

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 10 March 2026 at 6.30 pm.

PRESENT

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

A C Beal
C J T H Brewis

N Chapman
M Geaney

I Sheard

In Attendance: The Service Director – Strategic Growth & Development, Head of Delivery, Housing *Transformation* (HRA) Manager, Housing Service Insight and Improvement Lead, Business Intelligence and Change Manager, Planning Officer and Democratic Services Team Leader and the Portfolio Holder – Assets and Strategic Planning.

Apologies for absence were received from or on behalf of Councillors L J Eldridge, J L Reynolds and D J Wilkinson

63 APOLOGIES FOR ABSENCE.

The Democratic Services Team Leader reported that notification had been received of the following substitution for this meeting only:

- Councillor A Beal was replacing Councillor J Reynolds

64 MINUTES

Consideration was given to the following minutes:

- Performance Monitoring Panel – 10 December 2025
- Joint Performance Monitoring Panel and Policy Development Panel – 13 January 2026

AGREED:

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

65 ACTIONS

Consideration was given to the actions that arose at the meeting held on 10 December 2025, and the tracking of outstanding

Action By

PERFORMANCE MONITORING PANEL -

10 March 2026

actions.

Members considered the responses and made the following comments:

Minute number 40 (a) – Q1 Performance Report 25/26 (cost of Planning Appeals)

Members queried why indicative costs for planning appeals had not been provided, noting that an overview of statistics would be useful for members understanding of the appeals process.

The Democratic Services Team Leader responded that work would be undertaken with the department to explore whether indicative average costs could be produced for Members' information.

Minute number 40 (b) – Q1 Performance Report 25/26 (specific data on fly-tipping)

Members raised concerns that the information previously supplied on fly-tipping related only to the recording system rather than the statistical data that had been requested.

The Democratic Services Team Leader responded that the department would be asked to provide the specific statistics required, including the steps involved in the process and the associated location data referenced by Members.

Minute number 40 (d) – Q1 Performance Report 25/26 (drop in swim numbers)

Members sought an update regarding the ongoing issues with the swimming pool pump, noting that the matter had been discussed on several previous occasions.

The Business Intelligence and Change Manager reported that he had been advised that the contractor had reassembled the pump on 5 March; however, a further error code had been identified and the motor required a full strip-down assessment. Members were advised that no confirmed timescale for reopening was available and that a further update would be provided to the Panel once received.

Members queried whether a claim could be pursued in relation to the non-use of the pool, given the length of the closure and its impact on performance indicators.

The Business Intelligence and Change Manager stated that

PERFORMANCE MONITORING PANEL -

10 March 2026

SHDC continued to press the contractor for a durable, long-term solution and that the question of a potential claim would be raised. Any subsequent information would be circulated to Members.

Members requested that a report be brought to the next meeting setting out the relevant statistics, associated costs and clarification regarding which party was responsible for meeting those costs.

The Business Intelligence and Change Manager confirmed that the relevant Assistant Director would be contacted and that the requested update would be arranged.

66 DECLARATION OF INTERESTS.

There were none.

67 QUESTIONS ASKED UNDER STANDING ORDER 6

There were none.

68 TRACKING OF RECOMMENDATIONS

There were none.

69 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were none.

70 KEY DECISION PLAN

Consideration was given to the Key Decision Plan dated 2 March 2026.

Members considered the Key Decision Plan and the following issue was raised:

- What was the progress on the Destination Lincolnshire Local Visitor Economy Partnership Destination Management Plan and SELCP Destination Management Plan – this issue had been raised previously and the Panel had requested that the document be scrutinised prior to consideration by Cabinet to ensure that all areas of South Holland were covered by the Plan.
 - The Democratic Services Team Leader reported that she had been advised by officers that the date shown

PERFORMANCE MONITORING PANEL -

10 March 2026

on the Key Decision Planner of April for consideration by Cabinet was now incorrect. It would now be coming forward to all three authorities within the Partnership in May/June, and would be preceded by a period of public and member consultation – this was anticipated to be in March/early April. The Democratic Services Team were working with the relevant department to ensure that this scrutiny took place prior to consideration by Cabinet.

