

AGENDA



- Committee - **PERFORMANCE MONITORING PANEL**
- Date & Time - Tuesday, 10 March 2026 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 March 2026

AGENDA

- 1 Apologies for absence.
- 2 Minutes -
To sign as a correct record the minutes of the following meetings:
 - a) Performance Monitoring Panel - 10 December 2025 (Pages 5 - 20)
 - b) Joint Performance Monitoring Panel and Policy Development Panel - 13 January 2026 (Pages 21 - 32)
- 3 Actions - (Pages 33 - 38)
An update on actions that arose at the 10 December 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 39 - 46)
To note the current Key Decision Plan.
- 9 Q3 Performance Report 25-26 - (Pages 47 - 80)
To provide an update on how the Council is performing for the period 1 October 2025 to 31 December 2025 (report of the Assistant Director – Corporate enclosed).
- 10 Review of Implemented Planning Decisions - (Pages 81 - 90)
To report on the conclusions of the Planning Committee and to invite the Performance Monitoring Panel to submit any additional comments following the review/tour undertaken with members and comments made at Planning Committee (report of the Assistant Director - Planning and Strategic Infrastructure enclosed).
- 11 Housing Stock Condition Survey - (Pages 91 - 104)
To present the findings from the HRA stock condition surveys (report of the Assistant Director – Housing enclosed).

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| 12 | Housing Landlord Service - Access to Service -
To analyse the access to the Housing Landlord Service across key protected characteristics (report of the Assistant Director – Housing enclosed). | (Pages
105 -
122) |
| 13 | Briefing Note on Anglian Water Protocols -
To provide members with an overview of the implications of water infrastructure issues on planning decisions (report of the Assistant Director – Planning and Strategic Infrastructure enclosed). | (Pages
123 -
148) |
| 14 | Performance Monitoring Panel Work Programme -
To set out the Work Programme of the Performance Monitoring Panel (report of the Assistant Director – Governance (Monitoring Officer) enclosed). | (Pages
149 -
156) |
| 15 | Any other items which the Chairman decides are urgent - | |

NOTE: No other business is permitted unless by reason of special circumstances, which shall be specified in the minutes, the Chairman is of the opinion that the item(s) should be considered as a matter of urgency.

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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, 10 December 2025 at 6.30 pm.

PRESENT

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

C J T H Brewis
L J Eldridge

J L Reynolds
I Sheard

D J Wilkinson
A R Woolf

In Attendance: Portfolio Holder for Assets and Strategic Infrastructure, Assistant Director – Strategic Growth and Development, Assistant Director – Communities and Housing Services, Group Manager – Community Leadership, Group Manager – Insights and Transformation *virtual*, Planning Officer, Anglian Water representatives and Democratic Services Officer.

Apologies for absence were received from or on behalf of Councillors N Chapman and M Geaney.

50 MINUTES

Consideration was given to the following minutes:

- Performance Monitoring Panel – 15 October 2025
- Joint Performance Monitoring Panel and Policy Development Panel – 21 October 2025 (including restricted minute)

AGREED:

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

51 ACTIONS

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

Members considered the responses and made the following comments:

- Action 40(a) – could actual costs be provided or an explanation as to why these can't be drawn out.
- Action 40(b) – action to be chased up for a response

Action By

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- Action 40(d) – queried whether clarification could be sought on why the repair to the pump was taking so long.

AGREED:

That the responses to actions be noted.

52 DECLARATION OF INTERESTS

There were none.

53 QUESTIONS ASKED UNDER STANDING ORDER 6

There were none.

54 TRACKING OF RECOMMENDATIONS

There were none.

55 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were none.

56 KEY DECISION PLAN

Consideration was given to the Key Decision Plan dated

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

- Queried whether the 'Destination Management Plan' would be presented to scrutiny prior to its consideration at Cabinet.

AGREED:

That the Key Decision Plan be noted.

57 ANGLIAN WATER UPDATE

The Regional Engagement Manager and Pre-Development Planning Manager from Anglian Water provided a comprehensive presentation as attached at Appendix A to these minutes.

Members considered the presentation and made the following comments:

- As Anglian Water was obliged to create a connection, how

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- could they object to an application that would likely be approved or introduce a condition that prevents occupation of a property until a connection is agreed to.
- The Pre-Development Planning Manager responded that pre-occupation conditions, called a Grampian condition, had been tested in the courts and should be a consideration in the planning process. Local Plan policies did include infrastructure capability as a consideration when determining applications.
 - It was appreciated that Anglian Water were one of many consultees (non-statutory) and they didn't want to prevent growth but needed to be sure that the environment was not negatively affected by this growth.
 - There was a danger that the local authority would not be able to deliver the housing targets set by the government.
 - Where water recycling centres (WRC) were labelled 'at capacity', did this refer to normal flow or excess rainfall?
 - The Pre-Development Planning Manager confirmed that this was determined on average flow put back into the environment which changed year on year. Conversations were ongoing with the regulators and government on how to move forwards with this.
 - Did the objections made by Anglian Water only to major applications?
 - The Pre-Application Development Manager confirmed this applied to both major and minor applications.
 - The Regional Engagement Manager added that once a permit had been exceeded, no further connections could be made. Funds were not available to deliver infrastructure improvements at the rate required due to the regulator capping customer bills and increased housing numbers since Anglian Water's current five year business plan (2025-2030).
 - Significant investment had been made into the infrastructure in Sutton Bridge, what stage was this at?
 - The Pre-Development Planning Manager confirmed that this WRC was green and therefore had capacity to accept new connections and the WRC was compliant with the dry weather flow element of the permit.
 - What was the effect on isostatic discharge and to what extent would pumps be installed to assist with the tides, given rising sea levels?
 - The Pre-Development Planning Manager agreed to take the question regarding isostatic discharge

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- away.
- The Regional Engagement Manager responded that long term adaptations and delivery strategies were in place looking 25 years ahead. Resilience was built into the asset delivery programme and Anglian Water had the most highly monitored network.
- Risks were always a factor, and reservoirs were being built above sea level to try and combat these effects.
- Did Anglian Water reclaim minerals and drugs out of the water?
 - The Regional Engagement Manager responded that everything that went into the WRC's was recyclable, but that they did not reclaim minerals and drugs from waste water. All waters and solids were recycled, and gas was extracted from this process generating energy to help power the operational site.
 - Science was developing to remove things such as microplastics and forever chemicals – PFAS from water but currently Anglian Water were working to the permits provided by the government.
- Was there a historical lack of investment in water infrastructure in South Holland?
 - The Regional Engagement Manager commented that water was a privatised industry where customer bills had been managed by Ofwat determinations of water company investment plans so private investment had been sought. Since Covid, expectations had changed, particularly with regard to the environment, that Anglian Water were now trying to keep up with.
 - Previously, more money had been invested in water resilience to keep clean water and avoid hosepipe bans but this had now shifted to a focus on environmental improvements based on customer feedback and tightening environmental regulations.
- How many times had a planning application been refused due to an objection by Anglian Water?
 - The Pre-Development Planning Manager responded that the pre-application condition had only been in place for a year so was relatively new. Anglian Water were now using planning legislation to try and prevent new connections rather than the Water Industry Act.
 - The Regional Engagement Manager added that Anglian Water were engaging with more planning case officers and offering to speak to both them and

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- planning committees.
- What were the timescales for any investment intentions in WRC's currently labelled as amber.
 - The Pre-Development Planning Manager indicated that the ambers asked for a planning condition which was connected to the Anglian Water business plan and growth schemes outlined within it. Schemes within this plan would be delivered by 2030 but no timeframes were available for each individual investment.
 - Were the indicated improvements works minor or major?
 - The Pre-Development Planning Manager confirmed that these were all major works costing millions of pounds each. It was a complex process involving design, pre-application with the Environment Agency and permit regimes.
 - It was noted that development would naturally go to any areas that were labelled as amber or green.
 - The Pre-Development Planning Manager acknowledged that these would be more attractive areas for developers.
 - Should investments have been planned for areas currently labelled as red, given that the local plan had only been adopted recently?
 - The Pre-Development Planning Manager responded that a growth scheme would only have been asked for in those that are amber. No condition would be requested for reds as it would not be dischargeable.
 - Would any refusal based on an Anglian Water objection hold up on appeal?
 - The Pre-Development Planning Manager responded that Anglian Water were prepared to attend any appeal to provide expert witness testimony.
 - Legal opinion also supported this, and it had already been established that this was a material planning consideration.
 - The KC opinion regarding a pre-occupation condition could be provided to members as some authorities were already applying this.
 - How much capacity did the WRC's listed as green actually have?
 - The Pre-Development Planning Manager agreed to provide this information to Members.
 - It was noted that development type was looked at when considering any objections to applications in these areas so capacity could differ based on this factor.
 - It appeared a holding situation was in place until 2030

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when upgrades to infrastructure had occurred in amber areas as there were no other areas to place new development.

- The Pre-Development Planning Manager responded that Anglian Water were currently lobbying government to use local plan information to inform growth schemes.
- They were currently asking for local authority planning officers to sit on a working group considering long term growth as part of the Drainage and Wastewater Management Plan to influence this.
- Some residents in areas that were labelled red would be happy that there was no further capacity but this would not assist the local authority in achieving its house building targets.
- What would happen if the local planning authority refused to put the pre-occupation condition on the application?
 - The Pre-Development Planning Manager confirmed that this risk would need to be managed, and engagement would be required with the Environment Agency about pollution.
 - The Regional Engagement Manager added that the Environment Agency could prosecute Anglian Water for pollution.
- What if developers were to install their own package treatment plant on site?
 - The Pre-Development Planning Manager confirmed that this was an option where descriptive works were allowed but approval of the Environment Agency was required..
 - It was noted that the Environment Agency policy was to approve in rural areas but unlikely to do so in urban areas.
- Pleased that this was Anglian Water's position as infrastructure needed to be in place to build new houses and it was a shame that other bodies didn't do the same.
- Concern was raised as to the consequences on the authority should housing delivery targets not be met.
 - The Regional Engagement Manager commented that a balance needed to be struck between development certainty and improving infrastructure.
 - The Pre-Development Planning Manager added that Anglian Water were constrained by the regulators cap on customer bills as these funded WRC investment growth schemes.
- Was there a connection charge for developers?
 - The Pre-Development Planning Manager responded

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- that a connection charge was in place to physically make the connection and also an infrastructure charge purely for foul networks across the whole region, not for the WRC's.
- Did Anglian Water bill payers pay the fines for WRC's being over capacity?
 - The Regional Engagement Manager confirmed that shareholders paid the fines, but they would be less likely to invest if Anglian Water was regularly being fined.
 - What was the possibility of Anglian Water adopting a private sewerage treatment works?
 - The Pre-Development Planning Manager agreed that a conversation could be undertaken outside of the meeting.
 - It was important that the information provided by Anglian Water be circulated to MPs.
 - The Regional Engagement Manager responded that a blueprint for growth would be published in January to set out challenges to the government and MPs.
 - Could it be explained how the business plan for Anglian Water had been set up without taking into account the number of houses to be built within the local plan?
 - The Pre-Development Planning Manager commented that this will be included as part of their submission. Where local plan figures had been used previously, these had been rejected by the regulator who used Office for National Statistics data.
 - Would the money used for infrastructure investment come from shareholders or borrowing?
 - The Regional Engagement Manager responded that it was a mixture of both, and the investment was paid back to investors through billpayers over the life of those assets.
 - Was account taken of extra income received from new properties?
 - The Regional Engagement Manager commented that Anglian Water were encouraging people to use less water and use it more efficiently. The money from billpayers could then be used to invest in future infrastructure assets.
 - Queried the number of farms actually on water meters.
 - The Regional Engagement Manager responded that Anglian Water had the highest density of water meters in the UK, following a campaign to install as many of these as possible.
 - These were now starting to be replaced with smart meters that had updated technology to help

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- customers better manage consumption and identify leaks.
- Were improvements made to storm overflow systems paid for through billpayers?
 - The Regional Engagement Manager confirmed that the funding for these came from both shareholders and ultimately billpayers.
 - A list of improvements made within the South Holland area would be provided.
 - It seemed unfair on billpayers that there had been a lack of investment by Anglian Water in the water infrastructure within the district.
 - The Regional Engagement Manager responded that this was due to a mixture of the regulators capping bills for a significant period of time and increased issues related to climate change.
 - It was noted that investment was being caught up on in relation to WRC's.
 - Who was responsible for the collapse of and unblocking of drains following a storm?
 - The Regional Engagement Manager confirmed that most road gullies/ drains were the responsibility of Highways, while foul sewers (and some surface water drains) were Anglian Water's responsibility.
 - It was noted that flooding responsibility was a complex challenge across a lot of organisations. Information would be shared with Members on who to call if a flood occurred.
 - Concern that shareholder dividends had increased while bills had stayed the same.
 - The Regional Engagement Manager confirmed that shareholders took modest dividends of around 2.9% return on average and they had recently committed to not taking a dividend for the next four to five years.
 - Had Anglian Water been in direct contact with residents in hotspot areas for non-flushable items?
 - The Regional Engagement Manager confirmed that this was the case, with both door knocking and posters being put up in streets.
 - Individual properties could be pinpointed, and Anglian Water did have powers of prosecution, but the main focus was on education.
 - Residents needed to be kept accurately informed of how long works would be taking place and raised a particular issue in Spalding.
 - The Regional Engagement Manager agreed that this was fair feedback and would remind repair

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teams to ensure a robust comms plan was in place for future works.

- Would the new Lincolnshire Reservoir be connected the SPA project, and if so, would the majority of the water be going to Cambridgeshire?
 - The Regional Engagement Manager confirmed that they would be connected but the water would go into the network to be used wherever needed.
 - Having a reservoir would also become a go-to destination with a visitor centre, walkways and leisure facilities being considered.
- Asked about use of water butts to water gardens.
 - The Regional Engagement Manager advised that Anglian Water had a partnership scheme to retrofit water butts in some flooding hot-spot locations.

Following the presentation, Members wished for the following comments to be passed to the Planning Department:

- There was a need to create more awareness of the water infrastructure issue and the case law and legislation to back up this decision.
- Ask officers to investigate the validity of pre-commencement conditions suggested by Anglian Water
- Explain what the effects of restriction of connection at some water recycling centres would have on future plans for delivery.
- What sort of consequences would the authority expect from central government should the number of required houses not be delivered.

A briefing note from the Assistant Director – Planning and Strategic Infrastructure on this issue would be provided to the next meeting of the Performance Monitoring Panel.

58 **REVIEW OF IMPLEMENTED PLANNING DECISIONS**

Consideration was given to the report of the Assistant Director – Planning and Strategic Infrastructure which reported on the review undertaken with members and considered the findings.

The Planning Officer introduced the report and thanked members who took the time to go on the tour and share their opinions.

The report discussed sites visited on the day, which included small- and large-scale sites, and Appendix A detailed the conclusions made from the tour.

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Members considered the report and made the following comments:

- The turnout for the tour had been disappointing despite a wide number of members being invited.
- It had been worth taking the time to attend and the overriding impression been that some sites looked attractive while others did not.
- There appeared to be very little variation in colour or design on some sites and every house being in one straight line.

AGREED:

1. That the Panel recommends the report and conclusions from the review of implemented planning decisions be reported to the Planning Committee.

That the Panel recommends 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.

59 Q2 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 1st July 2025 to 30th September 2025.

The Group Manager – Insights and Transformation introduced the report and highlighted the following points:

- Overall performance had been good with only one target underperforming and labelled red, corporate complaints.
- Explanations regarding under performance in corporate complaints had been included and a transformation officer was working with the team to streamline processes. An internal working group had also been set up with a view to look at lessons learned and recurring themes.
- Flytips collected within five working days of being reported was slightly off target for the first time this year. Work was ongoing to understand why this was occurring.

Members considered the report and made the following comments:

- The general performance trend was better than that of the previous quarter.
- Questioned why the flytip target was slightly underperforming, was this because there had been more reported fly-tips for the quarter?

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- The Group Manager – Insights and Transformation agreed to seek further information.
- Feedback should be provided to members of the public who have made a report of a flytip to let them know whether it will be collected or not.
 - The Group Manager – Insights and Transformation confirmed that this feedback would be passed on.
- The figure for 'proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out' was lower than those for gas safety, fire safety and legionella checks, despite all requiring access to the property.
 - The Group Manager – Insights and Transformation responded that injunctions were being sought to allow access to these properties. Further information would be requested to explain the difference in figures.
- It was suggested that the ability to add pictures to a flytip report would be useful.
 - The Group Manager – Insights and Transformation would feed this back.
- It was noted that an increase in fines for fly-tipping may reduce the numbers.
- The number of swims seemed to be down in relation to the same quarter last year.
 - The Group Manager – Insights and Transformation confirmed an explanation would be sought.
- The number of fixed penalty notices issued by Kingdom had dipped considerably between Q1 and Q2, was there a reason for this.
 - The Group Manager – Insights and Transformation would seek an explanation.

AGREED:

That the contents of the report be noted.

60 SOUTH HOLLAND CENTRE PERFORMANCE UPDATE

Consideration was given to the report of the Assistant Director – Communities and Housing Services which provided Members with an update on the South Holland Centre.

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

- The report updated on activity undertaken in Q1 and Q2 and provided a positive forecast.
- Ticket sales were at almost 14,000, which was higher than

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the same period last year which had been drive by strong live performances and increased community hires.

- The 2025 Pantomime, Rapunzel, had sold over 10,500 tickets, with further ticket sales expected throughout December.
- The team were continuing to look at income generation opportunities and the relaunch of the wedding offer would take place in January.
- Decoration and lighting enhancement would take place while the centre was closed in January, in addition to the maintenance programme already completed in Q1 and Q2.
- Conversations had recently taken place to source funding for a replacement projector for film.

Members considered the report and made the following comments:

- Who was currently providing the hospitality offer at the SHC?
 - The Assistant Director – Communities and Housing Services confirmed that The Red Lion in Spalding were currently providing this service.
 - The Group Manager – Community Leadership added that this arrangement had been working really well and was a reliable service for visitors to the SHC.
- What service did The Red Lion provide?
 - The Group Manager – Community Leadership responded that they provided snacks, and the bar offer for all performances.
 - The Assistant Director – Communities and Housing Services added that there was an opportunity for merchandise to be sold at some showings. There had been some difficulty with food providers at the venue previously, so care was needed with taking any steps to reintroduce this offer.
- What sort of merchandising was being looked at?
 - The Portfolio Holder for Assets and Strategic Planning responded that this was being discussed as part of the redecoration of the foyer in January, with snacks and popcorn likely being provided in this area of the centre.
- The choice of caterer for hirers of the function hall was a benefit as they were not restricted to one choice of caterer.
- Were there plans in place for use of other spaces within the SHC?
 - The Group Manager – Community Leadership responded that options had been looked at for exercise classes in the basement rooms, but this

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10 December 2025

- had not been viable.
- The team were working with Assets to look at progressing available options and the function hall had a recent enquiry for hire of the venue twice a week.
- The Portfolio Holder for Assets and Strategic Planning added that opportunities were coming forward to the Assets team every once in a while that were being explored.
- Had work been undertaken in partnership with the Spalding Town Centre redevelopment project?
 - The Group Manager – Community Leadership confirmed that a meeting would be happening soon to progress this further.
 - The Assistant Director – Communities and Housing Services added that the redevelopment plans presented had shown that the public saw the SHC as an anchoring part of the town centre.
- Had the costs recharged to other departments been looked into?
 - The Assistant Director – Communities and Housing Services responded that recharges to PSPS were reviewed annually as part of the budget setting process, but these costs were standard across all Council departments.
 - The SHC team had worked really hard to bring income into the service and reduce the overheads.
 - It was recognised that the cost to SHDC for the SHC was worthwhile, given its key place in the town centre.
- Were there barriers to interested parties hiring the SHC more than once a week?
 - The Assistant Director – Communities and Housing Services noted that this was not a message that had been received from hirers and individual cases could be discussed outside of the meeting.
 - Having a fixed programme in place helped to ensure that a broad range of performances were on offer as too many repeats of the same type of performance would affect ticket sales.
- Had programming for films changed?
 - The Group Manager – Community Leadership responded that films were generally programmed for when the centre was open for other functions and events, unless it was a high profile film.
- Did the SHC still receive Arts Council funding? The criteria for this had previously been quite strict and the programmed shows had often been poorly attended.

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- The Assistant Director – Communities and Housing Services confirmed that funding had been received in previous years , but no direct funding recently. There was always a set of criteria with any funding, but the team made the best use of any funding available to them.
- The Group Manager – Community Leadership added that they were working closely with the NPO to direct the future funding opportunities to the best use within the SHC’s programme.
- The Assistant Director – Communities and Housing Services commented that the large scale service review over the summer had brought in fresh eyes to the SHC and new approaches could be developed.
- What was the status of the projector currently being used to show film?
 - The Group Manager – Community Leadership confirmed that conversations were progressing to source funding for a replacement projector
- It was noted that the noise from any events in the function hall would impair the enjoyment of those in the auditorium below.
- Had there been any impact on ticket sales at the SHC following the incorrect signage being displayed regarding the TRO?
 - The Portfolio Holder for Assets and Strategic Planning responded that some concerns had been expressed by visitors when the signage had first been installed but the impact on ticket sales had not been looked into.
 - The Assistant Director – Communities and Housing Services added that the parking was part of the experience of those attending the SHC and opportunities for new conversations about parking had arisen through the new neighbourhood plan for Spalding.

AGREED:

That the contents of the report be noted.

61 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.

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The Democratic Services Officer introduced the report with 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.

62 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

(The meeting ended at 8.46 pm)

(End of minutes)

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Minutes of a meeting of the **JOINT PERFORMANCE MONITORING PANEL AND POLICY DEVELOPMENT PANEL** held in the Council Chamber, Council Offices, Priory Road, Spalding, on Tuesday, 13 January 2026 at 6.30 pm.

PRESENT

B Alcock (Chairman)

D Ashby
P Barnes
A C Beal
M D Booth

C J T H Brewis
L J Eldridge
M Geaney
R A Gibson

J L Reynolds
M Le Sage
I Sheard
A R Woolf

Apologies for absence were received from or on behalf of Councillors N Chapman, M Hasan and J Whitbourn

In Attendance: The Director of Finance (Section 151 Officer), the Assistant Director - Housing, the Head of Finance Delivery SHDC (PSPS), the Portfolio Holder for Strategic and Operational Housing and the Democratic Services Officer.

7. ELECTION OF CHAIRMAN

Councillor Alcock was elected as Chairman for the duration of the meeting.

8. DECLARATION OF INTERESTS

Councillor Brewis declared that he was a Director of PSPS.

9. BUDGET OVERVIEW 2026/27 – 2030/31

Consideration was given to the report of the Director of Finance (Section 151 Officer) to consider and scrutinise the Council's financial outlook, provisional finance settlement and draft General Fund budget position prior to consideration by Cabinet and Council.

The Director of Finance (Section 151 Officer) and the Head of Finance Delivery SHDC (PSPS) attended for this item.

The Director of Finance introduced the report to members and the following main points were highlighted by way of a presentation (appended to the minutes at Appendix 1):

- The role of Overview and Scrutiny as part of the budget process;
- A recap of the process to date;
- Key headlines from the Provisional Local Government

**JOINT PERFORMANCE MONITORING
PANEL AND POLICY DEVELOPMENT
PANEL - 13 January 2026**

Finance (LGF) Settlement 2026/27 including significant complex changes and the release of illustrative figures for subsequent years, which will be updated on an annual basis;

- A summary of budget pressures;
- A summary of efficiency proposals;
- The provisional draft budget; and
- Next steps.

