.00	0.00	0.00	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.00</td> </tr> <tr> <td>Q2</td> <td>0.00</td> </tr> <tr> <td>Q3</td> <td>0.00</td> </tr> <tr> <td>Q4</td> <td>0.00</td> </tr> <tr> <td>Q1</td> <td>0.00</td> </tr> <tr> <td>Q2</td> <td>0.00</td> </tr> </tbody> </table>	Quarter	Value	Q1	0.00	Q2	0.00	Q3	0.00	Q4	0.00	Q1	0.00	Q2	0.00
Quarter	Value																					
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Q2	0.00																					

### Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2															
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	22.55%	47.91%	93.12%	108.04%	25.57%	46.78%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>22.55%</td> </tr> <tr> <td>Q2</td> <td>47.91%</td> </tr> <tr> <td>Q3</td> <td>93.12%</td> </tr> <tr> <td>Q4</td> <td>108.04%</td> </tr> <tr> <td>Q1</td> <td>25.57%</td> </tr> <tr> <td>Q2</td> <td>46.78%</td> </tr> </tbody> </table>	Quarter	Value	Q1	22.55%	Q2	47.91%	Q3	93.12%	Q4	108.04%	Q1	25.57%	Q2	46.78%
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Q1	25.57%																					
Q2	46.78%																					
Commentary	£154,373.24 spend to Q2																					
Housing Benefit Caseload	Russell Stone	2,023	1,917	1,816	1,734	1,608	1,521	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,023</td> </tr> <tr> <td>Q2</td> <td>1,917</td> </tr> <tr> <td>Q3</td> <td>1,816</td> </tr> <tr> <td>Q4</td> <td>1,734</td> </tr> <tr> <td>Q1</td> <td>1,608</td> </tr> <tr> <td>Q2</td> <td>1,521</td> </tr> </tbody> </table>	Quarter	Value	Q1	2,023	Q2	1,917	Q3	1,816	Q4	1,734	Q1	1,608	Q2	1,521
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Council Tax Support Caseload	Russell Stone	3,124	3,237	3,299	3,395	3,517	3,590	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3,124</td> </tr> <tr> <td>Q2</td> <td>3,237</td> </tr> <tr> <td>Q3</td> <td>3,299</td> </tr> <tr> <td>Q4</td> <td>3,395</td> </tr> <tr> <td>Q1</td> <td>3,517</td> </tr> <tr> <td>Q2</td> <td>3,590</td> </tr> </tbody> </table>	Quarter	Value	Q1	3,124	Q2	3,237	Q3	3,299	Q4	3,395	Q1	3,517	Q2	3,590
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Business Rates RV	Russell Stone	£65,834,876	£65,994,656	£66,449,454	£66,422,129	£66,898,329	£66,904,080	<table border="1"> <caption>Business Rates RV Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>£65,834,876</td> <td>£65,994,656</td> <td>£66,449,454</td> <td>£66,422,129</td> <td>-</td> <td>-</td> </tr> <tr> <td>Year 2</td> <td>£66,898,329</td> <td>£66,904,080</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Year 1	£65,834,876	£65,994,656	£66,449,454	£66,422,129	-	-	Year 2	£66,898,329	£66,904,080	-	-	-	-
Year	Q1	Q2	Q3	Q4	Q1	Q2																							
Year 1	£65,834,876	£65,994,656	£66,449,454	£66,422,129	-	-																							
Year 2	£66,898,329	£66,904,080	-	-	-	-																							
Business Rates Hereditaments	Russell Stone	2,954	2,953	2,971	2,979	2,978	2,994	<table border="1"> <caption>Business Rates Hereditaments Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>2,954</td> <td>2,953</td> <td>2,971</td> <td>2,979</td> <td>-</td> <td>-</td> </tr> <tr> <td>Year 2</td> <td>2,978</td> <td>2,994</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Year 1	2,954	2,953	2,971	2,979	-	-	Year 2	2,978	2,994	-	-	-	-
Year	Q1	Q2	Q3	Q4	Q1	Q2																							
Year 1	2,954	2,953	2,971	2,979	-	-																							
Year 2	2,978	2,994	-	-	-	-																							
Council Tax Banded Dwellings	Russell Stone	44,401	44,522	44,743	44,791	44,859	45,070	<table border="1"> <caption>Council Tax Banded Dwellings Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>44,401</td> <td>44,522</td> <td>44,743</td> <td>44,791</td> <td>-</td> <td>-</td> </tr> <tr> <td>Year 2</td> <td>44,859</td> <td>45,070</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Year 1	44,401	44,522	44,743	44,791	-	-	Year 2	44,859	45,070	-	-	-	-
Year	Q1	Q2	Q3	Q4	Q1	Q2																							
Year 1	44,401	44,522	44,743	44,791	-	-																							
Year 2	44,859	45,070	-	-	-	-																							
Digital Services Take-Up	Russell Stone	763	707	746	1,248	1,583	1,339	<table border="1"> <caption>Digital Services Take-Up Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>763</td> <td>707</td> <td>746</td> <td>1,248</td> <td>-</td> <td>-</td> </tr> <tr> <td>Year 2</td> <td>1,583</td> <td>1,339</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Year 1	763	707	746	1,248	-	-	Year 2	1,583	1,339	-	-	-	-
Year	Q1	Q2	Q3	Q4	Q1	Q2																							
Year 1	763	707	746	1,248	-	-																							
Year 2	1,583	1,339	-	-	-	-																							
Commentary	Change of Address for Council Tax = 268. Create Profile = 674. Direct Debit sign up = 262. eBilling sign up for Council Tax = 49. eBilling sign up for Business Rates = 1. PIN Requests = 71. Arrangements for Council Tax = 14.																												
Direct Debit Payments	Russell Stone	96,499	97,044	96,985	51,213	97,427	97,950	<table border="1"> <caption>Direct Debit Payments Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>96,499</td> <td>97,044</td> <td>96,985</td> <td>51,213</td> <td>-</td> <td>-</td> </tr> <tr> <td>Year 2</td> <td>97,427</td> <td>97,950</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Year 1	96,499	97,044	96,985	51,213	-	-	Year 2	97,427	97,950	-	-	-	-
Year	Q1	Q2	Q3	Q4	Q1	Q2																							
Year 1	96,499	97,044	96,985	51,213	-	-																							
Year 2	97,427	97,950	-	-	-	-																							
CTS New Claims – Number of Decisions Made	Russell Stone	697	581	479	547	542	541	<table border="1"> <caption>CTS New Claims – Number of Decisions Made Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>697</td> <td>581</td> <td>479</td> <td>547</td> <td>-</td> <td>-</td> </tr> <tr> <td>Year 2</td> <td>542</td> <td>541</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Year 1	697	581	479	547	-	-	Year 2	542	541	-	-	-	-
Year	Q1	Q2	Q3	Q4	Q1	Q2																							
Year 1	697	581	479	547	-	-																							
Year 2	542	541	-	-	-	-																							