AGREED:

That the Key Decision Plan be noted.

71 Q3 PERFORMANCE REPORT 25-26

Consideration was given to the report of the Assistant Director – Corporate which provided an update on how the Council was performing for the period 1 October 2025 to 31 December 2025.

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

The report reflected similar stable levels of performance as were seen in Quarter 2:

- 87% of the Council's performance metrics presented a positive position against targets
- 10% were slightly below target
- 3% were under target

Members' attention was drawn to two key areas where performance had been under pressure in the quarter — complaints handling and leisure participation. Leisure referred to the number of swims indicator - this wasn't a target, but being a trend measure it was possible to observe a significant dip in the last few quarters which linked to the ongoing pump issue discussed at agenda item 3.

Complaints Performance (referencing the improvement work – content source Project Update Report)

As Members were aware, some under-performance in timeliness and visibility of complaint handling continued to be experienced. This was a key issue which was a regular discussion at SLT (Senior Leadership Team) level and the team was working closely with the service to address this with the service. The wider corporate review had highlighted several structural issues

PERFORMANCE MONITORING PANEL -

10 March 2026

contributing to this — including unclear accountable officer routes, inconsistent processes between services, limited corporate visibility of cases, and fragmented policy storage and data insight.

To address this, a programme of improvements was already in train. A merge had been undertaken of the legacy complaints systems into a single partnership wide triage record, giving much clearer oversight and contingency, especially for those with shared teams and managers. Work with PSPS had been taken forward to improve the website journey for customers submitting complaints. The Terms of Reference for the new 'Complaints Clinic' — which would focus on learning through feedback — had been completed and invites were being circulated. Housing Services had also strengthened their approach, ensuring managers provided direct responses to avoid unnecessary delays.

Further actions include developing a read-only dashboard for Assistant Directors, clearer routing to accountable officers, and micro-training for case handlers on issuing responses and tone. These steps were designed to improve both the speed and quality of complaint handling as Q4 approached.

In summary, Q3 showed continued strong performance in most areas with two key areas of pressure — complaints and leisure — but with strong, targeted remedial work already underway and strong communication between officers, SLT and members.

Members considered the report, and the following issues were raised:

- Members queried whether the risk factors associated with the corporate complaints system were appropriate.
 - The Business Intelligence and Change Manager advised that performance issues related to response times were being addressed and confirmed that no concerns had been raised by the Local Government Ombudsman, noting that all complaints continued to receive a response.
- Members asked for an overview of the types of complaints being received.
 - The Business Intelligence and Change Manager reported that the majority concerned frontline services such as planning, housing and

PERFORMANCE MONITORING PANEL -

10 March 2026

environmental services, and confirmed that data could be provided. It was noted that AI-generated complaints were becoming more frequent and could be more complex, although all responses continued to be drafted and approved by officers.

- Members sought clarification on the meaning of the percentage of successful first-time waste collections.
 - The Business Intelligence and Change Manager explained that the indicator reflected all collections completed without a report of a missed bin. Although the percentage of missed collections appeared low, the high volume of total collections meant that this could still represent a significant number. Officers agreed to provide figures to illustrate this.
- Members asked whether trends in missed collections were monitored in cases where repeat issues were reported in the same area.
 - The Business Intelligence and Change Manager indicated that such matters were treated as service requests rather than formal complaints but confirmed that environmental services and customer contact staff worked closely to identify recurring issues, particularly where road closures or operational challenges were involved.
- Members queried why the housing benefit overpayment recovery rate had been above 100% across several quarters.
 - The Business Intelligence and Change Manager responded that he believed that temporary additional staffing had been used to clear a backlog, resulting in higher recovery figures in particular periods. Further detail and a timeline of activity would be provided.
- Members sought clarification on why no data had been provided for the percentage of contaminated recycling in two quarters.
 - The Business Intelligence and Change Manager advised that data supplied through Waste Data Flow

PERFORMANCE MONITORING PANEL -

10 March 2026

was not the most reliable and significantly delayed. Discussions were taking place with Lincolnshire County Council to resolve the issue and ensure future data provision.