In addition, it was highlighted that:

- £5 million of grant funding towards Internal Drainage Board had been secured for 2026/27;
- Due to the late notification of the finance settlement from central government and the fact that further information was still awaited, the report had been prepared and presented with the caveat that work on the budget remained ongoing. This included, in particular, the following elements:
 - The Capital Programme and its funding arrangements, which were yet to be finalised; and
 - Financial assumptions relating to food waste collection and Extended Producer Responsibility, which had not yet been confirmed and would be incorporated into the budget when available. It was noted that these outstanding elements would have a consequential impact on the Treasury Management position and, in turn, on projected investment income;
- Work undertaken to date had reduced the 2026/27 initial funding gap from £2.5m to £250,000. It was noted that pressure was anticipated to increase in subsequent years and that, while further management measures would be required, the overall position was considered reasonable moving forward.

Members considered the report and made the following comments:

- Members queried whether grants consolidated within the finance settlement were ring-fenced for their respective purposes.
 - The Director of Finance explained that, while the consolidation of grants represented a departure from previous settlement approaches, the settlement documentation clearly identified the individual grant values and confirmed that these remained ring-fenced for their intended purposes.

**JOINT PERFORMANCE MONITORING
PANEL AND POLICY DEVELOPMENT
PANEL - 13 January 2026**

- Members queried the likely impact of forthcoming changes to business rates, including the revaluation of licensed premises.
 - The Director of Finance explained that the business rates revaluation would potentially affect all ratepayers across the district. It was noted that, while the intention of the revaluation was that increases and reductions should broadly balance out at a national level, the impact would vary between individual businesses depending on their circumstances and ability to absorb change. Members were advised that the local implications would not be fully understood until detailed data was available later in the process.

- Members queried why government calculations overestimated Council Tax income by £109,000.
 - The Director of Finance explained that the national funding methodology applied standardised assumptions in relation to collection rates, Council Tax base growth, and the application of premiums for second homes and empty properties. It was noted that these assumptions did not fully reflect South Holland's local circumstances, which resulted in an overestimation within the government's calculations.

- Members commented on the savings and efficiency proposals relating to the generation of income from CCTV and expressed concern that transferring these costs to Parish Councils, while not representing a saving to the local taxpayer overall, could potentially place the future provision of the service at risk.

- Members queried whether the projected £175,000 reduction in premises-related expenditure over a two-year period was realistic and raised concerns that previous maintenance issues, including those at the Lutyens Memorial, suggested there was a risk that savings could result in underinvestment in Council buildings.
 - The Director of Finance reassured members that the anticipated reduction related to specific service areas, principally relating to the leisure contract and the swimming pool, and not to council-wide asset maintenance. The property team remained responsible for ensuring buildings were kept in good

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repair.

- Members queried why some of the budget lines did not appear to reconcile.
 - The Director of Finance explained that the movements within the budget were derived from a combination of inflation assumptions, rounding, service-level adjustments and outcomes from the Star Chamber process. As a result, the figures did not reconcile on a like-for-like basis and additional budget adjustments beyond the headline pressures and savings contributed to the overall efficiency requirement.
- Members queried why income from investment interest was forecast to remain flat, despite expectations that interest rates would change over the medium term and questioned whether this represented a financial risk.
 - The Director of Finance explained that this budget line remained subject to further work and that a flat assumption had been applied at this stage to avoid overstating income without full information. It was noted that the final position would depend on movements within the capital programme, treasury management activity and reserve balances, and that the figure was therefore likely to change as these elements were finalised. In acknowledging the sensitivity of the investment income line to market volatility, the Director of Finance advised that the Council had some flexibility to manage exposure through internal borrowing arrangements, including between the General Fund and the Housing Revenue Account, which could reduce reliance on external borrowing and help mitigate risk.
- Members asked for details regarding the £500,000 'Direct Revenue Financing of Capital Expenditure' budget line within the Medium-Term Financial Strategy (MTFS).
 - The Director of Finance explained that this sum represented an in-and-out budget movement, with a corresponding entry within relevant service areas, and therefore had a net nil impact on the Council's overall revenue position. It was further noted that, while the Capital Programme was still being finalised, it was not anticipated to differ significantly from the 2025/26 position, and any amendments would be fully funded and would not adversely affect the revenue budget.

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- Members sought clarification on the anticipated level of Internal Drainage Board (IDB) levies and the associated risk.
 - The Director of Finance advised that positive and ongoing discussions were taking place with the Internal Drainage Boards through the Special Interest Group. It was noted that, in line with Government advice, grant assumptions within the budget had been based on 2025/26 figures. Whilst indicative information had been shared, formal confirmation of IDB levy requirements was not expected until spring or summer 2026, and this uncertainty presented a degree of ongoing risk within the projections.

- Members raised concerns about the Council's use of expensive temporary accommodation for homelessness and queried whether the financial examination of a Council-owned provision, such as a hostel, had been considered.
 - The Director of Finance advised that the current approach to homelessness provision was considered effective, and while alternative options were not currently being progressed, Members were welcome to explore and propose other solutions for consideration.
 - The Portfolio Holder for Housing further explained that a Council-owned provision had previously been explored; however, an identified property had been assessed as unsuitable and was not taken forward. It was noted that the Council's reliance on bed and breakfast accommodation had significantly reduced as a result of a strategic shift towards prevention activity. Members were also advised that the approved departmental restructure had strengthened this preventative approach, including expanding engagement with private sector landlords to secure additional accommodation. In addition, funding secured through round three of the Local Authority Housing Fund had enabled improvements to temporary accommodation, and the introduction of small 'top-up' charges from April 2026 was intended to support tenant readiness and assist the transition to longer-term housing solutions.

- Members requested further detail regarding the £455,000

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annual saving attributed to staff vacancies and sought clarification on the potential impact of forthcoming Local Government Reorganisation (LGR) on staffing levels and resources.

- The Director of Finance explained that:
 - The vacancy saving was generated through natural staff turnover, recruitment lead-in times and new starters commencing on lower salary points within established grades. It was noted that this approach reflected common practice across the local government sector and was informed by historic experience, which demonstrated that approximately 4% in-year savings could be achieved in this way; and
 - In relation to Local Government Reorganisation, he advised that while some statutory roles were likely to consolidate under any future arrangements, operational service staff would continue to be required. It was further noted that a degree of natural workforce reduction could occur; however, experience elsewhere had shown that reorganisation typically created increased short-term demand for staff capacity due to transformation, transition and service integration activity.
- Members queried changes to the Council's pension contribution levels following the triennial review.
 - The Director of Finance advised that the triennial pension review had resulted in a reduced employer contribution rate of 18.3%, which was due to take effect from April 2026. It was noted that this reduction would deliver a significant saving of approximately £700,000, which had been incorporated into the 2026/27 budget and reflected within the Medium-Term Financial Strategy forecasts for subsequent years.
- The Chairman acknowledged that a substantial amount of work had been undertaken by officers to develop the draft Budget and Medium-Term Financial Strategy. However, it was noted that the late receipt of the Government finance settlement, combined with uncertainty within some of the data presented, had made the Panel cautious about suggesting specific variations at this stage. It was further

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observed that the timing of the report had limited members' ability to scrutinise the budget as fully and effectively as it would have wished.

- In conclusion, the Panel recommended that Cabinet be urged to continue detailed exploration and refinement of the budget during the remaining period, with a view to improving the overall position prior to the Council Tax rate being set.

AGREED:

That following scrutiny of the Draft Budget and Medium-Term Financial Strategy for the period 2026/27 to 2030/31, the comments of the Joint Performance Monitoring Panel and Policy Development Panel be noted and considered by Cabinet on 17 February 2026.

10. HRA BUSINESS PLAN AND ASSET MANAGEMENT STRATEGY

Consideration was given to the report of the Assistant Director - Housing which asked members to provide feedback on the Housing Revenue Account (HRA) Business Plan 2026-2056 and HRA Asset Management Strategy 2026-2035.

The Assistant Director – Housing and the Portfolio Holder for Strategic and Operational Housing attended for this item, with support from the Director of Finance.

The Assistant Director - Housing introduced the report to members and the following main points were highlighted by way of a presentation (appended to the minutes at Appendix 2):

- Background;
- Headlines;
- Consultation: November 2025;
- Sewage treatment works: update;
- Asset Management Strategy: outcome;
- Stock investment requirements;
- Approach to financing;
- A summary and next steps.

Members considered the report and made the following comments:

- Members reported that residents had given positive

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feedback regarding the tenant engagement work.

- Members had queried whether an alternative plan had been considered to avoid the Council going into further debt.
 - The Assistant Director - Housing had explained that, based on current modelling and government requirements for energy efficiency and Decent Homes standards, additional borrowing was necessary, however grants and potential rent-setting changes may reduce reliance on debt. The plan would be reviewed annually as part of the budget setting.
- Members asked if divesting housing stock had been considered.
 - The Assistant Director - Housing had confirmed that stock transfer had not been considered as part of this work.
- Members raised concerns about underinvestment in sewage treatment works and pumping stations and whether assets would fail before funding was available.
 - The Assistant Director - Housing responded that, in her opinion, there had not been an underinvestment. An intensive maintenance contract was in place, all sites had been surveyed independently approximately two years ago and are subject to ad-hoc inspections by the Environment Agency. While a capital programme was not in place at present, the existing Medium-Term Financial Strategy had a contingency for capital investment, and the programme would commence during 2026/27.
- Members queried whether South Holland Homes should be brought into the HRA.
 - The Assistant Director - Housing had noted that the acquisition of the units by the HRA was subject to ongoing discussion. Tenant consultation would be necessary; however they would benefit from additional rights under the HRA.
- Members had sought clarification on tenant feedback suggesting disposal of high-cost homes.
 - The Assistant Director - Housing had confirmed that an asset performance evaluation would be undertaken as part of the strategy to identify

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properties that might be costly to maintain or obsolete. Findings would be reported back to councillors.

- Members had asked whether investment in properties would increase stock valuation.
 - The Director of Finance (Section 151 Officer) explained that valuations were based primarily on rental income rather than component upgrades however poor-quality stock could negatively affect valuation;
 - The Assistant Director - Housing added that capital improvements reduced repairs expenditure and reduced fuel costs for tenants.
- Members had queried the borrowing strategy and options.
 - The Director of Finance (Section 151 Officer) highlighted that borrowing for investment was not inherently negative if affordable and linked to asset enhancement. Options included maturity loans, equal instalment of principal, or annuity-based repayment, each with merits depending on circumstances.
- Members had questioned why repair and management costs were high compared to other authorities.
 - The Assistant Director - Housing had explained that costs related to the maintenance of sewage treatment works, which were unique to South Holland. The Council could not fully recover these costs through tenant charges due to regulatory limits -maximum rates needed to align with those charged by Anglian Water. Efforts to reduce running costs were planned, such as exploring the installation of solar panels to reduce electricity costs.
- Members had asked when the maintenance contract was last tendered and plans for future tendering.
 - The Assistant Director - Housing had confirmed the contract had last been tendered approximately two years ago. Plans were in place to retender and potentially break down the contract into smaller packages to achieve better value following capital investment.
- Members had queried why staffing and workforce capacity implications were listed as 'none'.

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- The Assistant Director - Housing had clarified that the Delivery team had been repurposed to focus on wider HRA capital investment, and most works were contracted out. The main requirement was contract management rather than direct delivery.
- In conclusion, members acknowledged the huge amount of work that had taken place to produce the report and thanked all involved. Nonetheless, members commented on the general uncertainty of planning for a 30-year period and stressed the need for ongoing monitoring. Both financial and human resources needed to be reviewed annually to avoid slippage and ensure programme delivery. The committee agreed that this feedback be relayed to Cabinet for consideration.
- Upon invitation by the Chairman, the Portfolio Holder concluded with her acknowledgement of the work undertaken in the production of the documents by the Assistant Director – Housing and her team, the consultant (Savills) and the PSPS Finance team, and for the support of members.

AGREED:

- a) That following the Panel's review of the HRA Business Plan 2026-2056, and the noting by Cabinet of the Panel's comments in respect of monitoring and resources, the recommendation to Cabinet to adopt the Plan be endorsed;
- b) That the recommendation to Council to delegate minor operational and legislative amendments to the HRA Business Plan 2026-2056 to the Assistant Director for Housing in consultation with the s151 Officer and the Portfolio Holder for Strategic and Operational Housing, be supported;
- c) That following the Panel's review of the HRA Asset Management Strategy 2026-35, and the noting by Cabinet of the Panel's comments in respect of monitoring and resources, the recommendation to Cabinet to adopt the Strategy be endorsed; and
- d) That the recommendation to Council to delegate minor operational and legislative amendments to the HRA Asset Management Strategy 2026-2035 to the Assistant Director for Housing in consultation with the s151 Officer and the

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Portfolio Holder for Strategic and Operational Housing, be supported.

11. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

(The meeting ended at 8.10 pm)

(End of minutes)

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ACTIONS

<u>Performance Monitoring Panel</u>			
<u>Actions from the 10 December 2025 meeting</u>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
56. 25/26		<u>Key Decision Plan</u>	
*		<p>Members queried whether the ‘Destination Management Plan’ would be presented to scrutiny prior to its consideration at Cabinet</p> <p>Update:</p> <p>Officers have advised that the timeline is being reconfirmed and that scrutiny will be included within this.</p>	Pranali Parikh/ Maria Cotton
57. 25/26		<u>Anglian Water Update</u>	
✓	a)	<p>Members queried the effect of isostatic discharge.</p> <p>Update:</p> <p>Anglian Water have looked into this and cannot find any reference about it being an issue we are concerned about. But more broadly, our assets (pipes, pumping stations and treatment centres) are constantly monitored, so that anything which could compromise them would be picked up. Ground movement is something that can and does affect pipelines, but that is usually down to temperature changes or soil moisture.</p>	Anglian Water
✓	b)	<p>Agreed to provide a copy of the KC opinion regarding a pre-occupation condition that other authorities were already applying.</p> <p>Update:</p> <p>Document provided and emailed to PMP members on 22/12/25.</p>	Anglian Water
*	c)	<p>Members queried how much capacity Water Recycling Centre’s labelled as green actually had.</p> <p>Update:</p> <p>We are currently in the process of updating our planning response data, in line with our annual dry weather flow return to the Environment Agency. We will be issuing further information in March, with the new data scheduled to go live in April. More detailed updates will be provided once the data has been fully verified.</p>	Anglian Water
✓	d)	<p>A list of improvements made to storm overflow systems within the South Holland area would be provided.</p>	Anglian Water

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

ACTIONS

		<p>Update:</p> <p>We have the following planned schemes and investigations during AMP8, our current business plan (2025 – 2030), subject of course to review and prioritisation:</p> <ul style="list-style-type: none"> • New treated water tank at West Pinchbeck Water Treatment Works for structural safety • Ammonia removal scheme at Gosberton WRC • Storm overflow reduction scheme at Sutton Bridge WRC • Investigations into reducing storm overflow spills to protect the environment at a number of sites. The outcome of these investigations may identify, and inform the scope of any future improvement schemes to remove storm overflows' local adverse ecological impact. Investigations are planned at the following sites: <ul style="list-style-type: none"> ○ Crowland WRC ○ Donnington WRC ○ Holbeach WRC ○ Spalding WRC ○ Spalding Albion Street Pumping Station ○ Spalding Welland Road Pumping Station ○ Sutton Bridge WRC ○ Weston Delgate Avenue Terminal Pumping Station • Enhanced flow monitoring at a number of sites. Monitoring for flow compliance aims to protect the environment from the effects of urban wastewater collection and discharges by monitoring so that the full impacts of overflow discharges on waterbodies are understood, and to ensure they are made in accordance with their environmental permit conditions. <p>There are also some sites which were identified for potential growth schemes within our business plan for the upcoming AMP period. These sites are Spalding, Cowbit and Surfleet WRCs.</p> <p>As you may be aware, we have submitted an application to the CMA for a redetermination of our business plan. Until this process is concluded, we cannot confirm whether funding will be allocated for these schemes. The outcome of the CMA review will be available for you to review once the process is complete. In the meantime, we will continue to monitor growth in the relevant areas. If there are any constraints that could impact development, we will raise these with the local planning authority through our planning responses.</p>	
✓	e)	<p>Information would be shared with members on who to call in case of a flood.</p> <p>Update:</p> <p>Document provided and emailed to PMP members on 22/12/25.</p>	Anglian Water

ACTIONS

✓	f)	<p>A briefing note from the Assistant Director – Planning and Strategic Infrastructure on this issue would be provided to the next meeting of the Performance Monitoring Panel.</p> <p>Update: Added to the Work Programme.</p>	Democratic Services/Phil Norman
59. 25/26		<u>Q2 Performance Report 25-26</u>	
✓	a)	<p>Members questioned why the fly-tip target was slightly underperforming. Was this because there had been more reported fly-tips for the quarter?</p> <p>Update:</p> <p>The Neighbourhood Services team maintains 100% compliance with removal targets from the point at which the work is allocated to them. However, there are occasions where the target period has already expired before the case reaches our team due to the time required for investigation. This is reflected in the performance data.</p>	Vick Burgess/ Carl Beacock
✓	b)	<p>Members requested that feedback should be provided to members of the public who have made a report of a fly-tip to let them know whether it would be collected or not. There should also be a function to allow photos to be uploaded to a fly-tip report.</p> <p>Update: Noted and passed on to relevant team</p>	Suzanne Rolfe
✓	c)	<p>The figure for ‘proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out’ was lower than those for gas safety, fire safety and legionella checks, despite all requiring access to the property, why was this?</p> <p>Update:</p> <p>The different compliance checks run at both different frequencies as well as at different asset types, for example, legionella and fire safety checks are only carried out at our community centres and communal areas of sheltered schemes, meaning access is always available to us, gas checks are carried out at our homes with gas heating and are annual checks, tenants are familiar with the annual check and are aware that if they do not allow access we have the option to cap the gas, whereas Electric checks are carried out at every home and are undertaken every five years, there is also no means of isolating the electrics if access is not granted.–</p> <p>To put it into context as of 1st Dec 2025 there are a total of 4 homes where the electrical check is outstanding and in all four cases we are working with the tenant in regard to access.</p>	Chris Mycock

ACTIONS

✓	d)	<p>An explanation was sought for why number of swims seemed to be down in relation to the same quarter last year.</p> <p>Update:</p> <p>During this period, Castle Sports Centre (Albion Street) closed and transitioned to a temporary site. This change led to a number of membership cancellations and reduced overall usage, which directly impacted swim participation figures. Additionally, between April and September, particularly in July and August, there were several extended periods of hot weather. Parkwood indicated that nationally they experienced a reduction in indoor swimming attendance during this time as customers opted for outdoor activities and alternative leisure options. Finally, the summer school holiday period also affects regular swimming patterns, especially for casual and fitness swimmers, contributing to lower overall swim numbers despite visitor numbers remaining broadly consistent with the previous year. All these factors were given as an explanation for the decrease in swims compared with the same quarter last year.</p>	Phil Perry/Scott Higgins
✓	e)	<p>The number of fixed penalty notices issued by Kingdom had dipped considerably between Q1 and Q2, was there a reason for this?</p> <p>Update:</p> <p>Whilst we monitor the number of fixed penalty notices issued and report these as part of the Performance Management Framework, it is important to note that enforcement activities are intelligence led and penalty notices issued will vary depending upon the issues being tackled on the ground in any given period. Whilst positive work has been undertaken during this quarter in other aspects of the contract including investigations, engagement and education, staff numbers have also fluctuated during the period.</p>	Donna Hall

<u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</u>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
40. 25/26		<u>Q1 Performance Report 2025/26</u>	
*	(a)	<p>Members asked for the cost of Planning appeals in real terms.</p> <p>Update:</p> <p>Appeals are part of the statutory planning process - Handling appeals is an integral part of the end-to-end Planning Service. Responding to them is a statutory duty</p> <p>Costs are embedded in service delivery</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"> • Hosting a public inquiry 	Rachael Leggett

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

ACTIONS

		<ul style="list-style-type: none"> • Seeking specialist external advice • Commissioning legal representation to defend the council's position <p>Costs claims are possible</p> <ul style="list-style-type: none"> • The council can apply for costs recovery as part of the appeal process. • Likewise, appellants can apply for costs against the council. • The Planning Inspectorate considers any costs claims alongside the appeal decision. <p>Update 08/01/2026:</p> <p>Appeals are managed by officers (both planners and support) as part of their day-to-day workload. Some are relatively straightforward, involving administrative uploads and completion of questionnaires or statements, while others are more complex and require significant input, sometimes hosting hearings or inquiries. As appeals form part of the day job for our officers, we do not routinely time record or separate out in terms of budget/cost of delivery.</p> <p>While we could provide an estimate of the percentage of officer time spent on appeals and apportion this to the overall departmental budgets (Planning and Enforcement), we would not have confidence in presenting such as a firm figure given the unpredictable nature of appeal volumes, the varying scale of development types and appeal processes.</p>	
✓	(b)	<p>Members requested more specific data on fly-tipping</p> <p>Update:</p> <p>A new template was introduced in November to allow supervisor(s) to record all fly-tip recoveries for better reporting on performance/trends. This new system records the date the fly-tip information was received by the service, the date it was recovered, the location, the general contents of the fly-tip and any other notes.</p>	Vick Burgess / Carl Beacock
✓	(d)	<p>Members queried the drop in swim numbers.</p> <p>Minuted meeting response: 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>Update: 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. 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</p>	Via Corey Gooch Phil Perry/Scott Higgins

ACTIONS

		<p>both effective and resilient, preventing similar failures from occurring.</p> <p>Update 19/12/2025:</p> <p>A specialist contractor was required to help us understand the root cause of the issues surrounding the pumps and the possible cavitation. Unfortunately, due to the need for this specialist expertise, the timeframe for attendance was longer than anticipated however, the contractor attended site on 15th December to diagnose the issues surrounding the pump cavitation. SHDC is now working closely with Parkwood to source a replacement part, as we have an understanding of the root cause of the cavitation and believe we have a plan in place to minimize any future impacts. We are currently awaiting confirmation from the contractor on the timeframe for the pump repair, but we are hopeful this work can take place early in the new year.</p>	
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KEY DECISION PLAN

Issued – 2 March 2026

Representations in respect of all the matters shown should be sent in writing, at least one week before the date or period the decision is likely to be made, to:

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

The Key Decision Plan shows all Key decisions that the Council is likely to make over the next **twelve months**

The Key Decision Plan is updated on a rolling basis and shows the decisions that will be considered and the date when the decision is expected to be made. In accordance with the Council's Constitution the DECISIONS detailed within this document, unless otherwise stated, come into force and may then be implemented on the expiry of a 5 working day call-in period from the date of publication of any decision.

Key decisions are: "A decision which, in relation to an executive function, has a significant effect on communities in two or more Wards of the Council and / or is likely to result in the Authority incurring expenditure, generating income or making savings in any single financial year above the threshold of £75,000 in respect of revenue expenditure and £180,000 in respect of capital expenditure."