CTS Changes – Number of Decisions Made	Russell Stone	2,941	1,425	1,424	6,574	2,759	1,756	
Discretionary Housing Payments (DHP) number of applications	Russell Stone	87	64	89	87	64	75	
Discretionary Housing Payments (DHP) number of awards	Russell Stone	49	36	37	48	37	43	
Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	33.98%	54.63%	79.48%	100.00%	29.46%	53.44%	
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Russell Stone	£13,925	£1,500	£8,300	£5,500	£0	£316,689	
Digital services take up (services accessed online) (PSPS)	Russell Stone	319	961	1,790	3,033	6,816	6,649	

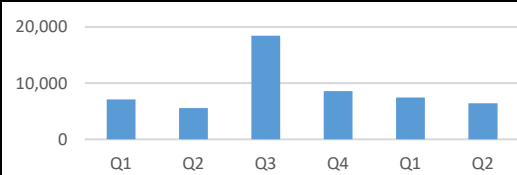
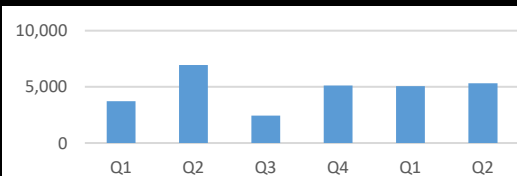
Website visitors (accessing website information) (PSPS)	Russell Stone	152,970	160,707	85,037	193,000	155,991	149,751	
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	
Percentage of Partnership workforce (surveyed collectively) who said 'Yes' when asked if they felt valued at work	James Gilbert	Half Yearly	79.00%	Half Yearly	84.80%	Half Yearly	76.30%	
Page 77 Commentary	This is a Partnership average. There were approximately 100 fewer completions this period. This may be influenced by seasonal factors, such as annual leave patterns or competing priorities during this time of year. We will explore this further as review directorate level data in more depth. The response for SHDC only data is slightly higher than the S&ELCP average at 79.5% . The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments.							
Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise	James Gilbert	Half Yearly	86.00%	Half Yearly	85.50%	Half Yearly	80.90%	
Commentary	This is a Partnership average. The SHDC only data is 85%. The staff poll was conducted before the Mid-Year Review process had begun. As this review includes development planning conversations, its absence during the polling period may have affected responses related to learning and development opportunities. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments.							

Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making	James Gilbert	Half Yearly	60.00%	Half Yearly	64.70%	Half Yearly	62.20%	 <table border="1"> <caption>Percentage of Partnership workforce feeling informed</caption> <thead> <tr><th>Period</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>55.00%</td></tr> <tr><td>Q2</td><td>60.00%</td></tr> <tr><td>Q3</td><td>55.00%</td></tr> <tr><td>Q4</td><td>60.00%</td></tr> <tr><td>Q1</td><td>55.00%</td></tr> <tr><td>Q2</td><td>60.00%</td></tr> </tbody> </table>	Period	Percentage	Q1	55.00%	Q2	60.00%	Q3	55.00%	Q4	60.00%	Q1	55.00%	Q2	60.00%
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Q3	55.00%																					
Q4	60.00%																					
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Q2	60.00%																					
Commentary		This is a Partnership average. The SHDC only data is 65%. Periods of change often brings uncertainty, and this can impact how informed and valued employees feel. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments. Positive feedback is included from employees in the commentary in relation to the level of communication provided particularly in relation to Local Government Reorganisation.																				
Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel the Partnership recognises and supports positive mental health in the workplace	James Gilbert	Half Yearly	87.00%	Half Yearly	86.30%	Half Yearly	86.60%	 <table border="1"> <caption>Percentage of Partnership workforce feeling supported</caption> <thead> <tr><th>Period</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>85.00%</td></tr> <tr><td>Q2</td><td>87.00%</td></tr> <tr><td>Q3</td><td>85.00%</td></tr> <tr><td>Q4</td><td>87.00%</td></tr> <tr><td>Q1</td><td>85.00%</td></tr> <tr><td>Q2</td><td>87.00%</td></tr> </tbody> </table>	Period	Percentage	Q1	85.00%	Q2	87.00%	Q3	85.00%	Q4	87.00%	Q1	85.00%	Q2	87.00%
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Commentary		This is a Partnership average. Encouragingly, perceptions of how the Partnership supports positive mental health have remained stable, with a slight increase. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments. The SHDC only data is 92.5%.																				
Staff Turnover Cumulative	James Gilbert	3.75%	8.60%	11.72%	17.05%	3.51%	7.61%	 <table border="1"> <caption>Staff Turnover Cumulative</caption> <thead> <tr><th>Period</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>4.00%</td></tr> <tr><td>Q2</td><td>8.60%</td></tr> <tr><td>Q3</td><td>11.72%</td></tr> <tr><td>Q4</td><td>17.05%</td></tr> <tr><td>Q1</td><td>4.00%</td></tr> <tr><td>Q2</td><td>8.60%</td></tr> </tbody> </table>	Period	Percentage	Q1	4.00%	Q2	8.60%	Q3	11.72%	Q4	17.05%	Q1	4.00%	Q2	8.60%
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Q2	8.60%																					
Commentary		An increase of 4.1% in total turnover and the voluntary turnover is 3.43% compared to 3.51% in the previous quarter. Resignations to take up appointments in another Partnership Council accounted for over a third of the voluntary leavers this quarter.																				
Voluntary Staff Turnover	James Gilbert	3.10%	3.30%	3.50%	3.90%	3.51%	3.43%	 <table border="1"> <caption>Voluntary Staff Turnover</caption> <thead> <tr><th>Period</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>3.10%</td></tr> <tr><td>Q2</td><td>3.30%</td></tr> <tr><td>Q3</td><td>3.50%</td></tr> <tr><td>Q4</td><td>3.90%</td></tr> <tr><td>Q1</td><td>3.51%</td></tr> <tr><td>Q2</td><td>3.43%</td></tr> </tbody> </table>	Period	Percentage	Q1	3.10%	Q2	3.30%	Q3	3.50%	Q4	3.90%	Q1	3.51%	Q2	3.43%
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Number of working days lost to sickness per Full Time Equivalent (FTE) (Cumulative)	James Gilbert	3.24	7.56	11.18	14.19	2.20	5	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Days Lost per FTE</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>3.24</td></tr> <tr><td>Q2</td><td>7.56</td></tr> <tr><td>Q3</td><td>11.18</td></tr> <tr><td>Q4</td><td>14.19</td></tr> <tr><td>Q1</td><td>2.20</td></tr> <tr><td>Q2</td><td>5.00</td></tr> </tbody> </table>	Quarter	Days Lost per FTE	Q1	3.24	Q2	7.56	Q3	11.18	Q4	14.19	Q1	2.20	Q2	5.00
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Q3	11.18																					
Q4	14.19																					
Q1	2.20																					
Q2	5.00																					
Commentary	An increase of 0.36 days lost per FTE, however days lost per FTE in this quarter are lower than throughout 2024/25.																					
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	James Gilbert	£1,121,638	£335,000	£503,734	£73,235	£5,738,470	£392,959	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Funding (£)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>1,121,638</td></tr> <tr><td>Q2</td><td>335,000</td></tr> <tr><td>Q3</td><td>503,734</td></tr> <tr><td>Q4</td><td>73,235</td></tr> <tr><td>Q1</td><td>5,738,470</td></tr> <tr><td>Q2</td><td>392,959</td></tr> </tbody> </table>	Quarter	Funding (£)	Q1	1,121,638	Q2	335,000	Q3	503,734	Q4	73,235	Q1	5,738,470	Q2	392,959
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Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	0	2	0	5	0	1	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Late Reports</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>2</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>5</td></tr> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>1</td></tr> </tbody> </table>	Quarter	Late Reports	Q1	0	Q2	2	Q3	0	Q4	5	Q1	0	Q2	1
Quarter	Late Reports																					
Q1	0																					
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Q3	0																					
Q4	5																					
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Q2	1																					
Call volumes (PSPS)	Phil Perry	25,315	23,430	22,003	26,656	16,851	16,031	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Call Volumes</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>25,315</td></tr> <tr><td>Q2</td><td>23,430</td></tr> <tr><td>Q3</td><td>22,003</td></tr> <tr><td>Q4</td><td>26,656</td></tr> <tr><td>Q1</td><td>16,851</td></tr> <tr><td>Q2</td><td>16,031</td></tr> </tbody> </table>	Quarter	Call Volumes	Q1	25,315	Q2	23,430	Q3	22,003	Q4	26,656	Q1	16,851	Q2	16,031
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Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	312	323	293	294	349	387	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Average Call Duration (Seconds)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>312</td></tr> <tr><td>Q2</td><td>323</td></tr> <tr><td>Q3</td><td>293</td></tr> <tr><td>Q4</td><td>294</td></tr> <tr><td>Q1</td><td>349</td></tr> <tr><td>Q2</td><td>387</td></tr> </tbody> </table>	Quarter	Average Call Duration (Seconds)	Q1	312	Q2	323	Q3	293	Q4	294	Q1	349	Q2	387
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Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	173	196	107	155	258	188	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Average Speed of Answer (Seconds)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>173</td></tr> <tr><td>Q2</td><td>196</td></tr> <tr><td>Q3</td><td>107</td></tr> <tr><td>Q4</td><td>155</td></tr> <tr><td>Q1</td><td>258</td></tr> <tr><td>Q2</td><td>188</td></tr> </tbody> </table>	Quarter	Average Speed of Answer (Seconds)	Q1	173	Q2	196	Q3	107	Q4	155	Q1	258	Q2	188
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Number of Callbacks (PSPS)	Phil Perry	1,789	1,984	1,726	2,955	1,577	1,253	
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	
Customer Contact Centre visits (PSPS)	Phil Perry	3,566	3,416	3,566	3,489	4,084	3,909	
Enquiries via email and social media (PSPS)	Phil Perry	2,960	2,679	2,470	2,480	2,931	2,675	