- Members raised concerns about fluctuations in the percentage of corporate complaints responded to within timescales.
 - The Business Intelligence and Change Manager reported that the dip in performance in the previous year had been caused by a lack of staff capacity, with only one part-time officer handling complaints. Following the introduction of partnership-wide arrangements, the team had increased to four officers, and performance had since improved.
- Members asked whether there had been any consequences arising from the earlier decline in complaint-handling performance.
 - The Business Intelligence and Change Manager confirmed that no issues had been raised by the Local Government Ombudsman and that there had been no increase in upheld complaints during that period.
- Members commented on fluctuations in stall occupancy and homelessness indicators, noting concerns about longer-term trends.
 - The Business Intelligence and Change Manager acknowledged the points raised and agreed to monitor the indicators closely.
- Members questioned the purpose of continuing the indicator on total waste collected where no data had been provided.
 - The Business Intelligence and Change Manager noted that the lack of data related to ongoing issues with Waste Data Flow and agreed that, if the provider could not supply information, the indicator might need to be reviewed.
- Members sought clarification on the downward trend in digital service take-up.

PERFORMANCE MONITORING PANEL -

10 March 2026

- The Business Intelligence and Change Manager advised that seasonal variation was likely, and that further information would be sought regarding specific services used.
- Members queried the dip in the number of discretionary housing payment applications.
 - The Business Intelligence and Change Manager agreed to investigate the reasons for the reduction and report back.
- Members raised concerns about the framing of questions within the workforce survey, noting that different wording could produce different responses. Having recently received Equality, Diversity and Inclusion training, it was stated that information from this could be fed into the design of the survey.
 - The Business Intelligence and Change Manager confirmed that the workforce survey was being redeveloped and that the comments would be fed into the review.
- Members asked about the significant increase in website visitor numbers.
 - The Business Intelligence Manager noted that the spike was likely linked to green waste service sign-ups but agreed to obtain a detailed breakdown of website traffic sources.

AGREED:

That the contents of the report be noted.

72 REVIEW OF IMPLEMENTED PLANNING DECISIONS

Consideration was given to the report of the Assistant Director – Planning and Strategic Infrastructure which reported on the conclusions of the Planning Committee and invited the Performance Monitoring Panel to submit any additional comments following the review/tour undertaken with members and comments made at Planning Committee.

The Planning Officer introduced the report and confirmed that no further comments had been raised by Planning Committee

PERFORMANCE MONITORING PANEL -

10 March 2026

following the previous presentation, and that the recommendations therefore remained unchanged, including the continuation of the tour every two years.

Members considered the report and the following issues were raised:

- Members queried whether the learning from the review was being fully utilised, commenting that issues identified during the tour appeared to be 'lost' until the next review.
- Members felt that a recommendation should be made to the Planning Department that the comments made following the review be noted by officers, that adverse issues highlighted during the tour should be acted upon and not repeated, and that beneficial design features observed at good developments should be adopted more widely. Members agreed to this additional recommendation.

AGREED:

- 1) That the contents of the report be noted, following its presentation at Planning Committee on 7 January 2026; whereby no comments were raised in regard to the conclusions drawn from the Performance Monitoring Panel;
- 2) That the recommendations presented to the Performance Monitoring Panel in the first instance, including that the Review of Implemented Planning Decisions tour remain in occurrence every two years with the invitations still being extended to members of the Planning Committee.
- 3) That a formal recommendation be made to the Planning Department that the comments made following the review be noted by officers, that adverse issues highlighted during the tour should be acted upon and not repeated, and that beneficial design features observed at good developments should be adopted more widely.

73 HOUSING STOCK CONDITION SURVEY

Consideration was given to the report of the Assistant Director – Housing which presented the findings from the HRA stock condition surveys.