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<p><u>Portfolio Holder for Assets and Strategic Planning (Councillor Henry Bingham)</u></p> <p>Disposal of Land and Property Assets</p>	<p>The Council holds a broad range of land and property assets; some of those provide limited amenity, others present cost risks with many offering alternative opportunity. A number of Executive Decisions will come forward in the short to medium term, all of which will be 'key decisions' taken by the Portfolio holder, declaring a range of land and property assets surplus and seeking to dispose of them. In all cases, due process will be followed so they can be put to the market and disposed/let in the most appropriate way including but not being limited to their freehold disposal or being let on a long or short tenancy.</p>	<p>Portfolio Holder for Assets and Strategic Planning</p> <p>Local ward members in whose wards the disposals are proposed has already consulted the Housing Portfolio Holder and Housing team</p>	<p>Report and any relevant appendices</p>	<p>Portfolio Holder for Assets & Strategic Planning</p> <p>Not before 5th Mar 2026</p>	<p>Andy Fisher, Deputy Chief Executive – Delivery and Assistant Director - General Fund Assets andy.fisher@boston.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 Strategic and Operational Housing Councillor</u> Tracey Carter traceycarter@sholland.gov.uk</p> <p>Award of periodical electrical testing for landlord safety certificate</p>	<p>A contract to be awarded, following full tender process, to an appropriate contractor to undertake the periodical Electrical Installation Condition Report that is required under legislation for the HRA Landlord to obtain.</p>	<p>Tracey Carter - Portfolio Holder Vikki Cherry - Assistant Director for Housing Russell Stone - S151 Officer John Medlar - Assistant Director for Governance</p>	<p>Report and any relevant appendices</p>	<p>Assistant Director – Housing Not before 11th Mar 2026</p>	<p>Chris Mycock, Housing Property and Repairs Manager cmycock@sholland.gov.uk</p>

PORTFOLIO HOLDER / SUBJECT	PURPOSE OF DECISION	CONSULTEES AND METHOD OF CONSULTATION	SUPPORTING DOCUMENTS	LIKELY DATE OF DECISION AND WHO WILL MAKE DECISION	OFFICER CONTACT INFORMATION
<p><u>Portfolio Holder for Finance (Councillor Paul Redgate)</u></p> <p>Approval of the award and spend of funding from the UK Shared Prosperity Fund and Rural England Prosperity Fund 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</p> <p>Before 31 Mar 2026</p>	<p>Saul Farrell, Senior Programme Manager - Local Growth and Grant Funding</p> <p>Saul.Farrell@sholland.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>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 28 Apr 2026</p>	<p>Pranali Parikh, Director of Economic Development pranali.parikh@boston.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>Portfolio Holder for Health & Wellbeing, Conservation & Heritage (Councillor Elizabeth Jane Sneath), Portfolio Holder for Assets & Strategic Planning (Councillor Henry J W Bingham)</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 28 Apr 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>Leader Councillor Charles Nicholas Worth</u> nickworth@sholland.gov.uk</p> <p>Pride in Place Programme</p>	<ul style="list-style-type: none"> • For each local authority to accept the Government's offer of grant funding under the Pride in Place programme for their respective towns (Boston, Skegness, Mablethorpe, Spalding) • To delegate authority to the Director of Economic Development and Assistant Director (Culture and Regeneration) to progress and approve the necessary delivery arrangements for each programme in consultation with the Council's s151 Officer, respective portfolio holder lead and the respective Town/Neighbourhood Chair. • To update the Council's capital and revenue budgets in line with the funding confirmation 		Report and any relevant appendices	South Holland District Council 13 May 2026	Jon Burgess, Programme Manager (Economic Development) jon.burgess@e-lindsey.gov.uk

***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



Report To:	Performance Monitoring Panel
Date:	Tuesday, 10 th March 2026
Subject:	Q3 Performance Report 25-26
Purpose:	To provide an update on how the Council is performing for the period 1 October 2025 to 31 December 2025
Key Decision:	No
Portfolio Holder:	Cllr Jim Astill, Portfolio Holder for Corporate, Governance, Communications and Environmental Services
Report Of:	James Gilbert, Assistant Director - Corporate
Report Author:	Corey Gooch, Business Intelligence and Change Manager
Ward(s) Affected:	<i>None</i>
Exempt Report:	No

Summary

The Quarter 3 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 3 (1 October 2025 to 31 December 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.

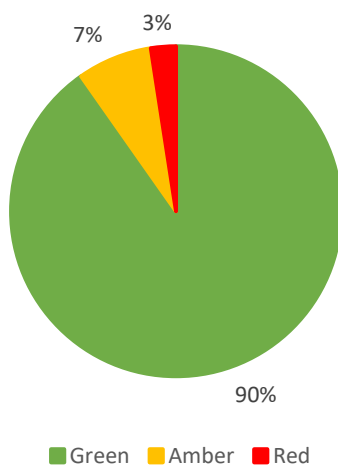
2. Report

2.1 The SHDC Q3 Performance Report details areas of under-performance. Key areas to note are:

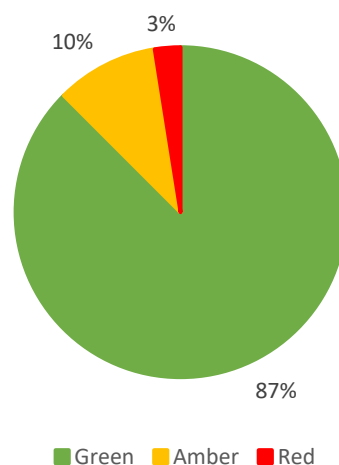
- **Percentage of corporate complaints responded to within corporately set timescales:** Complaints responded to within set timescales has dropped slightly to 77.5% from (85.19% in Q2), against target of 95%. (Details for this indicator can be found within appendix A of this report)

2.2 The pie charts below show the Quarter 3 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.

South Holland Quarter 2



South Holland Quarter 3



3. Conclusion

- 87% of the Council's performance metrics present a positive position against targets.
- 10% 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
email

Approved for publication: Jim Astill, Portfolio Holder for Corporate, Governance,
Communications and Environmental Services (if required)

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Performance Indicators with Targeted Performance Levels
Growth and Prosperity

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG																									
Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	100.00%	100.00%	100.00%	98.08%	98.00%	98.21%	100.00%	97.00%	Green	<table border="1"> <caption>Occupancy Rate at end of Quarter: Industrial Units</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th></tr> </thead> <tbody> <tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>98%</td><td>98%</td><td>98%</td><td>100%</td></tr> <tr><td>2024</td><td>100%</td><td>100%</td><td>100%</td><td>98%</td><td>98%</td><td>98%</td><td>100%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	2023	100%	100%	100%	98%	98%	98%	100%	2024	100%	100%	100%	98%	98%	98%	100%
Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3																												
2023	100%	100%	100%	98%	98%	98%	100%																												
2024	100%	100%	100%	98%	98%	98%	100%																												
Commentary	Full occupation at the end of Q3.																																		
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%	100.00%	65.00%	Green	<table border="1"> <caption>Percentage of major planning applications determined within 13/16 weeks</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th></tr> </thead> <tbody> <tr><td>2023</td><td>94%</td><td>94%</td><td>100%</td><td>100%</td><td>97%</td><td>98%</td><td>100%</td></tr> <tr><td>2024</td><td>94%</td><td>94%</td><td>100%</td><td>100%</td><td>97%</td><td>98%</td><td>100%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	2023	94%	94%	100%	100%	97%	98%	100%	2024	94%	94%	100%	100%	97%	98%	100%
Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3																												
2023	94%	94%	100%	100%	97%	98%	100%																												
2024	94%	94%	100%	100%	97%	98%	100%																												
Commentary	Continued strong performance for Major decisions - officers and service leads continue to monitor and manage timely 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%	98.50%	75%	Green	<table border="1"> <caption>Percentage of non-major planning applications determined within 8 weeks</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th></tr> </thead> <tbody> <tr><td>2023</td><td>0%</td><td>0%</td><td>95%</td><td>95%</td><td>96%</td><td>98%</td><td>99%</td></tr> <tr><td>2024</td><td>0%</td><td>0%</td><td>95%</td><td>95%</td><td>96%</td><td>98%</td><td>99%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	2023	0%	0%	95%	95%	96%	98%	99%	2024	0%	0%	95%	95%	96%	98%	99%
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2023	0%	0%	95%	95%	96%	98%	99%																												
2024	0%	0%	95%	95%	96%	98%	99%																												
Commentary	Continued strong performance for Non-Major decisions - officers and service leads continue to monitor and manage timely 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%	3.06%	10%	Green	<table border="1"> <caption>Percentage of major planning appeals allowed within the last 2 years</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th></tr> </thead> <tbody> <tr><td>2023</td><td>1%</td><td>1%</td><td>3%</td><td>3%</td><td>3%</td><td>3%</td><td>3%</td></tr> <tr><td>2024</td><td>1%</td><td>1%</td><td>3%</td><td>3%</td><td>3%</td><td>3%</td><td>3%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	2023	1%	1%	3%	3%	3%	3%	3%	2024	1%	1%	3%	3%	3%	3%	3%
Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3																												
2023	1%	1%	3%	3%	3%	3%	3%																												
2024	1%	1%	3%	3%	3%	3%	3%																												
Commentary	Appeals % remains comfortably below the MHCLG threshold. Officers continue to review/monitor live tables when data is released to ensure no concerns.																																		
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%	0.84%	10%	Green	<table border="1"> <caption>Percentage of minor & other planning appeals allowed within the last 2 years</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th></tr> </thead> <tbody> <tr><td>2023</td><td>0.8%</td><td>1%</td><td>0.7%</td><td>0.8%</td><td>1%</td><td>1%</td><td>0.8%</td></tr> <tr><td>2024</td><td>0.8%</td><td>1%</td><td>0.7%</td><td>0.8%</td><td>1%</td><td>1%</td><td>0.8%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	2023	0.8%	1%	0.7%	0.8%	1%	1%	0.8%	2024	0.8%	1%	0.7%	0.8%	1%	1%	0.8%
Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3																												
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2024	0.8%	1%	0.7%	0.8%	1%	1%	0.8%																												
Commentary	Appeals performance is very good - gives the service confidence in sound decision making.																																		

Safe and Resilient Communities

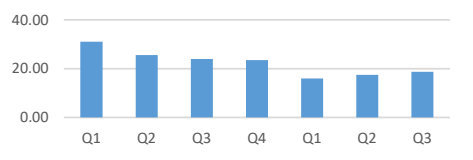
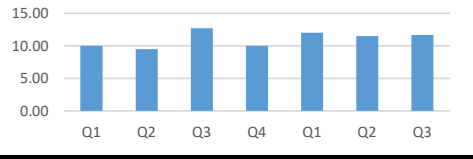
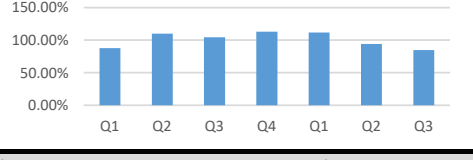
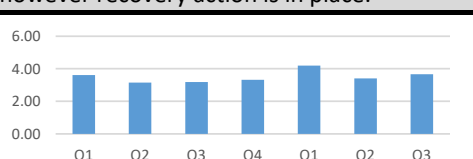
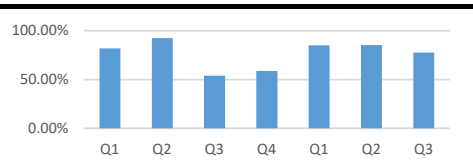
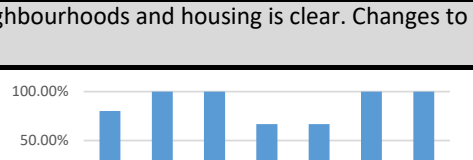
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG																	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	46.15%	39.53%	34.62%	50.46%	49.21%	50.00%	51.96%	50.00%		<table border="1"> <caption>Percentage of cases opened at homelessness prevention stage</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>46.15%</td></tr> <tr><td>Q2</td><td>39.53%</td></tr> <tr><td>Q3</td><td>34.62%</td></tr> <tr><td>Q4</td><td>50.46%</td></tr> <tr><td>Q1</td><td>49.21%</td></tr> <tr><td>Q2</td><td>50.00%</td></tr> <tr><td>Q3</td><td>51.96%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	46.15%	Q2	39.53%	Q3	34.62%	Q4	50.46%	Q1	49.21%	Q2	50.00%	Q3	51.96%
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Q3	51.96%																										
Commentary	The number of cases started before people became homeless remains on target. Process mapping work is to be completed to check whether there are any missed opportunities to assist people before they become homeless.																										
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%	64.44%	50.00%		<table border="1"> <caption>Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>108.33%</td></tr> <tr><td>Q2</td><td>97.06%</td></tr> <tr><td>Q3</td><td>75.00%</td></tr> <tr><td>Q4</td><td>78.18%</td></tr> <tr><td>Q1</td><td>56.45%</td></tr> <tr><td>Q2</td><td>69.12%</td></tr> <tr><td>Q3</td><td>64.44%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	108.33%	Q2	97.06%	Q3	75.00%	Q4	78.18%	Q1	56.45%	Q2	69.12%	Q3	64.44%
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Q4	78.18%																										
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Q3	64.44%																										
Commentary	The total number of households prevented from becoming homeless is above the target.																										
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	0		<table border="1"> <caption>Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks</caption> <thead> <tr><th>Quarter</th><th>Number</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Number	Q1	0	Q2	0	Q3	0	Q4	0	Q1	0	Q2	0	Q3	0
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Commentary	No households with children were in B&B for more than 6 weeks remains at zero.																										
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%	83.51%	75.00%		<table border="1"> <caption>Percentage of decisions issued on an applicant's initial homelessness application within target timescale of 33 working days</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>Not Previously Reported</td></tr> <tr><td>Q2</td><td>Not Previously Reported</td></tr> <tr><td>Q3</td><td>Not Previously Reported</td></tr> <tr><td>Q4</td><td>Not Previously Reported</td></tr> <tr><td>Q1</td><td>90.43%</td></tr> <tr><td>Q2</td><td>92.56%</td></tr> <tr><td>Q3</td><td>83.51%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	Not Previously Reported	Q2	Not Previously Reported	Q3	Not Previously Reported	Q4	Not Previously Reported	Q1	90.43%	Q2	92.56%	Q3	83.51%
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Q4	Not Previously Reported																										
Q1	90.43%																										
Q2	92.56%																										
Q3	83.51%																										
Commentary	Performance has reduced this quarter but remains above target.																										

Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG																	
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%		<table border="1"> <caption>Percentage of recycling collected that is unable to be recycled (contamination)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>22.22%</td></tr> <tr><td>Q2</td><td>18.21%</td></tr> <tr><td>Q3</td><td>17.36%</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>9.14%</td></tr> <tr><td>Q2</td><td></td></tr> <tr><td>Q3</td><td></td></tr> </tbody> </table>	Quarter	Percentage	Q1	22.22%	Q2	18.21%	Q3	17.36%	Q4	No Data Provided	Q1	9.14%	Q2		Q3	
Quarter	Percentage																										
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Q3	17.36%																										
Q4	No Data Provided																										
Q1	9.14%																										
Q2																											
Q3																											
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%	99.91%	99.80%		<table border="1"> <caption>Percentage of waste collections that were successful first time</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>99.89%</td></tr> <tr><td>Q2</td><td>99.89%</td></tr> <tr><td>Q3</td><td>99.96%</td></tr> <tr><td>Q4</td><td>99.82%</td></tr> <tr><td>Q1</td><td>99.91%</td></tr> <tr><td>Q2</td><td>99.85%</td></tr> <tr><td>Q3</td><td>99.91%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	99.89%	Q2	99.89%	Q3	99.96%	Q4	99.82%	Q1	99.91%	Q2	99.85%	Q3	99.91%
Quarter	Percentage																										
Q1	99.89%																										
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Q3	99.96%																										
Q4	99.82%																										
Q1	99.91%																										
Q2	99.85%																										
Q3	99.91%																										
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%	94.40%	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> <tr><td>Q3</td><td>94.40%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	96.98%	Q2	97.02%	Q3	95.47%	Q4	97.79%	Q1	95.40%	Q2	94.59%	Q3	94.40%
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Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	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%	100.00%	97.00%		
Commentary	Running at a full level with turnover of vacant units being quickly relet; the estate remained stable despite in Q3 challenging economic times with the economy.										
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%	102.98%	100.00%		
Commentary	The Q3 outturn remains slightly above target, however, the percentage above target has reduced slightly since Q1.										
LA Error rate (measured against estimated annual expenditure) (PSPS)	Russell Stone	0.02%	0.07%	0.08%	0.11%	0.16%	0.32%	0.40%	0.42%		
Business Rates in-year collection rate	Russell Stone	28.43%	55.61%	80.56%	97.30%	30.14%	55.28%	80.83%	80.50%		
Council Tax in-year collection rate	Russell Stone	28.63%	55.80%	82.56%	96.32%	28.65%	55.55%	82.19%	82.50%		
Commentary	Collection rate is slightly below target at the end of Q3, however there is a robust recovery program in place through Q4 and, at this time, it is expected that performance will be on target for the end of the year.										

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	18.67	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	11.67	12		
Housing Benefit Overpayment Recovery rate (PSPS)	Russell Stone	87.87%	110.11%	104.59%	113.05%	111.56%	94.16%	84.97%	85.00%		
Commentary	Recovery rate has dropped slightly under target due to several large Overpayment Invoices raised in November, however recovery action is in place.										
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	3.67	8		
Percentage of corporate complaints responded to within corporately set timescales	John Medler	81.82%	92.31%	53.85%	58.82%	85.00%	85.19%	77.50%	95.00%		
Commentary	The number of complaints over the Christmas period has not increased as such but the focus and burden on neighbourhoods and housing is clear. Changes to the way complaints are handled will address and highlight potential delays going forward.										
Percentage of subject requests responded to within statutory timescales	John Medler	80.00%	100.00%	100.00%	66.67%	66.67%	100.00%	100.00%	95.00%		
Commentary	6 more are due but within statutory response period.										

Percentage of information requests responded to within statutory timescales	John Medler	94.17%	100.00%	97.79%	96.97%	97.10%	95.00%	96.50%	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>95.00%</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> <tr><td>Q3</td><td>96.50%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	95.00%	Q2	100.00%	Q3	97.79%	Q4	96.97%	Q1	97.10%	Q2	95.00%	Q3	96.50%
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Commentary		FOI and EIR response where missing deadlines are primarily planning related where the request is particularly complex. Invariably these are only missed by a couple of days.																									
Percentage of contacts resolved at first contact – targeted. (PSPS)	Phil Perry	82.89%	85.11%	85.65%	86.27%	89.56%	89.57%	89.68%	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> <tr><td>Q3</td><td>89.68%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	82.89%	Q2	85.11%	Q3	85.65%	Q4	86.27%	Q1	89.56%	Q2	89.57%	Q3	89.68%
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Commentary		Total contacts - 28,803 Cases logged - 17,952 Service Requests - 7,949 Transfer & Message - 2902 - Council Tax (36.96%), Housing (26.20%), Benefits (12.04%) Levels of chase enquiry 8.88%, with service answer rate 25.41%, 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%	91.92%	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> <tr><td>Q3</td><td>91.92%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	86.84%	Q2	84.00%	Q3	91.71%	Q4	87.32%	Q1	83.87%	Q2	86.58%	Q3	91.92%
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HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	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%	100.00%		<table border="1"> <caption>Gas Safety Checks Completion</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> <tr><td>Q3</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%	Q3	100.00%
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Q3	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%	99.92%	100.00%		<table border="1"> <caption>EICR Completion Rates</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> <tr><td>Q3</td><td>99.92%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	99.30%	Q2	99.16%	Q3	99.07%	Q4	99.53%	Q1	99.78%	Q2	99.89%	Q3	99.92%
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Commentary	There are now three properties with outstanding EICRs, all three are in the no access process, two of which at the time of reporting have confirmed appointments booked in Jan 2026.																										
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%	100.00%		<table border="1"> <caption>Fire Risk Assessments Completion</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> <tr><td>Q3</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%	Q3	100.00%
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Q3	100.00%																										
Commentary	No fire risk assessments are overdue.																										
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%	100.00%		<table border="1"> <caption>Asbestos Management Surveys Completion</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> <tr><td>Q3</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%	Q3	100.00%
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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%	100.00%		<table border="1"> <caption>Legionella Risk Assessments Completion</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> <tr><td>Q3</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%	Q3	100.00%
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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	26.29	28		<table border="1"> <caption>Average time to re-let a property (days)</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>25.55</td></tr> <tr><td>Q2</td><td>25.44</td></tr> <tr><td>Q3</td><td>25.23</td></tr> <tr><td>Q4</td><td>24.94</td></tr> <tr><td>Q1</td><td>26.18</td></tr> <tr><td>Q2</td><td>26.41</td></tr> <tr><td>Q3</td><td>26.29</td></tr> <tr><td>Q4</td><td>28</td></tr> </tbody> </table>	Quarter	Value	Q1	25.55	Q2	25.44	Q3	25.23	Q4	24.94	Q1	26.18	Q2	26.41	Q3	26.29	Q4	28
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Q4	28																												
Commentary		At the end of Q3 we have processed 197 voids, compared to 189 for the same period 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%	2.87%	4%		<table border="1"> <caption>Gross rent arrears as a percentage of rent due</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>2.25%</td></tr> <tr><td>Q2</td><td>2.00%</td></tr> <tr><td>Q3</td><td>2.81%</td></tr> <tr><td>Q4</td><td>2.29%</td></tr> <tr><td>Q1</td><td>2.14%</td></tr> <tr><td>Q2</td><td>2.52%</td></tr> <tr><td>Q3</td><td>2.87%</td></tr> <tr><td>Q4</td><td>4%</td></tr> </tbody> </table>	Quarter	Value	Q1	2.25%	Q2	2.00%	Q3	2.81%	Q4	2.29%	Q1	2.14%	Q2	2.52%	Q3	2.87%	Q4	4%
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Commentary		Rent arrears has fluctuated between 2.78% in October; 2.67% in November to 2.87% at end of quarter in December. The arrears performance is still good compared to target rate of 4.00%.																											
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%	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>Quarter</th><th>Value</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> <tr><td>Q3</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%	Q3	100.00%		
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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%	0.63%	2.00%		<table border="1"> <caption>Proportion of homes that do not meet the Decent Homes Standard</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>2.23%</td></tr> <tr><td>Q2</td><td>1.77%</td></tr> <tr><td>Q3</td><td>1.77%</td></tr> <tr><td>Q4</td><td>1.60%</td></tr> <tr><td>Q1</td><td>1.74%</td></tr> <tr><td>Q2</td><td>0.90%</td></tr> <tr><td>Q3</td><td>0.63%</td></tr> <tr><td>Q4</td><td>2.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	2.23%	Q2	1.77%	Q3	1.77%	Q4	1.60%	Q1	1.74%	Q2	0.90%	Q3	0.63%	Q4	2.00%
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Commentary		Currently have 23 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%	93.28%	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>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>90.20%</td></tr> <tr><td>Q2</td><td>91.10%</td></tr> <tr><td>Q3</td><td>91.40%</td></tr> <tr><td>Q4</td><td>91.30%</td></tr> <tr><td>Q1</td><td>90.69%</td></tr> <tr><td>Q2</td><td>91.95%</td></tr> <tr><td>Q3</td><td>93.28%</td></tr> <tr><td>Q4</td><td>90.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	90.20%	Q2	91.10%	Q3	91.40%	Q4	91.30%	Q1	90.69%	Q2	91.95%	Q3	93.28%	Q4	90.00%
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Commentary		Performance in this area remains on target, slight increase in overall volume but this is a seasonal trend.																											
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%	100.00%		<table border="1"> <caption>Proportion of emergency responsive repairs completed within the landlord's target timescale</caption> <thead> <tr><th>Quarter</th><th>Value</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> <tr><td>Q3</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	99.28%	Q2	100.00%	Q3	100.00%		
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Commentary		All emergency repairs carried out within timeframes.																											

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%	98.45%	95.00%		
Commentary	The 2 stage 1 complaints non compliant in Q1 remain the only ones non compliant to date (cumulative figures 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%	100.00%	95.00%		
Commentary	6 stage 2 complaints received in Q3, total of 10 year to date, but Dec Stage 2 complaints not due to be responded to until Jan 26, so 2 still open. So out of 8 responded to S2 complaints all responded to in timescales.										
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	18.43	56		
Commentary	The vast majority of cases continue to be carried out by the internal team, plus the introduction of the DCM team having a significant impact on response times.										