### Local Only Indicators

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	
South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	7,425	6,392	
Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	5,316	

## HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2															
Number and percentage of damp inspections arranged within 14 working days	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	25	91	<table border="1"> <caption>Damp Inspections (Number)</caption> <thead> <tr> <th>Quarter</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>25</td> </tr> <tr> <td>Q2</td> <td>91</td> </tr> </tbody> </table>	Quarter	Number	Q1	25	Q2	91								
Quarter	Number																					
Q1	25																					
Q2	91																					
Commentary	91 Inspections (YTD) were undertaken within 14 working days of being reported. We are currently recruiting to bring this service in house.																					
Number and percentage of damp inspections arranged within 14 working days	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	30.49%	65.47%	<table border="1"> <caption>Damp Inspections (Percentage)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>30.49%</td> </tr> <tr> <td>Q2</td> <td>65.47%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	30.49%	Q2	65.47%								
Quarter	Percentage																					
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Q2	65.47%																					
Commentary	91 Inspections (YTD) were undertaken within 14 working days of being reported. We are currently recruiting to bring this service in house.																					
Number of damp, condensation and mould cases reported in the last quarter	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	82	57	<table border="1"> <caption>Damp, Condensation and Mould Cases (Number)</caption> <thead> <tr> <th>Quarter</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>82</td> </tr> <tr> <td>Q2</td> <td>57</td> </tr> </tbody> </table>	Quarter	Number	Q1	82	Q2	57								
Quarter	Number																					
Q1	82																					
Q2	57																					
Commentary	There was 57 new DCM cases reported during quarter 2, with the majority reported in July following tenant engagement sessions.																					
Number of households evicted in the last quarter	Vicky Cherry	3	0	1	0	1	1	<table border="1"> <caption>Households Evicted (Number)</caption> <thead> <tr> <th>Quarter</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>1</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>1</td> </tr> <tr> <td>Q2</td> <td>1</td> </tr> </tbody> </table>	Quarter	Number	Q1	3	Q2	0	Q3	1	Q4	0	Q1	1	Q2	1
Quarter	Number																					
Q1	3																					
Q2	0																					
Q3	1																					
Q4	0																					
Q1	1																					
Q2	1																					
Commentary	2 evictions to date.																					