PERFORMANCE MONITORING PANEL -

10 March 2026

The Head of Housing Investment and Development presented the report.

The Regulator of Social Housing (RSH) mandated through the Consumer Standards that Registered Providers must have an accurate, up to date and evidenced understanding of the condition of their homes. The data must be used to ensure the provision of good quality, well maintained and safe homes for tenants.

To date, 90.33% of the HRA stock had been surveyed and the surveys had taken place between October 2024 and January 2026 (the data from these formed the basis of the report), but since then efforts were still being made to access more properties and numbers would therefore have increased slightly. The target to survey 100% of stock was still retained

The surveys had provided a vast amount of primary data which had been interrogated and analysed and had already been used to inform future strategies and planned investment programmes.

A continuous programme of property surveys would be in place to ensure data remained up to date.

At the point of writing the report, 3,467 homes had had a full survey. The surveys included a full condition survey, Decent Homes assessment, Housing Health and Safety Rating System survey (HHSRS) and, where necessary, an energy assessment where an EPC certificate was due.

The report included a table at section 3.1 showing Survey Representation by Location, and a table at section 3.2 showing Survey Representation by Archetype.

Detailed analysis of the survey findings was provided at Appendix 1. It indicated that most components (55%) were achieving their expected lifespan with only 1.1% requiring replacement earlier. 44% of components were expected to surpass their expected lifespan. The results also indicated that property type and location did not affect component wear or life expectancy.

The survey assessed for Decent Homes compliance, hazards and energy assessments.

The information had been used to inform the HRA Business Plan and Asset Management Strategy approved by Council in January 2026. The plan determined that the Housing Revenue Account was sustainable over the 30-year period based on the

PERFORMANCE MONITORING PANEL -

10 March 2026

assumptions regarding future costs.

The 2026/27 property specific planned improvements programme was being developed using the latest stock condition data to ensure investment was targeted appropriately.

The Regulator required the Authority to keep its records up to date and it would therefore continue to survey its stock. The Regulators Code of Practice advised that providers should have a five-year rolling programme of stock condition surveys, some needed more frequent surveys. The regularity of surveys would be determined from information received around areas such as regularity of repairs requests or recurring problems at properties.

A new contractor to undertake the surveys would be identified during 2026 as the current contract was coming to an end.

Detailed analysis of the stock condition survey was provided within Appendix A to the report.

Members considered the report and the following points were raised:

- Members asked why some properties had not been accessible for survey and whether reasons had been identified.
 - The Head of Housing Investment and Delivery responded that despite repeated attempts to arrange appointments, no clear trend had emerged regarding tenants' reluctance to allow access. Officers confirmed that 99.92% of properties had been accessed for heating servicing in the last 12 months, indicating access was usually achievable. Tenants continued to be contacted and tenancy audits were being used to prioritise those homes still requiring survey.
- Members queried the length of time a stock condition survey appointment took and whether tenancy agreements permitted access.
 - The Head of Housing Investment and Delivery advised that surveys typically took around an hour, depending on property type, and that tenancy agreements required tenants to provide reasonable access for such inspections.

PERFORMANCE MONITORING PANEL -

10 March 2026

- Members raised concerns about the need to use stronger measures to gain access, including injunctions.
 - The Head of Housing Investment and Delivery explained that injunctions were generally sought only for essential safety checks and that the Council was continuing to work with tenants before escalating to legal action.
- Members agreed that officers should have their support to use all available means to ensure full access where necessary.
- Members asked about the cost of injunctions and whether these costs could be passed to tenants.
 - The Head of Housing Investment and Delivery advised that the Council would bear the initial cost, with court fees alone of approximately £377 per injunction, and confirmation was required regarding whether any portion could be recharged.
- Members raised the issue of tenants struggling to maintain gardens and external areas and asked whether surveys could include an assessment of grounds – often inability to maintain external areas was linked to maintenance of internal spaces.
 - The Head of Housing Investment and Delivery confirmed that tenancy audits already observed such issues and that external aspects could be inspected even where internal access was not possible.
- Members queried whether future surveys would be undertaken internally or externally.
 - The Head of Housing Investment and Delivery confirmed that a new external contractor would be appointed in 2026 to undertake ongoing surveys as the current contract was due to end.
- Members asked whether tenants' preference for a contractor able to undertake full surveys could be accommodated.
 - The Head of Housing Investment and Delivery confirmed this was possible and that the procurement process would specify the ability to carry out Decent Homes, HHSRS, EPC and

PERFORMANCE MONITORING PANEL -

10 March 2026

condition surveys in a single visit.