Performance Indicators with Trend Only Performance Levels
Growth and Prosperity

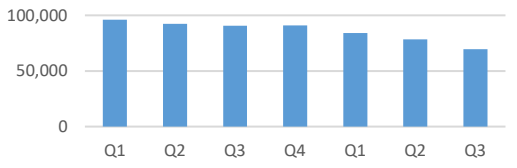
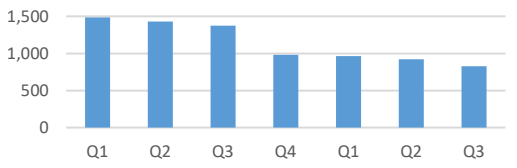
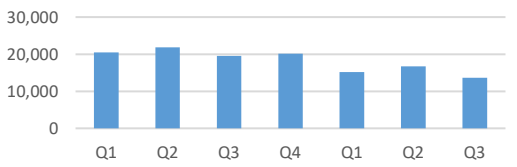
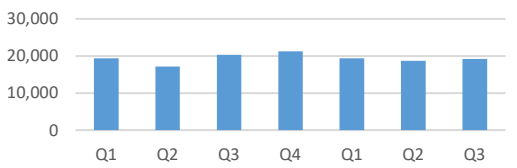
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3																	
Building Control market share	Christian Allen	92.00%	82.00%	89.00%	88.00%	84.00%	87.00%	87.00%	<table border="1"> <caption>Building Control market share</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>92.00%</td></tr> <tr><td>Q2</td><td>82.00%</td></tr> <tr><td>Q3</td><td>89.00%</td></tr> <tr><td>Q4</td><td>88.00%</td></tr> <tr><td>Q1</td><td>84.00%</td></tr> <tr><td>Q2</td><td>87.00%</td></tr> <tr><td>Q3</td><td>87.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	92.00%	Q2	82.00%	Q3	89.00%	Q4	88.00%	Q1	84.00%	Q2	87.00%	Q3	87.00%
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Value of Grants awarded via Grants4growth	Matthew Hogan	£176,339	£91,051	£64,427	No Data Provided	£41,034	£89,813	£108,784	<table border="1"> <caption>Value of Grants awarded via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>£176,339</td></tr> <tr><td>Q2</td><td>£91,051</td></tr> <tr><td>Q3</td><td>£64,427</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>£41,034</td></tr> <tr><td>Q2</td><td>£89,813</td></tr> <tr><td>Q3</td><td>£108,784</td></tr> </tbody> </table>	Quarter	Value	Q1	£176,339	Q2	£91,051	Q3	£64,427	Q4	No Data Provided	Q1	£41,034	Q2	£89,813	Q3	£108,784
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Number of Grants awarded via Grants4growth	Matthew Hogan	13	11	11	No Data Provided	4	12	14	<table border="1"> <caption>Number of Grants awarded via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>13</td></tr> <tr><td>Q2</td><td>11</td></tr> <tr><td>Q3</td><td>11</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>4</td></tr> <tr><td>Q2</td><td>12</td></tr> <tr><td>Q3</td><td>14</td></tr> </tbody> </table>	Quarter	Value	Q1	13	Q2	11	Q3	11	Q4	No Data Provided	Q1	4	Q2	12	Q3	14
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Q2	12																								
Q3	14																								
Number of Businesses assisted via Grants4growth	Matthew Hogan	19	17	7	No Data Provided	44	25	0	<table border="1"> <caption>Number of Businesses assisted via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>19</td></tr> <tr><td>Q2</td><td>17</td></tr> <tr><td>Q3</td><td>7</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>44</td></tr> <tr><td>Q2</td><td>25</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1	19	Q2	17	Q3	7	Q4	No Data Provided	Q1	44	Q2	25	Q3	0
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Q2	17																								
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Q2	25																								
Q3	0																								
Number of Business registered via Grants4growth	Matthew Hogan	19	No Data Provided	No Data Provided	No Data Provided	44	25	0	<table border="1"> <caption>Number of Business registered via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>19</td></tr> <tr><td>Q2</td><td>No Data Provided</td></tr> <tr><td>Q3</td><td>No Data Provided</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>44</td></tr> <tr><td>Q2</td><td>25</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1	19	Q2	No Data Provided	Q3	No Data Provided	Q4	No Data Provided	Q1	44	Q2	25	Q3	0
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Q2	25																								
Q3	0																								

Matched funding through Grants4Growth scheme	Matthew Hogan	No Data Provided	No Data Provided	No Data Provided	No Data Provided	£46,610	£136,353	£307,863	
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%	91.12%	
Commentary	Continued trend of >90% application decisions through delegated process. Shows effective Scheme of Delegation 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%	55.00%	
Commentary	728 pitches from 1326 available								

Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3									
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	116	<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> <tr><td>Q3</td><td>116</td></tr> </tbody> </table>	Quarter	Days	Q1	128	Q2	167	Q3	116
Quarter	Days																
Q1	128																
Q2	167																
Q3	116																
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	4	<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> <tr><td>Q3</td><td>4</td></tr> </tbody> </table>	Quarter	Days	Q1	5	Q2	2	Q3	4
Quarter	Days																
Q1	5																
Q2	2																
Q3	4																
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	82	<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> <tr><td>Q3</td><td>82</td></tr> </tbody> </table>	Quarter	Days	Q1	45	Q2	48	Q3	82
Quarter	Days																
Q1	45																
Q2	48																
Q3	82																
Number of DFG referrals received	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	20	31	16	<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> <tr><td>Q3</td><td>16</td></tr> </tbody> </table>	Quarter	Referrals	Q1	20	Q2	31	Q3	16
Quarter	Referrals																
Q1	20																
Q2	31																
Q3	16																
Number of DFG grants approved	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	16	10	7	<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> <tr><td>Q3</td><td>7</td></tr> </tbody> </table>	Quarter	Grants	Q1	16	Q2	10	Q3	7
Quarter	Grants																
Q1	16																
Q2	10																
Q3	7																

Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	8	13	6	<table border="1"> <caption>Number of DFG grants completed</caption> <thead> <tr> <th>Quarter</th> <th>Grants Completed</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>8</td> </tr> <tr> <td>Q2</td> <td>13</td> </tr> <tr> <td>Q3</td> <td>6</td> </tr> </tbody> </table>	Quarter	Grants Completed	Q1	8	Q2	13	Q3	6
Quarter	Grants Completed																
Q1	8																
Q2	13																
Q3	6																
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%	20.69%	<table border="1"> <caption>Percentage of successful prevention outcomes</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>31.00%</td> </tr> <tr> <td>Q2</td> <td>19.10%</td> </tr> <tr> <td>Q3</td> <td>20.69%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	31.00%	Q2	19.10%	Q3	20.69%
Quarter	Percentage																
Q1	31.00%																
Q2	19.10%																
Q3	20.69%																
Commentary	Performance has increased slightly. Further work is required to improve performance including contacting high performing Councils.																
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%	48.27%	<table border="1"> <caption>Percentage of not in priority need decisions</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>43.00%</td> </tr> <tr> <td>Q2</td> <td>60.00%</td> </tr> <tr> <td>Q3</td> <td>48.27%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	43.00%	Q2	60.00%	Q3	48.27%
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Q1	43.00%																
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Commentary	This is still higher than the East Midlands average. Cases are being 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%	13.79%	<table border="1"> <caption>Percentage of intentional homelessness (IH) decisions</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>11.00%</td> </tr> <tr> <td>Q2</td> <td>4.00%</td> </tr> <tr> <td>Q3</td> <td>13.79%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	11.00%	Q2	4.00%	Q3	13.79%
Quarter	Percentage																
Q1	11.00%																
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Commentary	This is higher than the East Midlands average. Case decisions are checked by a Senior Officer.																

Visitor numbers / number of tickets sold, for leisure venues	Phil Perry	96,186	92,281	90,588	91,001	84,226	78,384	69,651	 <table border="1"> <caption>Visitor numbers for leisure venues</caption> <thead> <tr> <th>Quarter</th> <th>Visitor numbers</th> </tr> </thead> <tbody> <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> <tr><td>Q3</td><td>69,651</td></tr> </tbody> </table>	Quarter	Visitor numbers	Q1	96,186	Q2	92,281	Q3	90,588	Q4	91,001	Q1	84,226	Q2	78,384	Q3	69,651
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Commentary	<p>Gym related usage experienced significant declines across Q3, driven largely by the closure of the Albion Street Sports Centre and the move to the smaller temporary facility at the Red Lion Quarter. Gym capacity was halved from 70 to 35 stations, group exercise classes dropped from an average capacity of 30 to 15, and the loss of dedicated space combined with parking challenges and winter weather suppressed overall attendance. These factors, alongside competition from a new local gym, led to a reduced membership base and a noticeable drop in both gym and group exercise participation compared with the previous year.</p>																								
Number of gym members	Phil Perry	1,485	1,431	1,376	982	962	921	825	 <table border="1"> <caption>Number of gym members</caption> <thead> <tr> <th>Quarter</th> <th>Number of gym 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> <tr><td>Q3</td><td>825</td></tr> </tbody> </table>	Quarter	Number of gym members	Q1	1,485	Q2	1,431	Q3	1,376	Q4	982	Q1	962	Q2	921	Q3	825
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Number of swims	Phil Perry	20,482	21,843	19,498	20,174	15,190	16,753	13,667	 <table border="1"> <caption>Number of swims</caption> <thead> <tr> <th>Quarter</th> <th>Number of 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> <tr><td>Q3</td><td>13,667</td></tr> </tbody> </table>	Quarter	Number of swims	Q1	20,482	Q2	21,843	Q3	19,498	Q4	20,174	Q1	15,190	Q2	16,753	Q3	13,667
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Number of swimming lessons	Phil Perry	19,399	17,147	20,330	21,256	19,409	18,660	19,166	 <table border="1"> <caption>Number of swimming lessons</caption> <thead> <tr> <th>Quarter</th> <th>Number of swimming 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> <tr><td>Q3</td><td>19,166</td></tr> </tbody> </table>	Quarter	Number of swimming lessons	Q1	19,399	Q2	17,147	Q3	20,330	Q4	21,256	Q1	19,409	Q2	18,660	Q3	19,166
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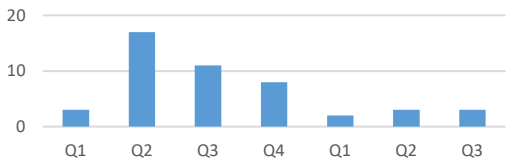
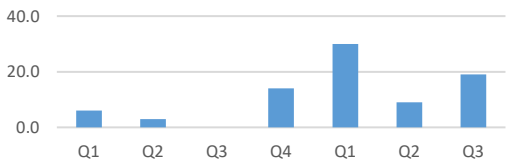
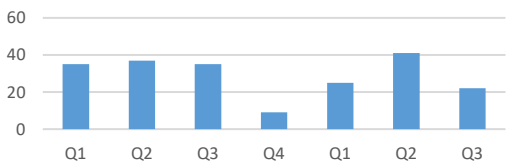

Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3																	
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%	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> <tr><td>Q3</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%	Q3	98.40%
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Q3	98.40%																								
Number of organisations supported with accessing funding	Emily Spicer	0	2	8	0	0	4	3	<table border="1"> <caption>Number of organisations supported with accessing funding Data</caption> <thead> <tr><th>Quarter</th><th>Count</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> <tr><td>Q3</td><td>3</td></tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	2	Q3	8	Q4	0	Q1	0	Q2	4	Q3	3
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Q1	0																								
Q2	4																								
Q3	3																								
Commentary	3 projects have been supported via Crowdfunding and a further project continues to crowdfund.																								
Number of verified rough sleepers during the month	Emily Spicer	16	17	24	11	11	19	14	<table border="1"> <caption>Number of verified rough sleepers during the month Data</caption> <thead> <tr><th>Quarter</th><th>Count</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> <tr><td>Q3</td><td>14</td></tr> </tbody> </table>	Quarter	Count	Q1	16	Q2	17	Q3	24	Q4	11	Q1	11	Q2	19	Q3	14
Quarter	Count																								
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Q2	17																								
Q3	24																								
Q4	11																								
Q1	11																								
Q2	19																								
Q3	14																								
Commentary	The number of people sleeping rough during December is 10 lower than a year ago and 5 lower than the end of quarter 2. This could be as a result of increased capacity within the Rough Sleeper team.																								
Number of properties improved through Council intervention	Emily Spicer	10	3	10	1	2	3	8	<table border="1"> <caption>Number of properties improved through Council intervention Data</caption> <thead> <tr><th>Quarter</th><th>Count</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> <tr><td>Q3</td><td>8</td></tr> </tbody> </table>	Quarter	Count	Q1	10	Q2	3	Q3	10	Q4	1	Q1	2	Q2	3	Q3	8
Quarter	Count																								
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Q2	3																								
Q3	10																								
Q4	1																								
Q1	2																								
Q2	3																								
Q3	8																								
Commentary	The team continues to develop under the supervision of the senior officer. The team continues to work on a number of complex enforcement cases along side cases that are being resolved through landlord engagement.																								

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%	72.41%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>70.97%</td> </tr> <tr> <td>Q2</td> <td>84.00%</td> </tr> <tr> <td>Q3</td> <td>72.41%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	70.97%	Q2	84.00%	Q3	72.41%
Quarter	Percentage																
Q1	70.97%																
Q2	84.00%																
Q3	72.41%																
Commentary	Performance has reduced this quarter but remains at an acceptable standard.																
Number of lets into the private rented sector	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	26	24	24	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Lets</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>26</td> </tr> <tr> <td>Q2</td> <td>24</td> </tr> <tr> <td>Q3</td> <td>24</td> </tr> </tbody> </table>	Quarter	Number of Lets	Q1	26	Q2	24	Q3	24
Quarter	Number of Lets																
Q1	26																
Q2	24																
Q3	24																
Commentary	Performance remains consistent. However this needs to increase to evidence the value of the Housing Access and Partnerships role.																

Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3									
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	10	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>10</td> </tr> </tbody> </table>	Quarter	Number of Homes	Q1	0	Q2	0	Q3	10
Quarter	Number of Homes																
Q1	0																
Q2	0																
Q3	10																
Commentary	No data was reported in Q1 and Q2 due to the lag in the pipeline of properties coming through the programme. Due to technical issues related to solar PV panels and batteries, this is delaying completion numbers. This issue lies with the Department for Energy Security and Net Zero and is out of our control.																
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	154	124	371	435	183	114	279	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of FPNs</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>154</td> </tr> <tr> <td>Q2</td> <td>124</td> </tr> <tr> <td>Q3</td> <td>371</td> </tr> </tbody> </table>	Quarter	Number of FPNs	Q1	154	Q2	124	Q3	371
Quarter	Number of FPNs																
Q1	154																
Q2	124																
Q3	371																

Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	3	17	11	8	2	3	3	 <table border="1"> <caption>Kingdom Contract: Number of FPNs Issued - Fly Tipping</caption> <thead> <tr> <th>Quarter</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Value</td> <td>3</td> <td>17</td> <td>11</td> <td>8</td> <td>2</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Value	3	17	11	8	2	3	3
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3																		
Value	3	17	11	8	2	3	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	19.0	 <table border="1"> <caption>Kingdom Contract: Number of FPNs Issued - other</caption> <thead> <tr> <th>Quarter</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Value</td> <td>6.0</td> <td>3.0</td> <td>0.0</td> <td>14.0</td> <td>30.0</td> <td>9.0</td> <td>19.0</td> </tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Value	6.0	3.0	0.0	14.0	30.0	9.0	19.0
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3																		
Value	6.0	3.0	0.0	14.0	30.0	9.0	19.0																		
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	35	37	35	9	25	41	22	 <table border="1"> <caption>Kingdom Contract: Number of prosecutions completed to sentencing</caption> <thead> <tr> <th>Quarter</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Value</td> <td>35</td> <td>37</td> <td>35</td> <td>9</td> <td>25</td> <td>41</td> <td>22</td> </tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Value	35	37	35	9	25	41	22
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3																		
Value	35	37	35	9	25	41	22																		
KG total waste collected per household Page 69	Victoria Burgess	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	No Data Provided	No Data Provided	No Data Provided	 <table border="1"> <caption>KG total waste collected per household</caption> <thead> <tr> <th>Quarter</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Value</td> <td>Not Previously Reported</td> <td>Not Previously Reported</td> <td>Not Previously Reported</td> <td>Not Previously Reported</td> <td>No Data Provided</td> <td>No Data Provided</td> <td>No Data Provided</td> </tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Value	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	No Data Provided	No Data Provided	No Data Provided
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3																		
Value	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	No Data Provided	No Data Provided	No Data Provided																		

Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	22.55%	47.91%	93.12%	108.04%	25.57%	46.78%	64.50%	
Commentary	Total R&M spend in Q3 = 20010 £128,343.96 – 20020 – £84,496.68 - £212,840.64 = 64.5% of the total £330,000 budget - PO commitments need to be added in but the report template had developed an error at 15 January 2026.								
Housing Benefit Caseload	Russell Stone	2,023	1,917	1,816	1,734	1,608	1,521	1,443	
Council Tax Support Caseload	Russell Stone	3,124	3,237	3,299	3,395	3,517	3,590	3,667	
Business Rates RV	Russell Stone	£65,834,876	£65,994,656	£66,449,454	£66,422,129	£66,898,329	£66,904,080	£67,062,107	
Business Rates Hereditaments	Russell Stone	2,954	2,953	2,971	2,979	2,978	2,994	3,000	

Council Tax Banded Dwellings	Russell Stone	44,401	44,522	44,743	44,791	44,859	45,070	45,425	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>44,401</td> <td>44,522</td> <td>44,743</td> </tr> <tr> <td>Year 2</td> <td>44,791</td> <td>44,859</td> <td>45,070</td> </tr> <tr> <td>Year 3</td> <td>45,425</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	44,401	44,522	44,743	Year 2	44,791	44,859	45,070	Year 3	45,425		
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Year 3	45,425																								
Digital Services Take-Up	Russell Stone	763	707	746	1,248	1,583	1,339	1,211	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>763</td> <td>707</td> <td>746</td> </tr> <tr> <td>Year 2</td> <td>1,248</td> <td>1,583</td> <td>1,339</td> </tr> <tr> <td>Year 3</td> <td>1,211</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	763	707	746	Year 2	1,248	1,583	1,339	Year 3	1,211		
Year	Q1	Q2	Q3																						
Year 1	763	707	746																						
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Year 3	1,211																								
Commentary	Change of Address for Council Tax = 226. Create Profile = 604. Direct Debit sign up = 246. eBilling sign up for Council Tax = 42. PIN Requests = 77.																								
Direct Debit Payments	Russell Stone	96,499	97,044	96,985	51,213	97,427	97,950	98,267	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>96,499</td> <td>97,044</td> <td>96,985</td> </tr> <tr> <td>Year 2</td> <td>51,213</td> <td>97,427</td> <td>97,950</td> </tr> <tr> <td>Year 3</td> <td>98,267</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	96,499	97,044	96,985	Year 2	51,213	97,427	97,950	Year 3	98,267		
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CTS New Claims – Number of Decisions Made	Russell Stone	697	581	479	547	542	541	520	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>697</td> <td>581</td> <td>479</td> </tr> <tr> <td>Year 2</td> <td>547</td> <td>542</td> <td>541</td> </tr> <tr> <td>Year 3</td> <td>520</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	697	581	479	Year 2	547	542	541	Year 3	520		
Year	Q1	Q2	Q3																						
Year 1	697	581	479																						
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Year 3	520																								
CTS Changes – Number of Decisions Made	Russell Stone	2,941	1,425	1,424	6,574	2,759	1,756	1,452	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>2,941</td> <td>1,425</td> <td>1,424</td> </tr> <tr> <td>Year 2</td> <td>6,574</td> <td>2,759</td> <td>1,756</td> </tr> <tr> <td>Year 3</td> <td>1,452</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	2,941	1,425	1,424	Year 2	6,574	2,759	1,756	Year 3	1,452		
Year	Q1	Q2	Q3																						
Year 1	2,941	1,425	1,424																						
Year 2	6,574	2,759	1,756																						
Year 3	1,452																								
Discretionary Housing Payments (DHP) number of applications	Russell Stone	87	64	89	87	64	75	45	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>87</td> <td>64</td> <td>89</td> </tr> <tr> <td>Year 2</td> <td>87</td> <td>64</td> <td>75</td> </tr> <tr> <td>Year 3</td> <td>45</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	87	64	89	Year 2	87	64	75	Year 3	45		
Year	Q1	Q2	Q3																						
Year 1	87	64	89																						
Year 2	87	64	75																						
Year 3	45																								

Discretionary Housing Payments (DHP) number of awards	Russell Stone	49	36	37	48	37	43	10	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of awards</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>49</td> </tr> <tr> <td>Q2</td> <td>36</td> </tr> <tr> <td>Q3</td> <td>37</td> </tr> </tbody> </table>	Quarter	Number of awards	Q1	49	Q2	36	Q3	37
Quarter	Number of awards																
Q1	49																
Q2	36																
Q3	37																
Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	33.98%	54.63%	79.48%	100.00%	29.46%	53.44%	79.08%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Spend against Budget (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>33.98%</td> </tr> <tr> <td>Q2</td> <td>54.63%</td> </tr> <tr> <td>Q3</td> <td>79.48%</td> </tr> </tbody> </table>	Quarter	Spend against Budget (%)	Q1	33.98%	Q2	54.63%	Q3	79.48%
Quarter	Spend against Budget (%)																
Q1	33.98%																
Q2	54.63%																
Q3	79.48%																
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Russell Stone	£13,925	£1,500	£8,300	£5,500	£0	£316,689	£6,914	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Savings / Benefits (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£13,925</td> </tr> <tr> <td>Q2</td> <td>£1,500</td> </tr> <tr> <td>Q3</td> <td>£8,300</td> </tr> </tbody> </table>	Quarter	Savings / Benefits (£)	Q1	£13,925	Q2	£1,500	Q3	£8,300
Quarter	Savings / Benefits (£)																
Q1	£13,925																
Q2	£1,500																
Q3	£8,300																
Digital services take up (services accessed online) (PSPS)	Russell Stone	319	961	1,790	3,033	6,816	6,649	4,535	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>319</td> </tr> <tr> <td>Q2</td> <td>961</td> </tr> <tr> <td>Q3</td> <td>1,790</td> </tr> </tbody> </table>	Quarter	Take up	Q1	319	Q2	961	Q3	1,790
Quarter	Take up																
Q1	319																
Q2	961																
Q3	1,790																
Website visitors (accessing website information) (PSPS)	Russell Stone	152,970	160,707	85,037	193,000	155,991	149,751	437,802	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Visitors</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>152,970</td> </tr> <tr> <td>Q2</td> <td>160,707</td> </tr> <tr> <td>Q3</td> <td>85,037</td> </tr> </tbody> </table>	Quarter	Visitors	Q1	152,970	Q2	160,707	Q3	85,037
Quarter	Visitors																
Q1	152,970																
Q2	160,707																
Q3	85,037																
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	1,315	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Customers</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>241</td> </tr> <tr> <td>Q2</td> <td>1,783</td> </tr> <tr> <td>Q3</td> <td>1,711</td> </tr> </tbody> </table>	Quarter	Customers	Q1	241	Q2	1,783	Q3	1,711
Quarter	Customers																
Q1	241																
Q2	1,783																
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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%	Half Yearly	<table border="1"> <caption>Data for 'felt valued at work' chart</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>80.00%</td></tr> <tr><td>Q2</td><td>85.00%</td></tr> <tr><td>Q3</td><td>80.00%</td></tr> <tr><td>Q4</td><td>85.00%</td></tr> <tr><td>Q1</td><td>80.00%</td></tr> <tr><td>Q2</td><td>85.00%</td></tr> <tr><td>Q3</td><td>80.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	80.00%	Q2	85.00%	Q3	80.00%	Q4	85.00%	Q1	80.00%	Q2	85.00%	Q3	80.00%
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Q2	85.00%																								
Q3	80.00%																								
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%	Half Yearly	<table border="1"> <caption>Data for 'opportunities to learn and develop' chart</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>85.00%</td></tr> <tr><td>Q2</td><td>90.00%</td></tr> <tr><td>Q3</td><td>85.00%</td></tr> <tr><td>Q4</td><td>90.00%</td></tr> <tr><td>Q1</td><td>85.00%</td></tr> <tr><td>Q2</td><td>90.00%</td></tr> <tr><td>Q3</td><td>85.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	85.00%	Q2	90.00%	Q3	85.00%	Q4	90.00%	Q1	85.00%	Q2	90.00%	Q3	85.00%
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Q3	85.00%																								
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%	Half Yearly	<table border="1"> <caption>Data for 'feel informed' chart</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>60.00%</td></tr> <tr><td>Q2</td><td>65.00%</td></tr> <tr><td>Q3</td><td>60.00%</td></tr> <tr><td>Q4</td><td>65.00%</td></tr> <tr><td>Q1</td><td>60.00%</td></tr> <tr><td>Q2</td><td>65.00%</td></tr> <tr><td>Q3</td><td>60.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	60.00%	Q2	65.00%	Q3	60.00%	Q4	65.00%	Q1	60.00%	Q2	65.00%	Q3	60.00%
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Q3	60.00%																								
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%	Half Yearly	<table border="1"> <caption>Data for 'recognises and supports positive mental health' chart</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>85.00%</td></tr> <tr><td>Q2</td><td>90.00%</td></tr> <tr><td>Q3</td><td>85.00%</td></tr> <tr><td>Q4</td><td>90.00%</td></tr> <tr><td>Q1</td><td>85.00%</td></tr> <tr><td>Q2</td><td>90.00%</td></tr> <tr><td>Q3</td><td>85.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	85.00%	Q2	90.00%	Q3	85.00%	Q4	90.00%	Q1	85.00%	Q2	90.00%	Q3	85.00%
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Q3	85.00%																								
Staff Turnover Cumulative	James Gilbert	3.75%	8.60%	11.72%	17.05%	3.51%	7.61%	10.68%	<table border="1"> <caption>Data for 'Staff Turnover Cumulative' chart</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>3.75%</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>3.51%</td></tr> <tr><td>Q2</td><td>7.61%</td></tr> <tr><td>Q3</td><td>10.68%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	3.75%	Q2	8.60%	Q3	11.72%	Q4	17.05%	Q1	3.51%	Q2	7.61%	Q3	10.68%
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Q2	7.61%																								
Q3	10.68%																								
Commentary	A reduction of 1.09% compared to the previous quarter with a voluntary turnover of 2.03%.																								
Voluntary Staff Turnover	James Gilbert	3.10%	3.30%	3.50%	3.90%	3.51%	3.43%	2.03%	<table border="1"> <caption>Data for 'Voluntary Staff Turnover' chart</caption> <thead> <tr><th>Quarter</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> <tr><td>Q3</td><td>2.03%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	3.10%	Q2	3.30%	Q3	3.50%	Q4	3.90%	Q1	3.51%	Q2	3.43%	Q3	2.03%
Quarter	Percentage																								
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Q1	3.51%																								
Q2	3.43%																								
Q3	2.03%																								