Number of Right to Buy sales completed in the last quarter	Vicky Cherry	1	3	4	2	7	17	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Sales</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>1</td></tr> <tr><td>Q2</td><td>3</td></tr> <tr><td>Q3</td><td>4</td></tr> <tr><td>Q4</td><td>2</td></tr> <tr><td>Q1</td><td>7</td></tr> <tr><td>Q2</td><td>17</td></tr> </tbody> </table>	Quarter	Sales	Q1	1	Q2	3	Q3	4	Q4	2	Q1	7	Q2	17
Quarter	Sales																					
Q1	1																					
Q2	3																					
Q3	4																					
Q4	2																					
Q1	7																					
Q2	17																					
Number of new properties completed in the last quarter	Vicky Cherry	5	9	8	6	1	0	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Properties</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>5</td></tr> <tr><td>Q2</td><td>9</td></tr> <tr><td>Q3</td><td>8</td></tr> <tr><td>Q4</td><td>6</td></tr> <tr><td>Q1</td><td>1</td></tr> <tr><td>Q2</td><td>0</td></tr> </tbody> </table>	Quarter	Properties	Q1	5	Q2	9	Q3	8	Q4	6	Q1	1	Q2	0
Quarter	Properties																					
Q1	5																					
Q2	9																					
Q3	8																					
Q4	6																					
Q1	1																					
Q2	0																					
Number of stage one complaints received per 1,000 homes	Vicky Cherry	9.96	22.54	39.84	55.64	12.74	22.03	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>9.96</td></tr> <tr><td>Q2</td><td>22.54</td></tr> <tr><td>Q3</td><td>39.84</td></tr> <tr><td>Q4</td><td>55.64</td></tr> <tr><td>Q1</td><td>12.74</td></tr> <tr><td>Q2</td><td>22.03</td></tr> </tbody> </table>	Quarter	Complaints	Q1	9.96	Q2	22.54	Q3	39.84	Q4	55.64	Q1	12.74	Q2	22.03
Quarter	Complaints																					
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Q2	22.03																					
Commentary	Cumulatively 84 stage 1 complaints (including MP enquiries) have been received during Q1 & Q2.																					
Number of stage two complaints received per 1,000 homes	Vicky Cherry	1.57	2.88	4.72	7.58	0.53	1.05	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>1.57</td></tr> <tr><td>Q2</td><td>2.88</td></tr> <tr><td>Q3</td><td>4.72</td></tr> <tr><td>Q4</td><td>7.58</td></tr> <tr><td>Q1</td><td>0.53</td></tr> <tr><td>Q2</td><td>1.05</td></tr> </tbody> </table>	Quarter	Complaints	Q1	1.57	Q2	2.88	Q3	4.72	Q4	7.58	Q1	0.53	Q2	1.05
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Q3	4.72																					
Q4	7.58																					
Q1	0.53																					
Q2	1.05																					
Commentary	4 Stage 2 complaints have been received during the first two quarters.																					
Number of anti-social behaviour cases opened per 1,000 homes	Vicky Cherry	5.50	12.84	24.64	26.85	4.45	11.81	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Cases</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>5.50</td></tr> <tr><td>Q2</td><td>12.84</td></tr> <tr><td>Q3</td><td>24.64</td></tr> <tr><td>Q4</td><td>26.85</td></tr> <tr><td>Q1</td><td>4.45</td></tr> <tr><td>Q2</td><td>11.81</td></tr> </tbody> </table>	Quarter	Cases	Q1	5.50	Q2	12.84	Q3	24.64	Q4	26.85	Q1	4.45	Q2	11.81
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Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	Vicky Cherry	0.00	0.00	0.26	0.26	0.00	0.00	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Cases</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>0.00</td></tr> <tr><td>Q2</td><td>0.00</td></tr> <tr><td>Q3</td><td>0.26</td></tr> <tr><td>Q4</td><td>0.26</td></tr> <tr><td>Q1</td><td>0.00</td></tr> <tr><td>Q2</td><td>0.00</td></tr> </tbody> </table>	Quarter	Cases	Q1	0.00	Q2	0.00	Q3	0.26	Q4	0.26	Q1	0.00	Q2	0.00
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Q1	0.00																					
Q2	0.00																					

Number of live ASB cases (as a percentage of stock)	Vicky Cherry	0.00%	0.00%	0.00%	0.00%	0.21%	0.90%	 <table border="1"> <caption>ASB Cases as a Percentage of Stock</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.21%</td> </tr> <tr> <td>Q2</td> <td>0.90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	0.21%	Q2	0.90%
Quarter	Percentage													
Q1	0.21%													
Q2	0.90%													
Commentary	As at 30 September there was 34 live cases open across the housing stock of 3,761 at the period end.													