AGREED:

That the findings from the stock condition surveys and the strategy for using and maintaining data be noted, and that the Panels comments above be fed back to Cabinet including specifically:

- That members support officers using all available means to ensure full access to the Council's properties, where necessary.

74 HOUSING LANDLORD SERVICE - ACCESS TO SERVICE

Consideration was given to the report of the Assistant Director – Housing which analysed access to the Housing Landlord Services across key protected characteristics.

The Housing Service Insight and Improvement Lead introduced a summary of the report:

The Housing Landlord Service had undertaken an access to services analysis in response to actions arising from the Regulator of Social Housing's regulatory inspection in 2025. The purpose of the analysis had been to determine whether the Council's housing services were accessible to all tenants, including those with protected characteristics and those identified as vulnerable. Members were advised that service contact was received through a range of pathways, including telephony, email, text messaging, web forms, focus groups and face-to-face interactions, and that contacts often involved multiple queries across more than one service area. Due to the complexity of information held across different systems, the analysis had been completed using incoming case data recorded within each service area to ensure accuracy and reliable comparison.

Members were informed that data had been examined across ten housing service areas, including responsive repairs, complaints, antisocial behaviour, rent arrears service (incoming contact only), Damp Condensation and mould, independent living, cost-of-living support, sheltered housing, the handyman service and Right to Buy applications. The analysis, covering the period from 1 April to

PERFORMANCE MONITORING PANEL -

10 March 2026

31 December 2024, overlaid active tenant information to identify whether any characteristics or vulnerabilities were associated with lower access to services. Initial findings indicated that nationality and ethnicity did not present barriers to contact, although some European ethnic groups appeared marginally less likely to engage, which could be attributed to cultural differences or potential language barriers. Officers advised that the promotion of translation and interpretation services had therefore been identified as a potential service improvement.

It was further reported that age-related access patterns broadly reflected the wider tenant population, with younger tenants being marginally less likely to contact some services. Officers advised that targeted digital and social media communications may support greater engagement among younger tenants. No evidence was found to suggest that gender affected access to services. The analysis also confirmed that tenants with identified communication needs were accessing services at equivalent or higher rates than the general tenant population. In addition, tenants reporting vulnerabilities such as hearing, learning, mobility or behavioural impairments were found to have access rates equal to or exceeding those of the wider tenant population.

On completion of the analysis, officers had identified a number of proposed actions, including continued promotion of translation and interpretation services, targeted digital engagement and review of online tools for accessibility. The analysis was proposed to be repeated annually to monitor trends and ensure that access remained equitable across all tenant groups.

Members considered the report and made the following comments:

- Members queried the reporting period, noting that dates appeared to span an eighteen-month timeframe.
 - The Housing Service Insight and Improvement Lead clarified that the data set covered the period from 1 April 2024 to 31 December 2025 and confirmed that this timeframe had been used to compare access rates across the tenant population.
- Members commented that some service access figures

PERFORMANCE MONITORING PANEL -

10 March 2026

appeared lower than expected and asked whether the officer could expand on the differences highlighted at 2.7.4 in the report.