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	7	<table border="1"> <caption>Working days lost to sickness per FTE (Cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</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</td></tr> <tr><td>Q3</td><td>7</td></tr> </tbody> </table>	Quarter	Value	Q1	3.24	Q2	7.56	Q3	11.18	Q4	14.19	Q1	2.20	Q2	5	Q3	7
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Q2	5																								
Q3	7																								
Commentary	A reduction of 0.29 days lost per FTE compared to the previous quarter, the top sickness absence reasons were Mental health - Non Work Related, Accident at Work and Heart, Blood and Circulation issues.																								
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	£1,231,000	<table border="1"> <caption>External partnership funding received as a trend</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</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> <tr><td>Q3</td><td>1,231,000</td></tr> </tbody> </table>	Quarter	Value (£)	Q1	1,121,638	Q2	335,000	Q3	503,734	Q4	73,235	Q1	5,738,470	Q2	392,959	Q3	1,231,000
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Q3	1,231,000																								
Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	0	2	0	5	0	1	1	<table border="1"> <caption>Number of late reports not made available to the Democratic Services teams at agenda publication</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> <tr><td>Q3</td><td>1</td></tr> </tbody> </table>	Quarter	Value	Q1	0	Q2	2	Q3	0	Q4	5	Q1	0	Q2	1	Q3	1
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Call volumes (PSPS)	Phil Perry	25,315	23,430	22,003	26,656	16,851	16,031	12,698	<table border="1"> <caption>Call volumes (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> <tr><td>Q3</td><td>12,698</td></tr> </tbody> </table>	Quarter	Value	Q1	25,315	Q2	23,430	Q3	22,003	Q4	26,656	Q1	16,851	Q2	16,031	Q3	12,698
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Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	312	323	293	294	349	387	352	<table border="1"> <caption>Average Call Duration - Customer Contact (Seconds) (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> <tr><td>Q3</td><td>352</td></tr> </tbody> </table>	Quarter	Value	Q1	312	Q2	323	Q3	293	Q4	294	Q1	349	Q2	387	Q3	352
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Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	173	196	107	155	258	188	115	<table border="1"> <caption>Average Speed of Answer - Customer Contact (Seconds) (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> <tr><td>Q3</td><td>115</td></tr> </tbody> </table>	Quarter	Value	Q1	173	Q2	196	Q3	107	Q4	155	Q1	258	Q2	188	Q3	115
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Number of Callbacks (PSPS)	Phil Perry	1,789	1,984	1,726	2,955	1,577	1,253	706	
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	1,315	
Customer Contact Centre visits (PSPS)	Phil Perry	3,566	3,416	3,566	3,489	4,084	3,909	4,032	
Enquiries via email and social media (PSPS)	Phil Perry	2,960	2,679	2,470	2,480	2,931	2,675	2,250	

Local Only Indicators

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	7,425	6,392	19,470	
Commentary	Good numbers mainly due to Dec panto figures.								
Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	5,316	6,490	
Commentary	Increase in events and activities during this quarter, such as Pumpkin Festival and Remembrance brought increased footfall.								

HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3									
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	185	<table border="1"> <caption>Damp Inspections (Count)</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>25</td></tr> <tr><td>Q2</td><td>91</td></tr> <tr><td>Q3</td><td>185</td></tr> </tbody> </table>	Quarter	Count	Q1	25	Q2	91	Q3	185
Quarter	Count																
Q1	25																
Q2	91																
Q3	185																
Commentary	Service is now in house, so all inspections for Q3 were carried out in time, impacting positively on the overall figures for the year as reported.																
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%	79.40%	<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> <tr><td>Q3</td><td>79.40%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	30.49%	Q2	65.47%	Q3	79.40%
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Q2	65.47%																
Q3	79.40%																
Commentary	Service is now in house, so all inspections for Q3 were carried out in time, impacting positively on the overall figures for the year as reported.																
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	94	<table border="1"> <caption>Damp, Condensation and Mould Cases</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>82</td></tr> <tr><td>Q2</td><td>57</td></tr> <tr><td>Q3</td><td>94</td></tr> </tbody> </table>	Quarter	Count	Q1	82	Q2	57	Q3	94
Quarter	Count																
Q1	82																
Q2	57																
Q3	94																
Commentary	A further 94 cases reported in Q3.																
Number of households evicted in the last quarter	Vicky Cherry	3	0	1	0	1	1	1	<table border="1"> <caption>Households Evicted</caption> <thead> <tr><th>Quarter</th><th>Count</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> </tbody> </table>	Quarter	Count	Q1	3	Q2	0	Q3	1
Quarter	Count																
Q1	3																
Q2	0																
Q3	1																
Commentary	1 eviction in Q3 due to rent arrears.																

Number of Right to Buy sales completed in the last quarter	Vicky Cherry	1	3	4	2	7	17	5	
Number of new properties completed in the last quarter	Vicky Cherry	5	9	8	6	1	0	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	36.54	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 78</p> Commentary	Monthly Totals for stage 1 complaints were 12, 18 & 19 for the months of October, November and December respectively. MP enquiries were 0, 2 and 4 respectively. Cumulatively there have been 139 stage one complaints (including MP enquiries) to date during 2025/26.								
Number of stage two complaints received per 1,000 homes	Vicky Cherry	1.57	2.88	4.72	7.58	0.53	1.05	2.63	
Commentary	There have been a further 6 Stage 2 complaints received between October and December, with 10 cumulatively for the year to date.								
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	4.60	

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	0.00	<table border="1"> <caption>Anti-social behaviour cases per 1,000 homes</caption> <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>0.26</td> </tr> <tr> <td>Q4</td> <td>0.26</td> </tr> </tbody> </table>	Quarter	Value	Q1	0.00	Q2	0.00	Q3	0.26	Q4	0.26
Quarter	Value																		
Q1	0.00																		
Q2	0.00																		
Q3	0.26																		
Q4	0.26																		
Number of live ASB cases (as a percentage of stock)	Vicky Cherry	0.00%	0.00%	0.00%	0.00%	0.21%	0.90%	0.46%	<table border="1"> <caption>Live ASB cases as a percentage of stock</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.21%</td> </tr> <tr> <td>Q2</td> <td>0.90%</td> </tr> <tr> <td>Q3</td> <td>0.46%</td> </tr> </tbody> </table>	Quarter	Value	Q1	0.21%	Q2	0.90%	Q3	0.46%		
Quarter	Value																		
Q1	0.21%																		
Q2	0.90%																		
Q3	0.46%																		
Commentary	As of the 31st December there were 18 live cases open across the housing stock.																		

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Report To:	Performance Monitoring Panel
Date:	10 th March 2026
Subject:	Review of Implemented Planning Decisions
Purpose:	To report on the conclusions of the Planning Committee and to invite the Performance Monitoring Panel to submit any additional comments following the review/tour undertaken with members and comments made at Planning Committee
Key Decision:	N/A
Portfolio Holder:	Portfolio Holder for Assets & Planning
Report of:	Phil Norman, Assistant Director – Planning and Strategic Infrastructure
Report Author:	Jacob Bryan – Planning Officer
Ward(s) Affected:	There are no wards or communities affected
Exempt Report:	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' visit took place on 16th October 2025. A follow up report was prepared and presented to the Performance Monitoring Panel on 10th November 2025 which set out the conclusions drawn from the exercise.

The report and conclusions of the Panel were subsequently presented to Planning Committee on 7th January 2026. The Planning Committee had sight of the report and were invited to submit any comments in relation to the reports and its recommendations, with a view to present these back to the Performance Monitoring Panel.

No new comments or issues were raised at Planning Committee.

Recommendations

That the contents of this report be noted, following its presentation at Planning Committee on 7th January 2026; whereby no comments were raised in regard to the conclusions drawn from the Performance Monitoring Panel.

In short, the recommendations presented to the Performance Monitoring Panel in the first instance included 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.

Reasons for Recommendations

In order to inform the Performance Monitoring Panel of the conclusions brought forward from the Planning Committee, and to give an opportunity for members to provide any final comments.

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 25th 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

- 2.1 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.

- 2.2 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.
- 2.3 A selection of five residential developments were visited, of a differing variety, in addition to a single commercial site.
- 2.4 The sites chosen comprised both small and large-scale schemes, with some schemes having been complete and others currently undergoing construction.
- 2.5 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.
- 2.6 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.
- 2.7 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.
- 3.2 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 more 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.
- 3.3 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 were 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.

- 3.4 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.
- 3.5 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.
- 3.6 A fully summary of comments can be found in Appendix A.
- 3.7 Following the Panel meeting on 10th November 2025, the report was presented to Planning Committee on 7th January 2025 and Committee members were invited to submit any comments that they sought to provide to the Panel. No new comments or issues were raised at Planning Committee; therefore, it is recommended that there is nothing further to add in respect of this review and report.

Implications

South and East Lincolnshire Councils Partnership

None.

Corporate Priorities

The review of implemented planning decisions relates to the following corporate priorities:

- Your Home – Enable effective planning and delivery of housing solutions to meet local needs and aspirations to ensure that our residents have access to a range of housing options in the district; and ensure that our residents are enabled to live in high quality housing no matter the tenure;
- Your Place – Support Spalding and Holbeach to be attractive places that people want to visit, live and work whilst supporting all other towns and villages in the district to meet the needs of their communities.
- Your Place - Create further outdoor spaces and new woodlands to enhance the natural environment and to encourage our communities to have active lifestyles

Staffing

None.

Workforce Capacity Implications

None.

Constitutional and Legal Implications

None.

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
pnorman@sholland.gov.uk

Summary Comments from Tour

(16th 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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Report To:	Performance Monitoring Panel
Date:	Tuesday, 10 March 2026
Subject:	Housing Stock Condition Survey
Purpose:	To present the findings from the HRA stock condition surveys
Key Decision:	No
Portfolio Holder:	Councillor Tracey Carter, Portfolio Holder for Strategic and Operational Housing
Report Of:	Vikki Cherry, Assistant Director - Housing
Report Author:	Caroline Hannon, Head of Housing Investment & Development
Ward(s) Affected:	All Wards
Exempt Report:	No

Summary

An assessment of the HRA stock has been compiled based on stock condition surveys undertaken between October 2024 and January 2026. This report updates the information provided to PMP in March and October 2025, and provides an overview of the findings to date.

This report summarises how the data has been used to inform the HRA Business Plan and future investment programmes, and sets out a strategy for ensuring the Council maintains robust data on the condition of homes in the HRA and which includes a continuous programme of property assessment surveys.

Recommendations:

To note the findings from the stock condition surveys and the strategy for using and maintaining data, and to provide feedback to Cabinet.

Reasons for Recommendations

To ensure the Council is informed about the condition of its housing stock; the data is used to inform investment strategies; and there is a plan in place for ensuring robust up to date data is maintained.

Other Options Considered

Do nothing. In this event, PMP and Cabinet would not consider information regarding stock condition. This option is not preferred because the safety and quality standard set by the Regulator of Social Housing requires landlords to have an accurate, up to date and evidenced understanding of the condition of their homes.

1. Background

- 1.1 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
- 1.2 An external survey specialist firm was procured to undertake the surveys and 90.33% of stock has been surveyed to date between October 2024 and January 2026. Whilst the target is still to survey 100% of stock, this level of data is considered appropriate to make assumptions about how the stock is performing.
- 1.3 These surveys have provided a vast amount of primary data which has been interrogated and analysed and has already been used to inform future strategies and planned investment programmes.
- 1.4 A continuous programme of property surveys will be in place to ensure data remains up to date and to seek to achieve the target to survey all properties. Properties which have not been surveyed already will continue to be targeted with an aim to access the homes as quickly as possible to undertake a survey.

2. Report

- 2.1 At the point of writing this report, 3,467 homes have had a full survey (90.33% of all stock). Attempts have been made to survey 100% of stock and tenants who have failed to provide access have been contracted at least three times. A number of measures were introduced to achieve this target including enhanced communication, offering date and timed targeted appointments, text message confirmations, evening and weekend appointments and translation and large print communications. Additionally, internal policies and processes relating to no-access were reviewed and improved, and officers worked with vulnerable tenants to overcome perceived barriers.
- 2.2 The surveys included a full condition survey, Decent Homes assessment, Housing Health and Safety Rating System survey (HHSRS). Where necessary, an energy assessment and EPC certificate for the property, was also undertaken.

3. Property Condition

- 3.1 The following table provide details of survey representation by location and demonstrates broad coverage across the district.

SURVEY REPRESENTATION BY LOCATION (AS AT 31/1/26)			
Area	No. properties surveyed	No. properties in area	Percentage surveyed
Cowbit	28	37	75.68%
Crowland	160	182	87.91%
Deeping St Nicholas	79	84	94.05%
Donington	148	164	90.24%
Fleet	45	47	95.74%
Gedney	54	61	88.52%
Gedney Drove End	23	27	85.19%
Gedney Dyke	21	22	95.45%
Gedney Hill	38	44	86.36%
Gedney Marsh	2	2	100.00%
Gosberton	71	80	88.75%
Gosberton Clough	5	6	83.33%
Gosberton Risegate	14	16	87.50%
Gosberton Westhorpe	2	2	100.00%
Holbeach	347	405	85.68%
Holbeach Bank	15	17	88.24%
Holbeach Drove	11	11	100.00%
Holbeach Fen	2	2	100.00%
Holbeach Hurn	13	14	92.86%
Holbeach St Johns	8	11	72.73%
Holbeach St Marks	11	14	78.57%
Little Sutton	3	3	100.00%
Long Sutton	217	231	93.94%
Lutton	15	19	78.95%
Moulton	70	71	98.59%
Moulton Chapel	40	42	95.24%
Moulton Seas End	13	14	92.86%
Pinchbeck	148	152	97.37%
Pode Hole	3	3	100.00%
Quadring	44	47	93.62%
Saracens Head	3	3	100.00%
Spalding	1135	1254	90.51%
Surfleet	58	66	87.88%
Sutton Bridge	216	238	90.76%
Sutton St Edmund	11	11	100.00%
Sutton St James	38	43	88.37%
Throckenholt	6	6	100.00%
Tongue End	18	20	90.00%
Tydd Gote	24	30	80.00%
Tydd St Mary	20	23	86.96%
West Pinchbeck	64	67	95.52%
Weston	97	108	89.81%
Weston Hills	29	30	96.67%
Whaplode	49	58	84.48%
Whaplode Drove	24	25	96.00%
Whaplode St Catherine	25	26	96.15%
Total	3467	3838	90.33%

3.2 The following table provides details of survey representation by archetype.

SURVEY REPRESENTATION BY ARCHETYPE (AS AT 31/8/25)			
Archetype	No. of properties surveyed	Total number of archetypes in Stock	Percentage surveyed
One Bed Bungalow	637	675	94.37%
Two Bed Bungalow	995	1016	97.93%
One Bed Flat	102	118	86.44%
Two Bed Flat	131	158	82.91%
One Bed House	18	28	64.29%
Two Bed House	318	374	85.03%
Three Bed House	1244	1428	87.11%
Four Bed House	12	17	70.59%
Five Bed	0	1	0.00%
Six Bed	0	1	0.00%
Rough Sleeper Accommodation	9	9	100.00%
Guest Room	1	13	7.69%
Total:	3467	3838	-

3.3 These tables demonstrate that a cross section of all stock has been assessed across the 90.33% of stock surveyed.

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

4. Decent Homes

4.1 The Decent Homes standard (DHS) applies to all social housing and is incorporated into the regulatory standards used by the RSH. It requires properties to be free from Category One health and safety hazards; be in a reasonable state of repair; have reasonably modern facilities and services; and provide a reasonable degree of thermal comfort. Non-decency is calculated by assessing various factors including the condition of building components, their age and the estimated year of replacement. A revised DHS, Decent Homes 2, is being introduced and from 2035 will place future requirements on landlords to maintain and improve homes to a revised standard. Compliance with this standard will be determined by the Regulator of Social Housing.

4.2 Prior to the commencement of stock condition surveys, SHDC had already identified 23 properties not meeting the current DHS. The Council and RSH were already aware of these properties. The reasons for non-decency include: 10 properties which have not been surveyed but are believed to have poor performing components; 3 properties which have been surveyed but the tenant has refused access for upgrades; and 10 properties which have kitchens which are non-compliant. (The layout and structural constraints mean the kitchens cannot be enlarged or

reconfigured to meet the required minimum standards without disproportionate or unfeasible structural alteration).

- 4.3 The stock condition surveys did identify some additional properties which were non-compliant on the day of survey due to an identified hazard which hadn't previously been reported to us. However, these were remedied immediately.

5. Hazards and repairs

- 5.1 The HHSRS is a risk-based assessment to identify and protect against potential risks and hazards to health and safety, from any deficiencies identified in the dwelling. Category One risks are the most significant hazard and require immediate action. Whilst the authority encourages tenants to report repairs as soon as possible, the surveys identified 13 hazards. Hazards and repairs are remedied in accordance with the HRA repairing standards (6 hours for emergency repairs and 28 days for routine repairs). Accordingly, at the point of writing this report all Category One hazards have been remedied. The 13 Category One hazards identified were categorised into the following themes:

- 6 Damp and mould
- 2 Water leaks
- 2 Roof leaks
- 2 Unsecure properties
- 1 Heating system
- 0 Electrical safety

All category one hazards have been addressed.

6. Energy assessments

- 6.1 By 1st April 2030, social housing providers will be required to ensure all homes reach a Minimum Energy Efficiency Standard (MEES). All homes will be expected to achieve EPC C as a minimum. MEES will be clearly linked to the Decent Homes standard through the requirement for homes to provide thermal comfort.
- 6.2 Collecting data on energy performance provides a clearer understanding of progress towards meeting MEES and can inform future investment strategies. EPC certificates are valid for 10 years. In January 2026, 94% of stock has a valid EPC certificate. Some properties have not required EPC due to there not being any tenancy changes or heating upgrades.
- 6.3 1627 properties have a valid EPC certificate and a rating of C or better. A number of properties received energy improvement measures as part of the Warm Homes Wave 2 programmes. These properties have had a post-install assessment providing an overview of the homes energy performance calculated using a Standard Assessment Procedure (SAP). This assessment indicates that the measures installed will have brought the property to EPC C standard, but a further EPC certificate is still required in addition to this. This report proposes that properties which have had improvements through the warm homes programme, and those without a valid EPC certificate, are prioritised for future property surveys to ensure an accurate position of the energy performance of the stock is known.

- 6.4 615 additional properties are included within the Warm Homes Wave 3 programme which commenced recently. The properties are currently EPC D or below. There is a planned programme in place to bring them to an EPC C rating by September 2028.
- 6.5 It is proposed that all homes will have an updated EPC certificate issued by 2030 to ensure a full understanding of compliance with the new MEES. Properties will be surveyed on a rolling programme basis each year over the next five years until ultimately all have been surveyed by 2030.

7. HRA Business Plan and Asset Management Strategy

- 7.1 The HRA Business Plan and Asset Management Strategy were approved by Council in January 2026. They were modelled on the stock condition data and other significant changes in the social housing landscape including rising inflation, increased investment needs, and higher borrowing costs, while maintaining long-term financial sustainability. The plan determined that the Housing Revenue Account is sustainable over the 30-year period based on the assumptions regarding future costs.
- 7.2 Following consultation with tenants and members on the draft business plan, it was agreed that the business plan should incorporate an extension to the lifecycles of key elements such as kitchens and bathrooms, by 5 years, whilst reducing those that are beyond the national standard (i.e. roofs) and maintaining the principle that elements will be replaced when they are in a poor state of repair. The business plan models this approach being established by 2030 factoring in existing contracts and suppliers in place fully procured for the programme. This is unlikely to have an impact in the Medium Term Financial Strategy (MTFS) period because elements due to be replaced in the next five years will be beyond economic repair as determined by the stock condition survey findings. Components due for replacement from 2030 onwards will have had another property condition survey beforehand to further determine the appropriate replacement date and planned programmes will be prepared accordingly.
- 7.3 The overall stock investment profile as financed within the business plan equates to an average of £62,100 investment per property (at today's prices), which is in line with benchmarks for authorities of a similar size to South Holland. It demonstrates how this proposed spend will help to keep homes safe, compliant and decent. This investment is necessary to meet government expectations regarding energy efficiency standards and ongoing investment required in HRA sewage treatment works.
- 7.4 The 2026/27 property specific planned improvements programme has been developed using the latest stock condition data to ensure investment is targeted appropriately.
- 7.5 The HRA Business Plan and Asset Management Strategy will be updated on an annual basis, to ensure they reflect the latest stock condition data, operating costs and capital programme costs. The annual update will be based on consistently applied methodology and assumptions.