<b>Report To:</b>	Performance Monitoring Panel
<b>Date:</b>	Wednesday, 10 December 2025
<b>Subject:</b>	South Holland Centre Performance Update
<b>Purpose:</b>	To provide Members with an update on the South Holland Centre
<b>Key Decision:</b>	No
<b>Portfolio Holder:</b>	Councillor Henry Bingham, Portfolio Holder for Assets & Strategic Planning
<b>Report Of:</b>	Emily Spicer, Assistant Director - Communities and Housing Services
<b>Report Author:</b>	Nichola Holderness, Group Manager – Community Leadership
<b>Ward(s) Affected:</b>	All Wards
<b>Exempt Report:</b>	No

## Summary

This report provides Members with an update on the 2025/26 Quarter 1 and 2 activities of the South Holland Centre.

## Recommendations

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

## **Reasons for Recommendations**

This report provides Members with an update on the current position of work at the South Holland Centre.

## **Other Options Considered**

None

### **1. Background**

- 1.1 South Holland District Council (SHDC) manages and operates South Holland Centre as an entertainment venue providing professional live theatre, film and a space for local community groups and schools to perform
- 1.2 This report provides a performance update on the centre for quarter 1 and 2 2025/26.

### **2. Summary of Financial Position**

- 2.1 A financial breakdown of the South Holland Centre 2025/26 can be seen in appendix 1.
- 2.2 Quarterly Budget Management meetings take place between the Centre Manager and the PSPS Finance Business Partner where each budget line is examined and forecast adjusted according to anticipated spend and income. Any issues arising are reported to senior managers in PSPS and SHDC.

### **3. Programme Performance**

- 3.1. The Centre continues to programme a wide range of shows, from community productions, to comedy, music and tribute shows.

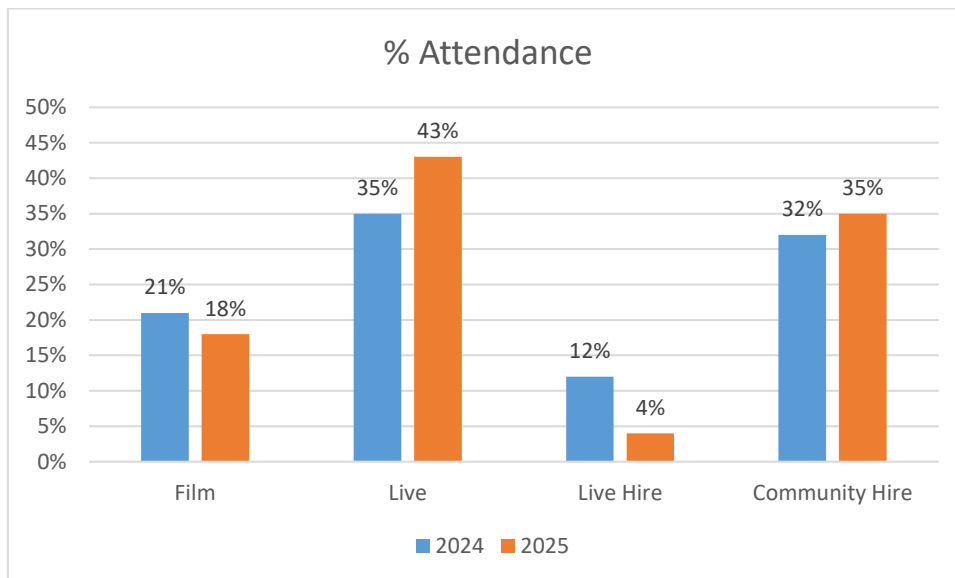
These can be categorised as follows: -

- Live (professional shows booked directly)
- Live Hires (commercial hire by a promoter who programmes the show, for example, a tribute band)
- Community Hires such as local performing arts schools or amateur dramatic societies, and film.

- 3.2. Ticket sale trends and audience feedback is closely monitored and informs future programming choices. Current ticket sales are at 13,817 higher than this time in 2024, this is predominately down to the Live (non-hire) programme, an increase in community hires and some popular films.

- 3.3. Income is generated through a range of mechanisms, including direct ticket sales for events and through contractual agreements for live event hire, where venues are rented for performances or private functions.
- 3.4. The following chart demonstrates the attendance in each category for quarter 1 and quarter 2 in 2025/26 in comparison to quarter 1 and quarter 2 in 2024/25.