- The Housing Service Insight and Improvement Lead advised that whilst some figures appeared low, the underlying data showed that access patterns were largely consistent with the wider tenant population, and explained that repairs service access was lower for certain ethnic groups due to a small sample size and potential language barriers.
- Members raised concerns regarding lower access to the repairs service by some European ethnic groups and asked whether this presented a more serious issue requiring further analysis.
 - The Housing Service Insight and Improvement Lead confirmed that language barriers had been identified as a contributory factor and that further work would be undertaken to understand the extent to which access differences were cultural or service-related. Translation services had been identified as an area for improvement.
- Members asked whether there was any link between lower service access for some groups and the earlier findings related to difficulties accessing properties during stock condition surveys.
 - The Head of Housing Investment and Delivery responded that no correlation had been identified between tenant profile and the condition of properties within the accessible sample. However, officers undertook to complete further analysis of those properties they had been unable to gain access to, to determine whether any trends existed.
- Members questioned whether the findings were representative of the wider housing stock.
 - The Housing Services Insight and Improvement Lead explained that the analysis reflected active tenancies over the eighteen-month period and that tenant demographics fluctuated over time. The repairs service had been excluded from some parts

PERFORMANCE MONITORING PANEL -

10 March 2026

of the analysis due to the volume of records, though overall the access trends were considered reflective of the general tenant base.

- Members sought clarification on the data presented at page 116 of the agenda, particularly regarding the percentage of tenants who had used the repairs service.
 - The Housing Service Insight and Improvement Lead confirmed that approximately 3,368 tenants had accessed the repairs service during the review period and that the system held over 26,000 repair records. Officers confirmed that void works were excluded and that a breakdown of repair categories could be provided, with heating and leaking taps noted as the most common issues.
- Members asked whether the data could identify common repair-related pressures, delays or recurring issues.
 - The Housing Service Insight and Improvement Lead confirmed that work was underway to analyse delays, recurring repair types, and any patterns arising from different tenancy types or property types.
- Members raised concerns about the reported percentage of rent arrears among particular nationality groups and queried whether this indicated higher levels of debt.
 - The Housing Service Insight and Improvement Lead clarified that the data reflected tenant contact relating to rent arrears rather than confirmed arrears and that this included tenants who contacted the service for advice or support, rather than those who were behind in payments.
- Members sought clarification on whether tenants who made contact but were redirected due to language barriers would still be counted in the dataset.
 - The Housing Service Insight and Improvement Lead explained that only cases with a recorded works order or auditable case reference were included. Some tenant contact was therefore not captured within the dataset due to the lack of a formal record,

PERFORMANCE MONITORING PANEL -

10 March 2026

which partly explained why some figures appeared lower.

- Members acknowledged the manual nature of the analysis and thanked officers for the extensive work involved.
 - The Housing Service Insight and Improvement Lead noted that future analyses should be less intensive as the structure of the reporting model had now been established and would allow for greater automation in subsequent years.

AGREED:

That the contents of the report (including the action plan) and insights be noted, and that the comments raised be considered by Cabinet.

75 BRIEFING NOTE ON ANGLIAN WATER PROTOCOLS

Consideration was given to the report of the Assistant Director – Planning and Strategic Infrastructure which provided members with an overview of the implications of water infrastructure issues on planning decisions.

The Executive Programme Manager presented the report, explaining that members had previously received an update from Anglian Water at the Panel's December meeting and had requested further clarification regarding the implications of the company's current approach to planning application consultations.

It was noted that Anglian Water were not a statutory consultee and that developers retained an automatic right to connect to the foul sewer network under the Water Industry Act. Officers advised that Anglian Water had recently adopted a more cautious interpretation of their role by emphasising network capacity issues as a material planning consideration.

Members were informed that Anglian Water had been applying a standardised condition seeking to restrict the occupation of new developments until sufficient sewer capacity was available. Officers explained that this approach was problematic as it created uncertainty for developers and risked developments being built but unable to be occupied. Officers advised that any such condition must be supported by robust, site-specific evidence, and

PERFORMANCE MONITORING PANEL -

10 March 2026

that planning decisions must be made in the round, balancing all relevant considerations.