8. Strategy to keep data up to date

- 8.1 RSH requires social landlords to have accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants. Accordingly, consideration has been given to how to maintain the data.
- 8.2 The RSH Code of Practice advises that for some registered providers a five-year rolling programme of stock condition surveys across all homes might be appropriate. However, for some registered providers or for some homes, more frequent assessments might be needed, for example where there are high levels of responsive repair requests or recurring problems which might be indicative of wider issues.
- 8.3 It is proposed that each SHDC property will be surveyed at least every 5 years. The surveys will include condition data and a HHSRS assessment, necessary to ensure the stock is compliant with Decent Homes 2.
- 8.4 The contract with the current external property surveyor will expire during 2026. It is proposed to enter a new contract with a supplier(s) during 2026 to ensure a continuous programme of property surveys. To comply with the RSH's Consumer Standards about tenants' views being taken into account in decision-making, SHDC has commenced consulting with tenants around the appointment of a new supplier to undertake condition surveys. This feedback will inform the broad parameters for how the contract should be procured. Feedback from tenants is they would prefer a supplier who is able to undertake all surveys (DH, HHSRS, EPC, condition) during one visit.
- 8.5 SHDC surveyors will receive further training where necessary to ensure they can undertake surveys on an ad hoc basis, where access has previously been an issue, to ensure the target for 100% of stock to be surveyed, is achieved.
- 8.6 Certain properties will be surveyed more frequently as informed by trend data. Trend data may determine that further surveys will be undertaken on properties with certain construction types/elements, vulnerable tenants or higher prevalence of DCM or other hazards.
- 8.7 Whilst analysis of the current stock condition data (Appendix A) did not identify any particular trends around location or property types, analysis will be continuously undertaken.
- 8.8 EPC certificates will continue to be updated as they expire or sooner if property enhancements which may affect the grading have taken place. An EPC assessment might not be undertaken during every condition survey due to the EPC certificate lasting 10 years. However, where the condition of the property has changed or the EPC certificate is due to expire, the EPC will be undertaken alongside the DH/HHSRS/condition survey.

9. Conclusion

- 9.1. 90.33% of HRA stock has been surveyed. The authority has a clear understanding of the majority of its stock. Further survey work is needed and the target to survey

100% of stock remains. Property surveys will continue to inform Business Plan updates and planned investment programmes.

9.2. Data will be routinely analysed to identify trends and ensure there is a detailed understanding of stock to satisfy the requirements of RSH.

Implications

South and East Lincolnshire Councils Partnership

None

Corporate Priorities

This report supports the following South & East Lincolnshire Councils Partnership Sub-Regional Strategy priorities:

- Healthy Lives – Safe housing stock will lead to the better health of our tenants and everyone that stays or visits the properties.
- Safe and Resilient – Providing community confidence that our homes are well maintained.

Staffing

None

Workforce Capacity Implications

None

Constitutional and Legal Implications

None

Data Protection

None

Financial

The introduction of Decent Homes 2 is likely to bring cost pressures, as is the requirement for stock to reach MEES. The approved Business Plan is sustainable over a 30-year period and includes the delivery of phase one of MEES by 2030. It does not take account of the cost of meeting phase 2 of MEES by 2039 (as the requirement of this was not set by Government at the point the Plan was adopted). The Plan will be updated as part of its annual refresh to reflect this new requirement.

Government has recently announced further funding available to bring stock to necessary energy efficiency standards. Property condition surveys will continue to inform future Business Plans and investment strategies.

Risk Management

None

Stakeholder / Consultation / Timescales

Consultation has taken place with tenants and Members around the objectives and priorities of the Business Plan (and capital investment). Tenants have also been consulted on their expectations in respect of the process of surveying stock.

Reputation

Undertaking property condition surveys and utilising the arising data demonstrates a commitment to transparency and accountability. This proactive approach reassures Members that potential risks are being managed effectively, boosting confidence in operations. Additionally, showcasing adherence to regulations and ethical standards reinforces that SHDC is a responsible social landlord. Identifying and remediating hazards demonstrates SHDC's commitment to tenant safety.

Contracts

It is anticipated that a contract will be entered into with an external specialist to undertake further surveys on the stock.

Crime and Disorder

None

Equality and Diversity / Human Rights / Safeguarding

Conducting property surveys across the entire housing stock has a significant positive impact on equality diversity and inclusion. These surveys ensure that all tenants, regardless of their background or status, have access to safe and well-maintained housing. By identifying and addressing disparities in housing conditions, the surveys promote fairness and equality. They also provide valuable data that can inform inclusive policies and practices ensuring that the needs of diverse communities are met.

Health and Wellbeing

Conducting property surveys positively impacts health and well-being by identifying and addressing housing issues early, ensuring safe and health living environments for all residents.

Climate Change and Environment Impact Assessment

Not undertaken.

Acronyms

RSH – Regulator of Social Housing
MEES – Minimum Energy Efficiency Standards
DH2 – Decent Homes (second edition)
SAP – Standard Assessment Procedure
HHSRS - Health and Safety Rating System
MTFS - Medium Term Financial Strategy

Appendices

Appendices are listed below and attached to the back of the report:
Appendix 1 – Stock condition survey – outline observations

Background Papers

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

Document title

Where the document can be viewed

Housing stock condition surveys – initial findings

[Decision - Housing Stock Condition Surveys - Initial Findings - South Holland District Council](#)

Housing Stock Condition Survey

[Decision - Housing Stock Condition Survey - South Holland District Council](#)

Chronological History of this Report

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

Report Approval

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Approved for publication: Councillor Tracey Carter

Appendix A. Stock Condition Survey – Outline observations

1. Introduction

This briefing has been compiled to provide initial high-level observations and analysis of trends within the Stock Condition Data provided by MCLS February 2026 where survey completion rate was circa 90.33%.

In total the data is composed of surveys of 3,467 individual properties with 73,643 individual components/elements appraised.

It should be noted that the schedule contains 42 different unique component types, many of which are understood to not represent true ‘programmed’ maintenance elements and instead are elements that would be renewed/repaired only on a responsive basis, or if considered advisable whilst undertaking other programmed/responsive works. For clarity, any associated works to these non-programmed components will be considered to be undertaken at the same time as the programmed works to ensure efficiency and completeness.

Briefly the component types have been treated as follows for the purpose of the analysis:

Programmed Components	Non-Programmed Components
Chimneys	Boundary Wall Full Brick
External Painting	Boundary Wall Half Brick
Bathroom	Canopy
External Back Door	Consumer Unit Heating
External Front Door	Fascia Soffit Bargeboard Main Roof
Flat Roof Adjoining Outbuilding	Fascia Soffit Bargeboard Outbuilding
Flat Roof Bay Window	Hot Water Cylinder
Flat Roof Bridging	Loft Insulation
Flat Roof Freestanding Outbuilding	Outbuilding Door
Front Porch	Radiators
Heating System	Rainwater Goods Main
Kitchen	Rainwater Goods Main
Main Pitched Roof	Solar Photovoltaic Power Generation
Pitched Roof Outbuilding	Wall Finish Hanging Tiles
Pitched Roof Structure	Wall Finish Other Panelling
Windows Main Building	Wall Finish Plastic Cladding
Windows Out Building	Wall Finish Pointed Brickwork
	Wall Finish Render/Painted Render
	Wall Finish Timber Cladding
	Wall Insulation Cavity
	Wall Insulation External
	Wall Insulation Internal
	Wall Structure
	Water Main
	Wc – Additional
Total Programmed = 36,043	Total Non-Programmed = 37,600

2. Condition Comments

For each component listed by MLCS3 a general condition comment of poor, fair or good has been provided; it has been established that this condition refers to the ‘*likelihood that the component will last to its NEC scheduled replacement date*’ and is not an appraisal of the physical condition of the component at the time of survey.

The data provided by MLCS3 indicates that the overall condition of the stock is strong. The table below relating to the 90.33% of properties surveyed, summarises these headline figures for all surveyed programmed components, along with key programmed component types. The table includes the components (Bathroom, Heating System, Kitchen, Main Pitched Roof, Windows) that represent the most significant cost and lifecycle impact areas.

Component		Condition Comment			Total
		Poor (Not likely that component will meet NEC scheduled date – date to be accelerated)	Fair (Likely that component will meet NEC scheduled date – date to remain the same)	Good (Highly likely that component will meet NEC scheduled date – date to be extended)	
All Programmed Components		408	19,708	15,927	36,043
<i>Selected component types</i>	<i>Lifespan*</i>				
<i>Bathroom</i>	<i>25yrs</i>	<i>19</i>	<i>2,933</i>	<i>515</i>	<i>3,467</i>
<i>Heating System</i>	<i>15yrs</i>	<i>3</i>	<i>2,782</i>	<i>497</i>	<i>3,282</i>
<i>Kitchen</i>	<i>20yrs</i>	<i>29</i>	<i>2,609</i>	<i>828</i>	<i>3,466</i>
<i>Main Pitched Roof</i>	<i>65yrs</i>	<i>159</i>	<i>130</i>	<i>3,130</i>	<i>3,419</i>
<i>Windows Main Building</i>	<i>30yrs</i>	<i>45</i>	<i>2,768</i>	<i>666</i>	<i>3,479</i>

*Prior to adoption revisions set out in Asset Management Strategy.

Of the 36,043 programmed components surveyed:

- **19,708 components (55%)** are expected to achieve their full lifespan as planned as per the table above.
- **15,927 components (44%)** are likely to exceed their expected lifespan before needing replacement, which demonstrates durability beyond projections.
- Only **408 components (1.1%)** may require renewal earlier than scheduled, representing a very small proportion of the total stock.

3. Renewal year extensions or accelerations

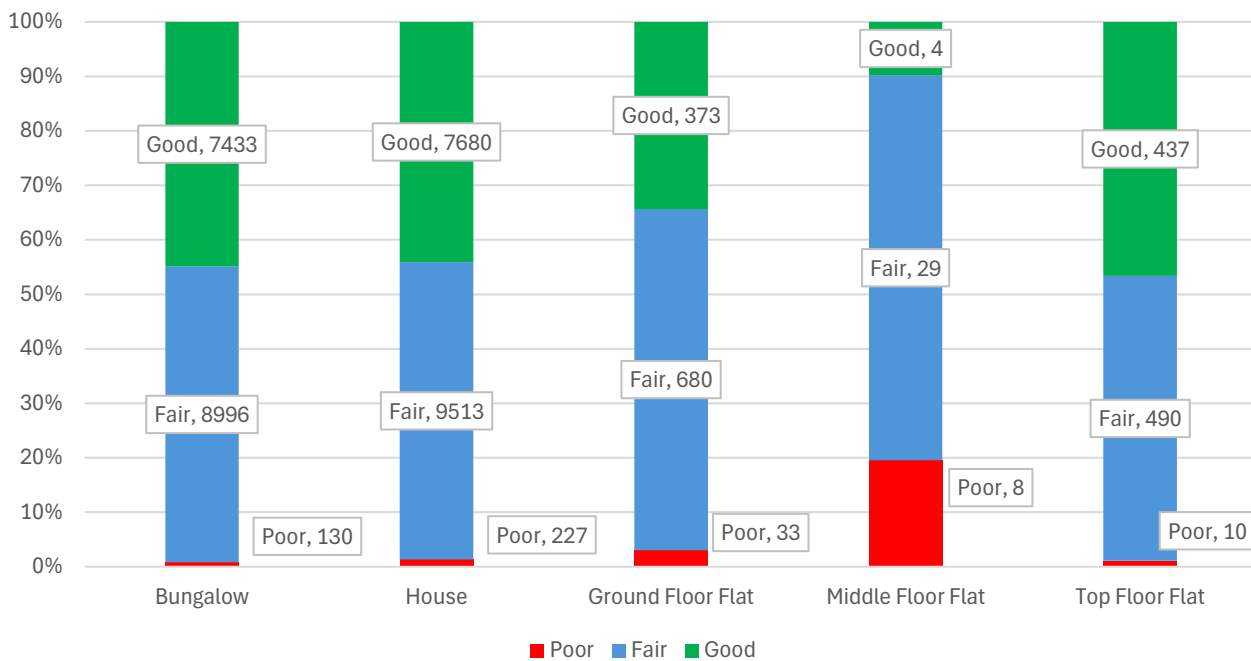
The extent in years to which the 'Poor' and 'Good' components have had their schedules altered varies from component type to component type and individual properties. This sets out that individual components have been assessed on a 'case by case' basis and have not had arbitrary extensions or reductions applied.

The NEC system is being updated using property by property survey results. All previous data will be removed and replaced with the latest survey findings to ensure accuracy and compliance. This approach aligns with Consumer Standards, ensuring that decisions are evidence based and reflect the actual condition of each component. The draft HRA Capital Programme has been formulated based on average component costs and (i) the end of life date provided by the MLCS3 data for properties surveyed and (ii) the existing NEC data for stock not surveyed.

4. Property Type & Condition

When reviewing the overall 'condition' of programmed components at different property types there is a small variation between the property types witnessed; this is with the exception of 'middle floor flats' which have a smaller proportion of components rated good, but this is entirely due to the small number of components overall.

Proportion of Programmed Components Classed as Poor, Fair & Good by Property Type



5. Location & Condition

When reviewing the towns and partial postcode of properties against condition there is no evidence of local issues with regards to component life expectancy. All areas show similar proportions of components achieving expected lifespans.

6. Newer build properties

A brief review of component longevity for newer build properties (year 2000 and after) and (1970-1999) has been completed to assess if any specific poor performance of components is visible or build quality/materials issues. Briefly this review highlights that:

- For properties built after year 2000, roofing components and rainwater goods are all performing well with high proportions of components been graded as good.
- All component types are achieving or exceeding expected lifespan
- Very few individual components have been graded as poor and so material/build quality for properties after year 2000 appears good based on this insight.

A similar exercise for properties built 1970-1999 also illustrates component lifespan is generally good with only wall finishes such as hanging tiles, timber/plastic cladding appearing to perform poorly against expected lifespans. However, the number of affected properties is relatively small.

7. Conclusion

The survey data has confirmed that most components are achieving at minimum their 'expected lifespan' with only 408 of 36,043 (1.1%) requiring replacement earlier. 55% achieve expected lifespan, and 44% are expected to surpass expected lifespan. There is no evidence that different property types or locations have influenced component wear or life expectancy. Given the high survey completion rate and consistency across property types and locations, the dataset is considered robust for strategic planning and resultantly the new/revised component life expectancies are recommended for use during capital programming and planning.

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Report To:	Performance Monitoring Panel
Date:	Tuesday, 10 March 2026
Subject:	Housing Landlord Service - Access to Service
Purpose:	To analyse the access to the Housing Landlord Service across key protected characteristics.
Key Decision:	No
Portfolio Holder:	Councillor Tracey Carter, Portfolio Holder for Strategic and Operational Housing
Report Of:	Vikki Cherry, Assistant Director - Housing
Report Author:	James Ward, Housing Service Insight and Improvement Lead
Ward(s) Affected:	All Wards
Exempt Report:	No

Summary

This report provides an overview of which tenants, across a range of protected characteristics, are accessing the Council's housing landlord services. It examines engagement and considers whether service provision remains accessible, fair, and compliant with the Regulator of Social Housing (RSH) Consumer Standards, which requires providers to ensure equitable outcomes for tenants and act on findings from their assessments. The findings support our commitment to promoting equality of opportunity and ensuring that no groups are disproportionately disadvantaged in accessing essential housing landlord services.

Briefly, tenants protected characteristic information was analysed against case and access evidence for some of the most commonly accessed housing services, including repairs service, rent arrears, complaints service and Anti-social Behaviour reports amongst others. This analysis has illustrated access to these services can be witnessed from across the tenant population regardless of protected characteristic.

Some marginally lower access rates was visible for some specific ethnic minorities, nationalities, and age groups, and so actions to encourage access for these groups has been suggested in an attached action plan.

The Panel is asked to note the findings of this analysis and consider the actions set out within the report. These actions are intended to guide improvements in service accessibility for tenants, strengthen compliance with statutory obligations, and inform future policy and service design.

Recommendations

1. That Performance Monitoring Panel notes the contents of this report (including action plan) and insights and provides comments for consideration by Cabinet.

Reasons for Recommendations

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

Other Options Considered

Do nothing – this option is not considered. Ignoring these findings may lead to ongoing unequal service access, noncompliance with RSH Consumer Standards, and persistent disparities in tenant outcomes.

1. Background

1.1 The Transparency, Influence and Accountability standard states that:

2.1.1 Registered providers must use relevant information and data to:

- a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and*
- b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.*

2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.

2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.

1.2 The Code of Practice relevant to the Transparency, Influence and Accountability Standard required outcome 1.2.1 and specific expectations 2.1.1, 2.1.2, 2.1.3 states that:

- *Registered providers should regularly assess whether their housing and landlord services deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.*
- *Registered providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result.*

1.3 This analysis builds on previous work undertaken by the Council to review how tenants access and communicate with our services, including the assessment of accessible communication methods such as support for tenants with hearing impairments. That earlier work focused on how tenants can engage with landlord services, while this report focuses on which tenants across protected characteristics are accessing services. This is to provide more accessible, and more inclusive services for tenants.

1.4 While this work also supports our responsibilities under the Consumer Standards, the primary driver is improving tenant experience and ensuring that services are accessible for everyone who relies on them.

- 1.5 Protected characteristics analysed within this report include Gender, Age, Nationality, Ethnicity and Disability as information regarding these characteristics is necessary to provide the Housing service. This data has principally been collected from allocations and lettings data held, in addition to tenant census responses where these are held.
- 1.6 Information surrounding other types of protected characteristics that is not necessary to be collected as part of the lettings and allocations process has not been analysed. These other protected characteristics are: Religion or belief; Sexual orientation; Gender reassignment; Pregnancy and maternity; Marital / civil partnership status.

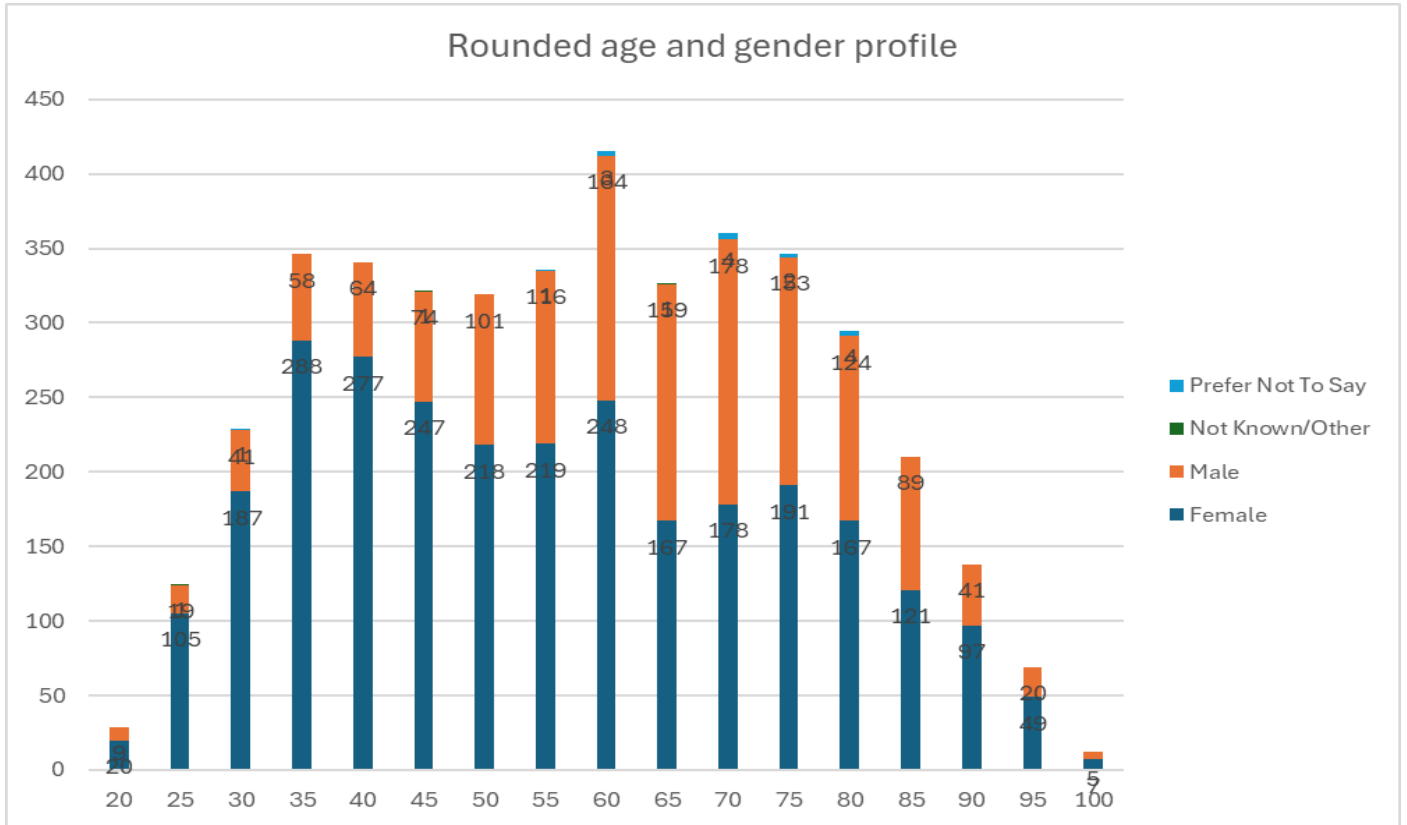
2. Report

- 2.1 Analysis methodology – The analysis undertaken on access to services has been completed against the lead tenant of any tenancies that were active between 1 April 2024 and the 31 December 2025 (this includes tenancies that ended after 1 April 2024)
- 2.2 Analysis was completed against HRA tenancies only.
 - 2.2.1 Evidence of engagement with Housing Landlord Services has been extracted from records held within the following ten service types:
 1. *Repairs service – 3,336 unique tenancies accessed*
 2. *Complaints service – 268 unique tenancies accessed*
 3. *Anti-Social Behaviour (ASB) service – 70 unique tenancies accessed*
 4. *Rent Arrears – 1179 unique tenancies accessed (where tenants have contacted us to discuss arrears)*
 5. *Damp Condensation & Mould (DCM) reports – 366 unique tenancies accessed*
 6. *Tenancy Support: Cost of Living Response Officers (COLRO) Support – 304 unique tenancies accessed*
 7. *Independent Living Officer (ILO) Support – 333 unique tenancies accessed*
 8. *Sheltered Housing Focus groups – 55 unique tenancies accessed*
 9. *Handyperson service – 209 unique tenancies accessed*
 10. *Right to buy applications – 34 unique tenancies accessed.*
- 2.3 Access/Engagement is counted as “Yes” or “No” where records exist that the tenant has contacted a service during the reviewed period. The analysis does not count the number of times a service is accessed. Nor does it assess the level of satisfaction with the access.
- 2.4 The services included provide a robust access sample base from which to gain assurance that tenants with differing characteristics are able to access the Housing Landlord Services.
- 2.5 To ensure consistency across datasets, evidence of access to services has been assigned to the active tenancy number. This approach was selected because some of the data sets record only the property address and/or a tenancy contact (not a defined individual). Where the tenancy is a joint tenancy, the access will have been allocated to the ‘lead/main tenant’ of that tenancy.

Baseline

- 2.6 As stated at section 2.1, the tenant baseline has considered current main tenants and former main tenants active between 1 April 2024 and 31 December 2025.
 - Gender – Due to use of main tenants for the analysis, gender proportions are shifted towards females at 67% to 33% male. However, it is important to note that the actual proportions when considered all named tenants is 53% to 47% respectively.

- Age – tenant age profiles show a relatively typical bell curve as below.