**Chart: Attendance figures comparison**



The chart shows that live events and community hire are performing strongly compared to 2024, with the team focused on the expanding these offerings further next year.

- 3.5. Following the success of the 2024 pantomime season, tickets are already selling positively for the 2025 pantomime “Rapunzel”, with sales and reservations currently at 9,202. Further positive pantomime sales are expected in December.
- 3.6. The team are continually reviewing and adapting the marketing approach, working with the council’s Communications Team to ensure marketing remains current with the broadest possible reach.
- 3.7. South Holland Centre continues to advertise its services and events with paid advertisements and editorial in local press. The primary focus continues to be on digital marketing and on facebook in particular. The Centre Manager is working with the Digital Support Network which is a service delivered by Arts Council England to support cultural venues with enhancing and improving their digital marketing. The centre is receiving ongoing 1-2-1 support from one of their digital marketing champions and will be looking at developing a social media strategy in early 2026.
- 3.8. The website is updated as and when required. Ticket sales continue to be positive in comparison to previous years, current marketing initiatives look to be successful, however the team continue to look at new ways of focussing resource efficiently and effectively.

## **4. Maintenance**

4.1. The Centre has two periods of 'dark weeks' enabling essential maintenance to take place during August and January months.

4.2. During these periods in 2025, the following work took place: -

- Seat cover repairs
- Removal of broken appliances
- Deep clean of Function Hall kitchen
- Repair and replacement of radio mic equipment

4.3. Further planned redecoration work is due to take place in January 2026.

## **5. Future Plans**

5.1. The team is collaborating with several suppliers to relaunch our wedding offering.

5.2. Whilst work is underway at the Castle Sports Complex, discussions are taking place regarding the relocation of several fitness classes.

5.3. South Holland Centre continues to strengthen its partnership with Ayscoughfee Hall Museum to deliver more collaborative events, following recent successes with groups such as the Spalding Gentlemen's Society and Sound Lincs. In addition, we are actively supporting the Spalding Town Board's consultation work and working alongside key stakeholders, including the BID and Neighbour planning teams to drive town centre development and regeneration.

5.4. The Centre continues to look for new and creative experiences for our communities.

## **6. Conclusion**

6.1. This report provides Members with an update on the activity and performance at the South Holland Centre.

## **Implications**

### **South and East Lincolnshire Councils Partnership**

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

### **Corporate Priorities**

The South Holland Centre supports the Sub-Regional Development Plan priority of : -

- Healthy Lives

## **Staffing**

There are no additional staffing requirements, current workload is undertaken by the existing South Holland Centre team.

## **Workforce Capacity Implications**

South Holland Centre has a small highly skilled team any significant changes to programming would need capacity consideration.

## **Constitutional and Legal Implications**

The team maintains regular communication with the Portfolio Holder, who provides strategic guidance and oversight on key initiatives.

## **Financial**

The South Holland Centre budget is reported through the Council's budget monitoring reports to Cabinet and Full Council as appropriate.

## **Risk Management**

Any identified risk are managed as appropriate.

## **Stakeholder / Consultation / Timescales**

The team continue to work alongside key stakeholders, including the Spalding Town Board, BID and Neighbour planning teams to drive town centre development and regeneration.

## **Reputation**

South Holland Centre is a significant community facility serving Spalding Town Centre and the wider area. It plays an important role in enhancing the reputation of South Holland District Council.

## **Contracts**

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

## **Crime and Disorder**

None

## **Equality and Diversity / Human Rights / Safeguarding**

None



**Financial Breakdown – South Holland Centre 2025/26**

	Actual 2024/25	Budget FY 2025/26	Full year Forecast 2025/2026	Full year forecast compared to Prior Year Actual	Full year Forecast compared to Full year budget
Employees	£261,977	£281,500	£270,700	£8,723	-£10,800
Premises	£149,865	£140,200	£136,250	-£14,072	-£3,950
Supplies & Services	£103,223	£94,100	£94,717	-£8,506	£617
Artist Fees	£276,740	£234,000	£240,000	-£36,740	£6,000
Support Service direct above SLA	£0	£0	£0	£0	£0
<b>Total Direct Costs</b>	<b>£791,804</b>	<b>£749,800</b>	<b>£741,667</b>	<b>-£50,594</b>	<b>-£8,133</b>
Total Income	-£501,859	-£399,000	-£471,802	£30,057	-£72,802
<b>Net Cost</b>	<b>£289,945</b>	<b>£350,800</b>	<b>£269,865</b>	<b>-£20,537</b>	<b>-£80,935</b>
Recharge for Facilities' Services	£39,716	£41,500	£41,500	£1,784	£0
<b>Gross cost</b>	<b>£329,661</b>	<b>£392,300</b>	<b>£311,365</b>	<b>-£18,753</b>	<b>-£80,935</b>

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<b>Report To:</b>	Performance Monitoring Panel
<b>Date:</b>	Wednesday, 10 December 2025
<b>Subject:</b>	Performance Monitoring Panel Work Programme
<b>Purpose:</b>	To set out the Work Programme of the Performance Monitoring Panel
<b>Key Decision:</b>	N
<b>Portfolio Holder:</b>	N/A
<b>Report Of:</b>	John Medler, Assistant Director - Governance (Monitoring Officer)
<b>Report Author:</b>	Andrea Tait, Democratic Services Officer
<b>Ward(s) Affected:</b>	None
<b>Exempt Report:</b>	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 considers 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.