Officers further outlined that a twin-pronged approach was being recommended. For allocated sites within the adopted Local Plan, Anglian Water's objections could carry little weight as they had failed to raise concerns during the statutory plan-making process. In contrast, for non-allocated or windfall sites, officers would require Anglian Water to provide detailed, time-bound evidence of capacity issues before any objection or condition could be considered reasonable.

It was emphasised that the briefing note sought to clarify the planning authority's position and set out an evidence-based framework for responding to Anglian Water's comments. Members were advised that the contents of the briefing note would be referred to the Planning Committee for further consideration due to the direct implications for decision-making processes.

Members considered the report and made the following comments:

- Members raised concerns that Anglian Water's current approach could adversely affect the authority's ability to meet government housing delivery expectations.
 - The Executive Programme Manager responded that the district was presently ahead of its five-year housing supply requirement, but acknowledged that if Anglian Water's restrictive stance continued, future delivery rates could be affected. Officers confirmed that the matter would be referred to Planning Committee for further consideration, including clarification on any potential government penalties.
- Members asked for further explanation regarding unallocated sites where Anglian Water had raised objections and queried whether private package treatment plants could serve as alternatives.
 - The Executive Programme Manager explained that private treatment plants did not always require

PERFORMANCE MONITORING PANEL -

10 March 2026

Environment Agency consent, particularly where discharge was contained within a drainage field. However, they confirmed that support from both Anglian Water and the Environment Agency would be required, and that this could affect decision-making timeframes.

- Members queried whether additional work arising from Anglian Water's objections would impact decision-making times.
 - The Executive Programme Manager advised that while timetable pressure existed, the local planning authority was required to balance all material considerations. They highlighted that Anglian Water must provide site-specific evidence of insufficient sewer capacity and that without such evidence, little weight could be given to their position.
- Members asked whether Anglian Water would support the Council at appeal if a refusal was issued on the basis of their evidence.
 - The Executive Programme Manager confirmed that Anglian Water had stated they would attend and defend an appeal, but noted that this was often difficult in practice. Officers emphasised that if Anglian Water could not evidence capacity issues robustly, the Council risked potential costs being awarded against it.
- Members questioned the relationship between Anglian Water's identified treatment plant capacity issues and the district's land supply.
 - The Executive Programme Manager agreed that correlation was needed and confirmed that Anglian Water would be asked to provide updated capacity information.
- The Portfolio Holder for Assets and Strategic Planning raised the issue of long-term investment by Anglian Water, expressing concern that treatment works in some settlements, such as Crowland, were not scheduled for upgrades before

PERFORMANCE MONITORING PANEL -

10 March 2026

2040. He also stated that Anglian Water had historically under-invested and that updated information on planned investment and timelines was required.

- Members sought reassurance that the twin-pronged approach proposed by officers—treating allocated and non-allocated sites differently—would ensure fair and evidenced-based decision making.
 - The Executive Programme Manager restated that objections on allocated sites carried no weight due to the statutory nature of the local plan. For non-allocated sites, Anglian Water must supply site-specific, time-bound capacity evidence for any objection or condition to be considered valid.

Following the discussion, members requested that a further report be presented to the Panel once the Planning Committee had considered the matter, detailing:

- The Planning Committee's and the Authority's response;
- More detailed information on the Authority's 5-year housing supply requirement.

The Panel also requested that, in light of historic under investment, information be sought by officers on Anglian Water's future investment plans (planned investment and timelines).

AGREED:

- 1) That the contents of the report be noted; and
- 2) That the report be presented to members at Planning Committee in order to assist with their decision-making in relation to applications for planning permission.
- 3) That following consideration at Planning Committee, a further report be presented to the Performance Monitoring Panel detailing:
 - The Planning Committee's and the Authority's response; and

PERFORMANCE MONITORING PANEL -

10 March 2026

- More detailed information on the Authority's 5-year housing supply requirement.

76 PERFORMANCE MONITORING PANEL WORK PROGRAMME

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

The Democratic Services Team Leader 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

Members raised no comments on this item.

AGREED:

That the Work Programme of the Panel be noted.

77 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

(The meeting ended at 7.59 pm)

(End of minutes)