- Nationality – Where nationality data is held, it shows that 90% of tenants are UK national residents, with approximately 10% of residents coming from other European and worldwide countries as per table 1 below:

Table 1

Nationality	Number	%
UK national	3018	90.7%
Hungary	1	0.0%
Italy	2	0.1%
Latvian	35	1.1%
Lithuania	36	1.1%
Poland	64	1.9%
Portugal	19	0.6%
Romania	6	0.2%
Slovakia	1	0.0%
Ukrainian	1	0.0%
Other EEA country national	123	3.7%
Non EEA country national	8	0.2%
American	1	0.0%
Mozambican	1	0.0%
South African	1	0.0%
Zimbabwe	2	0.1%
Prefer not to say	9	0.3%
Subtotal	3,328	

Not stated	911	
Total	4,230	

- Ethnicity – Ethnicity figures are provided in the table below.

Ethnicity	Number	%
BRITISH	979	23.1%
White: Eng/Welsh/Scot/N Irish/British	2126	50.3%
White: Gypsy or Irish Traveller	2	0.0%
White: Irish	3	0.1%
Asian/Asian British: Indian	2	0.0%
Any other Asian background	12	0.3%
Black/Black British: African	4	0.1%
Black/Black British: Caribbean	5	0.1%
Black/Black British: Other	1	0.0%
LATVIAN	16	0.4%
LITHUANIAN	18	0.4%
POLISH	32	0.8%
PORTUGUESE	11	0.3%
SLOVAKIAN	2	0.0%
HUNGARIAN	3	0.1%
BULGARIAN	1	0.0%
Mixed/Multiple ethnic groups: African	2	0.0%
ESTONIAN	1	0.0%
RUSSIAN	1	0.0%
ROMANIAN	1	0.0%
Mixed/Multiple ethnic groups: Asian	4	0.1%
Mixed/Multiple ethnic groups: Caribbean	4	0.1%
Mixed/Multiple ethnic groups: Other	8	0.2%
Any other white background	174	4.1%
Any other ethnic group	4	0.1%
OTHER	7	0.2%
No data	807	19.1%
Grand Total	4,230	

Analysis

2.7 Communication Methods

2.7.1 Tenants are provided the opportunity to receive communications in different methods dependent on their preferences and needs. Information held where tenants have notified the housing service of these preferences has been analysed against the sample service data collated and access rates are as per the table 2 below:

Table 2 – Communication preferences

The data presented in Table 2 reflects tenants with specific communication preferences and their rate of access to services. The dataset does not record whether the required communication adjustments (e.g. BSL interpreters, translated documents, large print materials) were used during each service interaction.

	Braille		British Sign language		Documents in different languages		Interpreter		Large Print Documents		No Specified Communication Needs	
	#	%	#	%	#	%	#	%	#	%	#	%
Total Tenancies affected	2	0.05%	5	0.13%	29	0.74%	32	0.82%	209	5.36%	3,624	93.36%
Repairs Service	2	100%	5	100%	17	58.6%	27	84.4%	193	92.3%	3,092	85.3%
Damp Condensation & Mould (DCM) Service	-	-	-	-	2	6.9%	4	12.5%	11	5.3%	349	9.6%
Rent Arrears	-	-	2	40%	8	27.6%	10	31.3%	39	18.7%	1120	30.9%
Anti-Social Behaviour (ASB) Service	-	-	-	-	1	3.4%	-	-	4	1.9%	65	1.8%
Complaints Service	-	-	-	-	1	3.4%	-	-	10	4.8%	257	7.1%
Handyperson Service	-	-	1	20%	-	-	-	-	24	11.5%	184	5.1%
Sheltered Housing Focus Group	-	-	-	-	-	-	-	-	5	2.4%	50	1.4%
Independent Living Officer Support	1	50%	1	20%	3	10.3%	3	9.4%	30	14.4%	295	8.1%
Tenancy Support: Cost of living support officer	-	-	-	-	1	3.4%	2	6.3%	26	12.4%	275	7.6%
Right to buy applications	-	-	-	-	1	3.4%	-	-	-	-	33	0.9%

2.7.2 **Braille** – only 2 tenants have requested for communication via braille, these two tenants have both accessed the repairs service during the period of review and one has been supported by the Independent Living Officer Support Service.

2.7.3 **British Sign Language** – 5 Tenants preferred communication method is listed as British Sign language; again all five tenants have accessed the repairs service during the period of review as well as other services including Rent arrears, the Handyperson service and Independent Living Officer Support Service.

2.7.4 **Documents in Different languages** – 29 tenants have requested documents in different languages. These tenants have been viewed to have accessed most services proportionately to the general tenant population, with the exception of the repairs service where access rates show at 58.6% compared to around 85% for the general tenant population.

- 2.7.5 **Interpreters** – 32 tenants have requested to be communicated with via interpreters, these tenants access rates to the services appear in line with the general tenant population.
- 2.7.6 **Large Print** – There are 209 tenants that have requested for documentation to be provided in large print. Access rates to services for these tenants appears in line with the general tenant population.

The above table provides good assurance that where tenants have specific communication preferences, they are still able to access services proportionate to the general tenant population.

2.8 Preferred Written Language

2.8.1 Tenants are provided the opportunity to receive written communications in different languages dependent on their preferences. Information held where tenants have notified the housing service of these preferences has been analysed against the sample service data collated and access rates are as per the table 3 below:

Table 3 – Communication languages

	CZECH		LATVIAN		LITHUANIAN		POLISH		PORTUGUESE		RUSSIAN		SLOVAKIAN		SPANISH		English or Not Specified	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Total Tenancies affected	1	<0.1%	7	0.2%	17	0.4%	33	0.8%	5	0.1%	5	0.1%	2	0.1%	1	<0.1%	3,830	98.2%
Repairs Service	-	-	5	71.4%	13	76.5%	26	78.8%	3	60.0%	3	60.0%	2	100.0%	1	100.0%	3,283	85.7%
Damp Condensation & Mould (DCM) Service	-	-	-	-	-	-	7	21.2%	1	20.0%	-	-	-	-	-	-	358	9.3%
Rent Arrears	-	-	3	42.9%	6	35.3%	8	24.2%	2	40.0%	1	20.0%	-	-	1	100.0%	1,158	30.2%
Anti-Social Behaviour (ASB) Service	-	-	-	-	-	-	-	-	-	-	1	20.0%	-	-	-	-	69	1.8%
Complaints Service	-	-	1	14.3%	-	-	1	3.0%	-	-	-	-	-	-	-	-	266	6.9%
Right to buy applications	-	-	-	-	-	-	1	3.0%	-	-	-	-	-	-	-	-	33	0.9%
Tenancy Support: Cost of Living Support Officer	-	-	-	-	1	5.9%	1	3.0%	-	-	-	-	-	-	-	-	302	7.9%
Handyperson Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	209	5.5%
Independent Living Support Officer	-	-	1	14.3%	-	-	3	9.1%	1	20.0%	1	20.0%	-	-	-	-	327	8.5%
Sheltered Housing Focus Group	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	55	1.4%

2.8.2 From table 3 above there is some anecdotal evidence that when a tenants preferred communication language is something other than English then they may be less likely to access services. Only 1 ASB complaint has been received from tenants other than 'English or not specified'. Tenancy Support, Handyperson Service, and the Sheltered Housing Focus group have no access showing for these tenants requiring communications in different languages.

2.8.3 With regards to reviewing individual languages, the numbers of affected tenants are largely too small to allow analysis, however when considered alongside the ethnicity analysis at section 2.9 there does appear to be evidence that language barriers and/or ethnicity may affect access rates.

2.9 Ethnicity Review

2.9.2 When reviewing ethnicity data against access to any one of the services, it shows that generally people with differing ethnicities are able to access our services.

2.9.3 However, there is some evidence that ethnicities including Latvian, Lithuanian, Polish and 'Other white backgrounds' may be marginally less likely to; with proportions of 'No Access' witnessed at around 8-9% compared to around 5.2% typically for British/White British nationals. This underlines the importance of providing different avenues for tenants to access services as well as offering translation services when needed.

Table 4 – Ethnicity & services accessed

Ethnicity	Did not Access a service	Accessed a Service	Total	% of No Services accessed
BRITISH	40	939	979	4.1%
White: Eng/Welsh/Scot/N Irish/British	122	2004	2126	5.7%
White: Gypsy or Irish Traveller		2	2	0.0%
White: Irish		3	3	0.0%
Asian/Asian British: Indian		2	2	0.0%
Any other Asian background		12	12	0.0%
Black/Black British: African	1	3	4	25.0%
Black/Black British: Caribbean		5	5	0.0%
Black/Black British: Other		1	1	0.0%
LATVIAN	1	15	16	6.3%
LITHUANIAN	3	15	18	16.7%
POLISH	3	29	32	9.4%
PORTUGUESE		11	11	0.0%
SLOVAKIAN		2	2	0.0%
HUNGARIAN		3	3	0.0%
BULGARIAN		1	1	0.0%
Mixed/Multiple ethnic groups: African		2	2	0.0%
ESTONIAN		1	1	0.0%
RUSSIAN		1	1	0.0%
ROMANIAN		1	1	0.0%
Mixed/Multiple ethnic groups: Asian	1	3	4	25.0%
Mixed/Multiple ethnic groups: Caribbean		4	4	0.0%
Mixed/Multiple ethnic groups: Other		8	8	0.0%
Any other white background	12	162	174	6.9%
Any other ethnic group		4	4	0.0%
OTHER		7	7	0.0%
No data	52	755	807	6.4%
Total	235	3995	4,230	5.6%

2.10 Census Vulnerability Data – Information held within systems includes some tenant vulnerability census data regarding disabilities centred around ‘Hearing’, ‘Learning’, ‘Mobility’ and ‘Social Behavioural’.

When reviewing access to service rates for people declaring to have one of these disabilities, access rates remain largely proportionate when compared to all tenancies as per table 5 below.

Table 5 – Disabilities access to services

	Hearing Disability	Learning Disability	Permanent mobility disability	*Social Behavioural Disability	All tenancies
	247 sample	107 sample	846 sample	137 sample	4,230 sample
Service area	Accessed	Accessed	Accessed	Accessed	Accessed
Repairs Service	92.3%	94.4%	91.3%	91.2%	90.0%
Damp Condensation & Mould (DCM) Reports	7.3%	12.2%	8.6%	13.1%	9.2%
Rent Arrears	19.4%	41.1%	24.8%	43.8%	29.6%
Anti-social Behaviour (ASB) Service	1.6%	1.9%	2.2%	3.6%	1.7%
Complaints Service	5.3%	10.3%	7.9%	13.9%	6.8%
Right to buy applications	0.0%	0.9%	0.2%	1.5%	0.9%
Tenancy support: Cost of Living Response Officers	6.5%	15.0%	11.1%	13.9%	7.5%
Handyperson Service	9.3%	4.7%	8.0%	0.7%	5.4%
Independent Living Officer (ILO) support	13.8%	5.6%	11.1%	2.9%	7.9%
Sheltered Housing Focus Group	3.2%	0.9%	2.6%	0.0%	1.3%

** Social behavioural disability refers to a condition that affects a person’s ability to manage social interactions, behavioural responses, or emotional regulation in everyday situations. It can be associated with conditions such as autism spectrum disorder, ADHD, or behavioural/emotional regulation disorders. In the context of this report, it reflects tenants who have declared that they experience challenges related to behaviour or social functioning which may affect how they engage with services or communicate with the Council.*

It should be noted that the sample size/number of persons declaring a disability is relatively small and so small changes to proportions are not statistically significant.

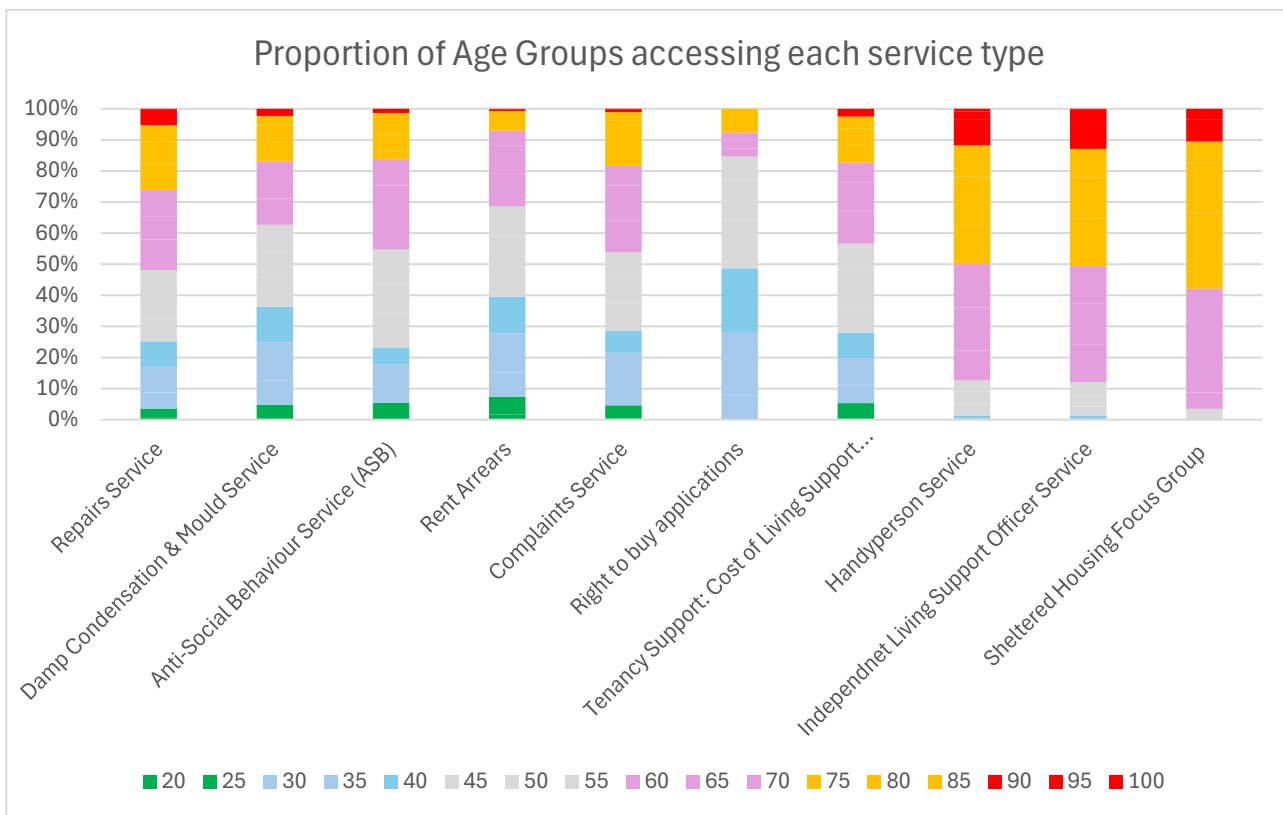
The above analysis provides assurance that tenants declaring a disability do not appear to be accessing services less than others, indeed access rates are proportionately higher in many cases.

2.11 Age Groups

As referenced at section 2.3 the age profile of tenants creates a typical bell curve as expected. A review of access to services by age group has been completed and this shows that typically each age group is able to access services, albeit different age groups access differing services. Many tenants were witnessed to access multiple different services during the period of review as highlighted in the table below:

Table 6 – Access to the 10 sample services by Age group

Age banding	No Services Accessed	Services accessed	Total	% did not access a service	Current Tenant Profile
18-22	1	28	29	3.4%	0.8%
23-27	3	122	125	2.4%	3.1%
28-32	13	216	229	5.7%	5.5%
33-37	13	333	346	3.8%	8.8%
38-42	12	329	341	3.5%	8.8%
43-47	21	301	322	6.5%	8.3%
48-52	17	302	319	5.3%	7.8%
53-57	22	314	336	6.5%	8.3%
58-62	23	392	415	5.5%	10.1%
63-67	21	306	327	6.4%	7.7%
68-72	28	332	360	7.8%	7.8%
73-77	15	331	346	4.3%	8.1%
78-82	15	280	295	5.1%	6.6%
83-87	13	197	210	6.2%	4.7%
88-92	10	128	138	7.2%	2.7%
93-97	6	63	69	8.7%	0.8%
98-102		12	12	0.0%	0.1%



As the chart above highlights, broad age groups tend to access services in differing proportions. The repairs service is used by residents across all age groups, as expected. The Right to Buy service is primarily accessed by people aged 35 to 60.

These patterns are considered to reflect natural differences in service demand rather than barriers to access. For example, the Handyman service, Independent Living Service support sheltered housing tenants and therefore it is entirely expected that older age groups will represent the largest proportions.

Similarly, the 'right to buy' service is primarily accessed by persons between the ages of 35-60 where it is expected that working age tenants would access more frequently.

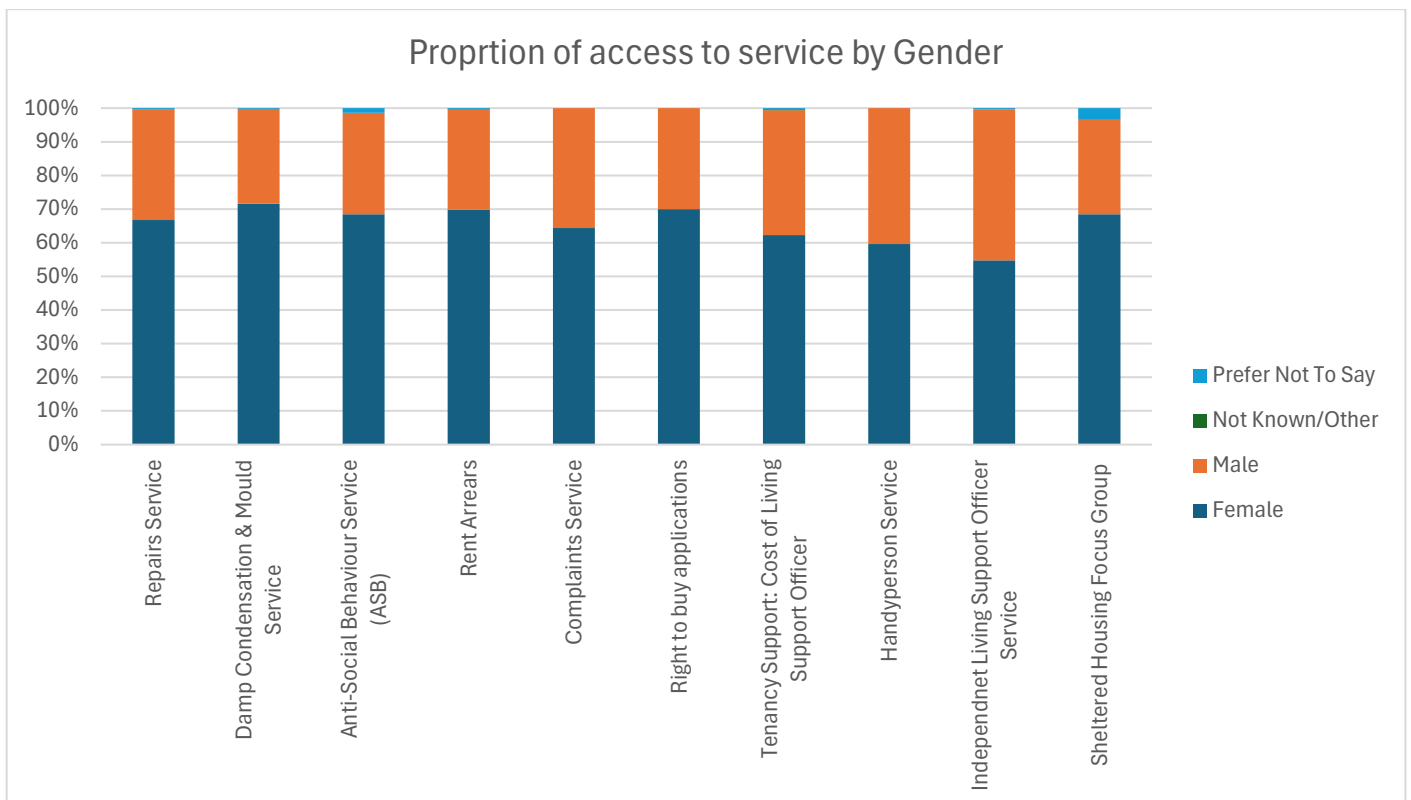
The repairs service, DCM, Arrears, ASB and complaints services all witness access from differing age groups largely proportionately to the tenant profile. The service will continue to track trends in protected characteristic groups over time: repeating analysis annually.

Based on the above, age does not appear to be a barrier to accessing services.

2.12 Gender

As indicated at section 2.3, the access analysis has reviewed service access reports against tenancy numbers and a main listed tenant. This makes gender analysis challenging due to limitations of the base line data. However, review of the largest sample (the core repairs data) analysis indicates that the gender breakdown was entirely even, as per the below:

Case type	Male	Female
Reported repairs	1694	1703



Based on review of the core sample data, there is no evidence that gender represents a barrier to accessing services, as witnessed proportions largely are in-line with the tenant profile.

2.13 Other Protected Characteristics

Data is not currently held for the remaining protected characteristics; therefore, access cannot be analysed for these groups.

- Religion or belief
- Sexual orientation
- Gender reassignment
- Pregnancy and maternity
- Marital / civil partnership status

2.14 Service specific review:

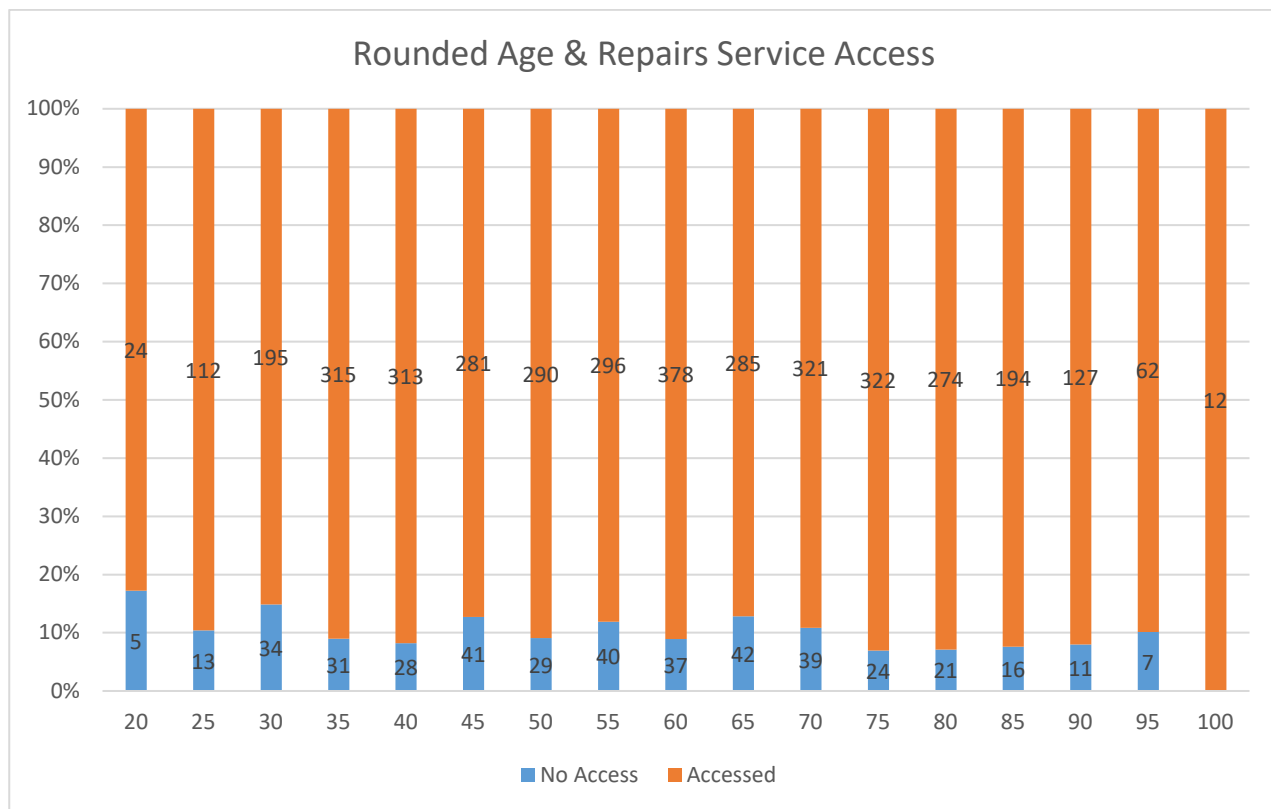
Due to high sample number witnessed in the repairs service a more detailed review has been undertaken in this area. The majority of tenancies 3,336 (85%) have been identified as having used the repairs service during the reviewed period, with only 566 tenancies not having accessed the service. When reviewing the access across ethnicity there is strong evidence that tenants with differing characteristics, including age, nationality and ethnicity are able to access the service. Table 7 below provides a summary of repairs access via ethnicity:

Table 7– Repairs ethnicity

Repairs Service Access				
Ethnicity	No	Yes	Total	Access %
BRITISH	85	894	979	91.3%
White: Eng/Welsh/Scot/N Irish/British	195	1931	2,126	90.8%
White: Gypsy or Irish Traveller		2	2	100.0%
White: Irish	1	2	3	66.7%
Asian/Asian British: Indian		2	2	100.0%
Any other Asian background		12	12	100.0%
Black/Black British: African	2	2	4	50.0%
Black/Black British: Caribbean		5	5	100.0%
Black/Black British: Other		1	1	100.0%
LATVIAN	1	15	16	93.8%
LITHUANIAN	4	14	18	77.8%
POLISH	7	25	32	78.1%
PORTUGUESE		11	11	100.0%
SLOVAKIAN		2	2	100.0%
HUNGARIAN	1	2	3	66.7%
BULGARIAN		1	1	100.0%
Mixed/Multiple ethnic groups: African	1	1	2	50.0%
ESTONIAN		1	1	100.0%
RUSSIAN		1	1	100.0%
ROMANIAN		1	1	100.0%
Mixed/Multiple ethnic groups: Asian	1	3	4	75.0%
Mixed/Multiple ethnic groups: Caribbean		4	4	100.0%
Mixed/Multiple ethnic groups: Other	1	7	8	87.5%
Any other white background	23	151	174	86.8%
Any other ethnic group		4	4	100.0%
OTHER		7	7	100.0%
Subtotal	322	3,101	3,423	90.6%
Unknown/refused	2	22	24	91.7%
No data	97	686	783	87.6%

Total	421	3,809	4,230	90.0%
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When reviewing access by age demographic, access is relatively proportional for most age groups, however there is some evidence that younger tenants may be less likely to access the repairs service compared to older age groups as illustrated in the chart below:



Based on the review into the repairs service access, it is evident that tenants with differing characteristics are able to access the services, albeit younger age groups appear marginally less likely to.