### **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 2025/2026
Appendix 2	Task Group Work Programme 2025/2026

## 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 <a href="mailto:atait@sholland.gov.uk">atait@sholland.gov.uk</a>
Signed off by:	John Medler, Assistant Director - Governance (Monitoring Officer) <a href="mailto:john.medler@e-lindsey.gov.uk">john.medler@e-lindsey.gov.uk</a>
Approved for publication:	N/A

**SHDC PERFORMANCE MONITORING PANEL  
CALENDAR OF WORK PROGRAMME ITEMS 2025/2026**

DATE OF MEETING	AGENDA ITEMS
10 Dec 2025	<ul style="list-style-type: none"> <li>• Q2 Performance report 25/26 <b>Corey Gooch</b></li> <li>• South Holland Centre Financial Information update <b>Rachel Rowett / Emily Spicer</b></li> <li>• Review of Implemented Planning Decisions <b>Dan Allen / Jacob Bryan</b></li> <li>• Anglian Water <i>verbal update</i> <b>Phil Norman</b></li> </ul>
10 Mar 2026	<ul style="list-style-type: none"> <li>• Q3 Performance report 25/26 <b>Corey Gooch</b></li> <li>• Housing Stock Condition Survey <b>Chris Mycock</b></li> <li>• Housing Landlord Service – service access report <b>Adel Gardner</b></li> <li>• Review of Implemented Planning Decisions <b>Dan Allen / Jacob Bryan</b></li> </ul>
19 May 2026	<ul style="list-style-type: none"> <li>• Q4 Performance report 25/26 <b>Corey Gooch</b></li> <li>• Tenant Satisfaction Measures <b>Vikki Cherry / Adel Gardner</b></li> <li>• South Holland Centre update - <b>Emily Spicer, Rachel Rowett</b></li> </ul>
Jan 2027	<ul style="list-style-type: none"> <li>• Sustainable Products Policy <b>Heather Prescott</b> <i>Review 18 months from 15 July 2025 PMP meeting</i></li> </ul>

**SHDC PERFORMANCE MONITORING PANEL  
ONGOING/FUTURE WORK PROGRAMME ITEMS  
FOR CONSIDERATION 2025/26**

	<b>TO BE CONSIDERED AT EACH MEETING</b>
<b>Corporate Enforcement</b>	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.

	<b>TO BE CONSIDERED ANNUALLY</b>
<b>The Sir Halley Stewart Playing Field Task Group</b>	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 & 11/12/24.
<b>Review of Implemented Planning Decisions</b> <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, 25/10/23 and 16/10/25

	<b>FOR FUTURE CONSIDERATION</b>
<b>Commercialisation</b>	PMP to consider scrutiny as potential projects arise.

## PERFORMANCE MONITORING PANEL – WORK PROGRAMME 2025/2026

### CURRENT TASK GROUPS

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
<i>No current Task Groups</i>					

### 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
Swimming Pool and Leisure Centre Contract Task Group	To review the Spalding swimming pool and leisure centre, specifically: <ul style="list-style-type: none"> <li>• To consider performance, in relation to the contract, by the Authority and the contractor, particularly with reference to building maintenance and cleanliness, promotion of the facilities and reinvestment in the facilities;</li> <li>• To look at the Council's performance in monitoring the leisure facilities; and</li> <li>• To learn from the outcomes of this scrutiny, to inform future contracts and contract monitoring.</li> </ul>	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, 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>Purpose of Review – To establish the current situation with regard to CCTV and make recommendations to Cabinet on the way forward.                  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. <b>The Task Group will remain in operation to scrutinise performance and will start to do this once the information becomes available.</b></p>	<p>6/11/12</p>	<p>21/11/12</p>	<p>B Alcock                  M Howard                  R M Rudkin                  D J Wilkinson                  (Chairman)</p>	<p>Interim report to PMP 29/01/13.                  Interim report to Cabinet 19/02/13.                  Tracking of recommendations to PMP 26/03/13                  Updates to PMP:                  8/04/14, and six-monthly thereafter.</p>
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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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