4. Conclusion

- 4.1. The analysis of service access between 1 April 2024 and 31 December 2025 shows that Housing Landlord Services are broadly accessible and equitable across the tenant population. There is no evidence that protected characteristics such as age, gender, disability, nationality or ethnicity are creating systemic or structural barriers to engagement or access. Where small differences in engagement appear, these are low-level variations typically seen in any large and diverse population, and they do not represent patterns of exclusion or systemic concern.
- 4.2. Access rates across the vast majority of services remain proportionate to tenant demographics, and patterns of use align with expected trends (for example, higher use of the handyman service among older tenants and greater arrears engagement among groups facing higher financial vulnerability).
- 4.3. Some areas of marginal under engagement were identified, particularly among a small number of minority ethnic groups and younger tenants in relation to repairs access. While these variances are not large enough to suggest inequity, they highlight opportunities to strengthen communication pathways, enhance accessibility, and ensure that every tenant is able to engage with the Council effectively across all service channels.

4.4. These observations have informed the development of the Action Plan, which focuses on enhancing communication pathways, increasing visibility of translation and interpretation services, supporting younger tenants through improved digital engagement tools, and maintaining strong accessibility. The actions are therefore proportionate, evidence-based and designed to build on the strong foundations already in place.

4.5. Overall, the findings provide assurance that services remain accessible across the tenant population, while the associated actions reflect a commitment to continuous improvement and to ensuring that all tenants regardless of background, communication preference or age can engage confidently with Housing Landlord Services. The Action Plan ensures these opportunities for enhancement are addressed in a structured and transparent way, consistent with the expectations of tenants and the Regulator of Social Housing.

Implications

South and East Lincolnshire Councils Partnership

None.

Corporate Priorities

The report supports corporate priorities relating to improving customer experience, service accessibility, and data-driven decision-making.

Staffing

None.

Workforce Capacity Implications

None.

Constitutional and Legal Implications

None.

Data Protection

None.

Financial

None.

Risk Management

None.

Stakeholder / Consultation / Timescales

The Portfolio Holder - Strategic and Operational Housing, the Director for Communities and the Assistant Director for Housing have been consulted.

Findings of this report will be presented to tenants. Tenants will be kept informed of the progress made towards delivering the outcomes of the consumer standards through the annual report, newsletters, website and specific focus groups.

Reputation

The work demonstrates a proactive and evidence based approach to understanding service access and supports transparency around data use.

Contracts

None.

Crime and Disorder

None.

Equality and Diversity / Human Rights / Safeguarding

The analysis will support a better understanding of potential unmet need or barriers to access which will contribute to our equality and access to services.

Health and Wellbeing

Improved understanding of service engagement may inform future initiatives aimed at supporting tenant wellbeing.

Climate Change and Environment Impact Assessment

None.

Acronyms

DCM – Damp Condensation and Mould
COLRO – Cost of Living Response Officer
ILO – Independent Living Officer
ASB – Anti Social Behaviour
EQIA – Equality Impact Assessment
RSH – Regulator of Social Housing

Appendices

Appendix 1 – Action Plan

Background Papers

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

Chronological History of this Report

None.

Report Approval

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

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Appendix 1 – Action Plan

Action Area	Actions Required	Target timescale
1. Strengthen Engagement with Ethnic Minority Tenants	Continue to promote translation/interpretation services in newsletters, annual reports and online to ensure that tenants requiring information in different languages are not disadvantaged.	Ongoing
	Targeted consultation with ethnic minorities and foreign nationals to gain feedback regarding their experience of accessing various housing services.	April 2026
	Ensure service access routes are clearly publicised in newsletters, annual reports and online.	Ongoing
2. Improve Engagement with Younger Tenants	Target communications via digital channels (introduction of new social media tenant Facebook page)	April 2026
	Provide simple guidance on how/when to report issues in annual reports and newsletters. Explore short visual guides. Take additional steps to seek the voice of this group when making service improvements. Seek younger tenants' views through tailored engagement sessions and online micro-surveys.	June 2026 June 2026
3. Enhance Online Service Accessibility	Promote online tools for usability and accessibility. (Ensuring tenants are aware of this service).	Ongoing
	Ensure online repairs is accessible and promotes the services as part of log-in	April 2026
4. Ongoing Monitoring of Service Access	Track trends in protected characteristic groups over time: repeat analysis annually	January 2027
	Report findings to tenants through tenant forum and focus groups	March 2026
5. Strengthen Tenant Voice	Continue the use of surveys and focus groups	Ongoing
	Gather targeted feedback from underrepresented groups e.g. younger tenants, minority ethnic groups.	June 2026
6. Embed Findings into Equality & Service Planning	Integrate results into EQIAs for the service (for decision making and transformation projects).	Ongoing
7. Further analysis	Subject to feedback from targeted tenant consultation with ethnic minorities and foreign nationals, complete further analysis if issues or deficiencies are raised.	TBC

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Report To:	Performance Monitoring Panel
Date:	10 March 2026
Subject:	Briefing Note on Anglian Water Protocols
Purpose:	To provide members with an overview of the implications of water infrastructure issues on planning decisions
Key Decision:	No
Portfolio Holder:	Councillor Henry J Bingham, Portfolio Holder for Assets and Strategic Planning
Report Of:	Phil Norman, Assistant Director – Planning and Strategic Infrastructure
Report Authors:	Paul Jackson, Executive Programme Manager Nick Atkinson, Development Manager (Interim)
Ward(s) Affected:	All
Exempt Report:	No

Summary

At PMP held on 10 December 2025 Anglian Water provided a presentation to members on their wider role, this including their role in the planning process, their recent performance in South Holland, and on planned improvements across the network.

Following a wide-ranging discussion, members passed on a range of comments to the planning service. In summary, PMP requested a briefing note to be provided which addressed the implications of the position Anglian Water were seeking to adopt in relation to development management decisions.

Recommendations

That;

- (a) the contents of this report be noted; and
- (b) that this report is presented to members at Planning Committee in order to assist with their decision-making in relation to applications for planning permission.

Reasons for Recommendations

This recommendation meets with the request of PMP.

Other Options Considered

None. The 'Do Nothing' option is not appropriate.

1. Background

- 1.1 At PMP held on 10 December two officers from Anglian Water attended PMP. These officers were Anglian Water's Regional Engagement Manager alongside their Pre-Development Planning Manager. The presentation given by Anglian Water was framed around a presentation, which for ease of reference is attached at Appendix A.
- 1.2 Following the presentation members raised a wide range of issues with Anglian Water. Whilst much of the discussion was focussed on Anglian Water's purpose and their role within the region, a large part of the debate centred on Anglian Water's role in the context of responding to individual applications for planning permission.
- 1.3 Anglian Water clarified that their role in the planning application decision-making process is a limited one, and for two reasons. These two reasons centre on two facts:
 - that developers have an automatic right under the Water Industry Act 1991 to connect to Anglian Water's foul sewer network; and
 - that Anglian Water are not statutory consultees in the planning application process.
- 1.4 Notwithstanding the above, Anglian Water clarified that they routinely respond to applications for both minor and major development. They also give advice, when requested to do so, at pre-application stage and in relation to Scoping Opinions.
- 1.5 Anglian Water further clarified that they were lobbying government for policy changes to improve outcomes for both the environment and their customers.
- 1.6 In essence, Anglian Water made it plain that they were becoming more robust when responding to planning applications, despite the fact that they were not a statutory

consultee. They were also seeking to adopt a similarly robust approach when engaging with emerging Local Plans, for which they are a statutory consultee.

2. Report

2.1 Anglian Water's planning position:

2.2 Anglian Water state that whilst they remain conscious of the need for local planning authority's (LPA's) to maintain a 5 year land supply (5 yls) they have taken legal advice which confirms that a lack of capacity within their network, or within a particular Water Recycling Centre, is a material planning consideration.

2.3 The legal advice obtained by Anglian Water suggests that LPA's can lawfully refuse planning permission, or impose pre-occupation conditions, until upgrades to the network are completed.

2.4 In essence, Anglian Water are of the view that LPA's may refuse planning permission where the WRC/network capacity is lacking, thereby ensuring that environmental protection is achieved alongside compliance with national and local planning policy.

2.5 Anglian Water are, consequently, increasingly suggesting that applications for development should be conditioned such that developments cannot be occupied until network capacity issues or connection issues are resolved.

2.6 In the context of a conditional approach, Anglian Water are routinely seeking to suggest the imposition of a condition along the following lines:

'No occupation of the development is hereby permitted until written confirmation has been provided to the Council by Anglian Water confirming that there is sufficient headroom at the [xxx] water recycling centre to accommodate the foul flows from the development'

2.7 The above is in the form of a Grampian condition. To be clear, a Grampian condition in planning is a negative, pre-commencement restriction that prevents development from starting or being occupied until specific, off-site, or third-party infrastructure works are completed.

2.8 The LPA's role:

2.9 PMP are advised that the determination of planning applications is, in most instances, a function exercised by the district council in its role as local planning authority. The LPA makes planning decisions in accordance with national guidance and the prevailing local development plan, unless material decisions indicate otherwise.

2.10 Additionally, and as members are routinely advised at Planning Committee, all planning decisions need to be made conscious of the need to weigh in the balance the benefits of the proposals against the disbenefits.

2.11 The use of conditions:

- 2.12 When making planning decisions if matters can be addressed by condition they should be, but in order for a condition to be lawful it needs to pass the tests of necessity, relevance (to both planning and the development proposed), enforceability, precision and reasonableness.
- 2.13 In general terms, conditions should not be overly burdensome and the emphasis should be on minimising their number.
- 2.14 In the specific context of pre-commencement conditions, these should only be imposed where they are strictly necessary and with the applicants' agreement. It also needs to be borne in mind that unreasonable or invalid conditions can be challenged through the appeal process. Where they fail the tests an award of costs is likely.
- 2.15 It follows that the use of Grampian conditions requires care; and that where these conditions are imposed they must be generally capable of resolution within the standard three-year time limit of the development itself. There can be no ambiguity or uncertainty where such conditions are employed.

2.16 Network Capacity Concerns:

- 2.17 Anglian Water are not alone in seeking to alter their approach to responding to planning applications. Throughout 2025 it became evident that a number of national Sewerage Undertakers, including Anglian Water (AW), have altered the approach to how they view and respond to consultations on planning applications for residential development. This is specifically the case in areas where recent concerns have come to light regarding an apparent lack of network capacity (referred to as 'negative headroom') to accommodate the additional load arising from new development within the existing sewerage infrastructure/network. The primary concern appears to relate to a lack of headroom capacity at various Waste Water Treatment Works (WWTW) within the area of a particular undertakers' responsibility.
- 2.18 In the case of South East Lincolnshire, this new approach has resulted in a growing number of objections being registered to planning applications for residential development within the Partnership area by AW. This primarily relates to applications for major residential development, which are those that represent key and strategic sites for achieving future growth aims and delivering much needed housing provision for the Partnership area and its residents.

2.19 Legal Framework

- 2.20 As a matter of context, it is a legal right for developers to connect into the sewerage network under Section 106 of the Water Industry Act 1991. In such circumstances the Act confirms that ***'The sewerage undertaker cannot refuse to permit the connection on the ground that the additional discharge into the system will overload it. The burden of dealing with the consequences of this additional discharge falls directly upon the undertaker and the consequent expense is shared by all who pay sewerage charges to the undertaker.'***

2.21 The current approach from a range of sewerage undertakers primarily stems from a lack of historic investment in the upgrading and maintenance of the national sewerage network over a sustained period of time, following past and current housing development, which has resulted in current capacity issues affecting certain areas and settlements across the Partnership area.

2.22 The LPA perspective:

2.23 From a development management perspective, the LPA's of the South East Lincolnshire Councils Partnership ('The Partnership') acknowledge and agree that a lack of capacity within a sewerage system, to accept additional load, is a material consideration in the determination of a planning application. However, in areas where AW considers the sewerage network is at or has already exceeded capacity, its approach has generally been to either submit an 'objection' to a planning application, or to request the imposition of a pre-occupancy condition prohibiting the commencement of the development until such time as upgrades to the system have taken place. In the view of officers this blanket approach is inherently flawed given that each application must be determined on its own merits, and in general accordance with the provisions of the development plan, unless material considerations indicate otherwise.

2.24 It also needs to be noted that, in a national context, the approach adopted by Anglian Water has not been universally accepted by individual LPA's. The reason for this is clear. A blanket approach fails to take account of the individual circumstances of not only individual development proposals but also the planning status of individual sites. Whilst the imposition of a bespoke drainage condition has been supported at appeal in site-specific circumstances, Planning Inspectors have repeatedly returned to the NPPF for clarity. This makes clear, at paragraph 201, that:

'The focus of planning policies and decisions should be on whether proposed development is an acceptable use of land, rather than the control of processes or emissions (where these are subject to separate pollution control regimes). Planning decisions should assume that these regimes will operate effectively. Equally, where a planning decision has been made on a particular development, the planning issues should not be revisited through the permitting regimes operated by pollution control authorities.'

2.25 The conditional approach mooted by Anglian Water has some merit, and particularly so where clear and compelling evidence can be provided that the 'headroom capacity' within a particular WRC is at or over capacity. However, Anglian Water need to go further. They need to demonstrate that there are published plans to upgrade the particular WRC within a reasonable timeframe; or, in the alternative, to recommend refusal of permission and provide clear evidence demonstrating why a particular site cannot come forward within a reasonable timeframe. Officers consider that it is inappropriate for a blanket approach to be taken to all sites potentially served by a WRC which is at or above capacity. Such an approach would effectively stymie all development within a particular locality until such time as Anglian Water effectively addressed the problem. It cannot be the case that the onus is placed on the applicant to demonstrate a matter largely outside of his or her control. This is not the role of the developer and, in this context, such a conditional requirement is considered unreasonable.

3 Moving Matters Forward:

3.1 In order to seek to move matters forward the most reasonable approach would be for the LPA's, across the Partnership, to adopt the following strategy:

3.2 Allocated Sites:

3.3 For sites that are allocated for housing within either the South East Lincolnshire Local Plan (2019) and the East Lindsey Local Plan Core Strategy (2018), an objection raised by AW on the basis of a lack of network capacity will not be considered reasonable. Furthermore, in such circumstances the LPA will not consider the imposition of a condition.

3.4 The reason for this approach is entirely straightforward. Anglian Water are a statutory consultee throughout the Local Plan process. If there were genuine headroom or capacity concerns at site allocation stage, Anglian Water ought to have raised these concerns at that time. The fact that they did not do so, either at site allocation or Local Plan inquiry stage, weighs heavily against any attempt to do so further down the line. Equally, AW have been well aware of the status of statutorily allocated sites since at least the date of adoption of the current suite of Local Plans. They have had ample opportunity to put into place a programme of works to address the capacity issues associated with sites which were known to be coming forward. The fact they have not done cannot now be used as a valid reason for objecting to proposals for sites which have been formally allocated and enshrined in statute.

3.5 In essence, officers consider it unreasonable for Anglian Water to conclude that developments which were known and strategically planned, and which would ordinarily fall within the remit of its Asset Management Team for assessment, are unable to proceed as a result of limitations arising from forward planning around sewerage infrastructure. In summary, allocated housing sites should have been both considered and catered for within the existing 'headroom capacity'. In a development management sense, statutorily allocated housing sites need to be considered to accord Policies 2, 3 and 4 of the SELLP or with Policy SP16 to the East Lindsey Local Plan Core Strategy (2018). All allocated sites are, in land use terms, acceptable in the context of the plan-led approach.

3.6 In summary, throughout the partnership area the view of the LPA must be that the refusal of planning permission for allocated sites on grounds of wastewater capacity would be unreasonable. The development industry needs certainty and each LPA needs to meet its housing targets and seek to maintain a 5 year land supply. To refuse planning permission for an allocated site on the capacity grounds being promoted by Anglian Water would be wholly unreasonable, difficult to sustain at appeal and highly likely to result in an award of costs. This is a risk that would be solely borne by the relevant LPA, rather than Anglian Water. Given all of the above, officers are of the view that there can be no reasonable planning grounds to seek to resist the development of known and allocated sites on grounds of headroom capacity.

3.7 Non-allocated sites:

3.8 Where Anglian Water lodge a standard objection, on network capacity grounds, to proposals for housing on unallocated sites the LPA will engage in dialogue in order to

seek to reach agreement on an appropriate way forward. Anglian Water will be expected to provide, within a reasonable timeframe, clear evidence of the site-specific capacity issues. It will be incumbent upon Anglian Water to provide:

- a. Detailed evidence that there is presently insufficient capacity, or capacity constraints at the relevant WWTW, taking into account both the development proposal itself and all existing developments in the locality that are capable of being implemented. This information will need to be provided on a site-specific basis and calculated in relation to the relevant WRC. Evidence provided on the basis of a wider geographical area will not be taken into account given that such an approach effectively seeks to stymie development until such time as network capacity issues are properly addressed by the statutory undertakers themselves.
- b. Clear evidence that it is reasonably likely that sufficient 'headroom capacity' will become available (through planned network upgrades) within the three-year lifespan of any planning permission issued for the proposed development. This accords with the standard timescale condition attached to all permissions. If Anglian Water cannot provide this information then the blanket conditional approach they are presently suggesting fails to meet the required tests of reasonableness.
- c. In the absence of (b) above, Anglian Water could alternatively provide information relating the provision of other, site-specific, means of effectively dealing with the treatment and disposal of waste water that were not 'headroom' dependent (e.g. on-site private waste treatment plants).

3.9 In circumstances whereby further evidence is provided by AW at this stage of the application process, and where this evidence clearly demonstrates that any of the above 3 options are suitably met, then the LPA will consider the imposition of a suitably worded condition. The condition itself would need to include a requirement to provide details of any necessary off-site infrastructure improvements and a timetable for completion – following which occupation shall only proceed in accordance with the approved phasing plan and/or infrastructure delivery plan.

3.10 In the alternative, and in circumstances where none of the aforementioned 3 options can be evidenced or met, the imposition of the type of Grampian condition presently suggested by Anglian Water will not be considered appropriate. Instead, AW will be requested to either withdraw its request for the imposition of a condition or to submit a consultation response confirming its outright objection to the development proposals, this including site specific grounds and reasoning to substantiate its position in the event of a subsequent appeal. Where such an objection, and robust reasoning, is provided this will be negatively weighed in the planning balance as harm, which may result in the refusal of the application by the LPA.

4 Conclusions

4.1 This report provides the background to Anglian Water's current approach to responding to planning applications within both South Holland and the wider Partnership area. It acknowledges the status of Anglian Water as non-statutory consultees on development proposals and sets out their rationale for objecting to applications for planning permission unless a condition is imposed to prevent

occupancy until headroom capacity issues are addressed. It explains the procedural implications of Anglian Water's approach to commenting on applications for housing development and sets out a proposed LPA response in order to move matters forward.

- 4.2 The proposed approach acknowledges that capacity issues within the waste water network are relevant matters which have a bearing on the determination of planning applications. However, from the perspective of the LPA it is considered that Anglian Water is not in a position to seek to impose unreasonable planning conditions on sites which are already statutorily allocated within our formally adopted Local Plans, plans on which Anglian Water were a statutory consultee.
- 4.3 In relation to non-allocated sites, a clear way forward is proposed. This gives Anglian Water the opportunity to provide the LPA with sufficient information upon which to base a balanced planning decision.
- 4.4 Overall, the proposed protocol proposes a balanced way forward which should have little impact on the ability of the Council as LPA to continue to deliver its currently allocated housing supply. This should provide comfort that there will be little likelihood of interventions from central government on the basis of the Council's inability to deliver its currently allocated housing land.

Implications

South and East Lincolnshire Councils Partnership

None

Corporate Priorities

None

Staffing

None

Workforce Capacity Implications

None

Constitutional and Legal Implications

None

Data Protection

None

Financial

None

Report Approval

Report author: Paul Jackson, Executive Programme Manager
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South Holland District Council Performance Monitoring Panel

Grant Tuffs – Regional Engagement Manager

Hannah Wilson – Pre-Development Planning Manager



Anglian Water



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Our Purpose

is to bring environmental and social prosperity to the region we serve through our commitment to **Love Every Drop.**

We are geographically the **largest water and sewerage company** in England and Wales



Serving

7 million

people across the East of England and Hartlepool

We operate and maintain over **39,000km** of water mains

Laid end to end, this is further than a trip to Sydney and back

And we operate and maintain **78,319km** of sewers



Laid end to end this is almost **twice around** the earth's circumference



88% have a meter fitted

We employ around **6,200** people, and work alongside a further **6,000** alliance partners and contractors.

Our AMP8 plan will see us create circa **7,000** new jobs across the region



We pump less water into supply every day now than we did in 1989, despite supplying

30% more properties

Since privatisation in 1989, Anglian Water has invested **£16.9 billion** improving services in our region.

Our unique region

Home to **15%**
of England's
population



14 diverse
counties



28% of land is
below sea level



Water intensive
businesses



75% of land
is agricultural

Lowest
rainfall



Our AMP8 plan



AMP8 is the next step in our long-term plans

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Development of **2 new reservoirs**



584km of river monitored in real time



>1,000km of mains renewal



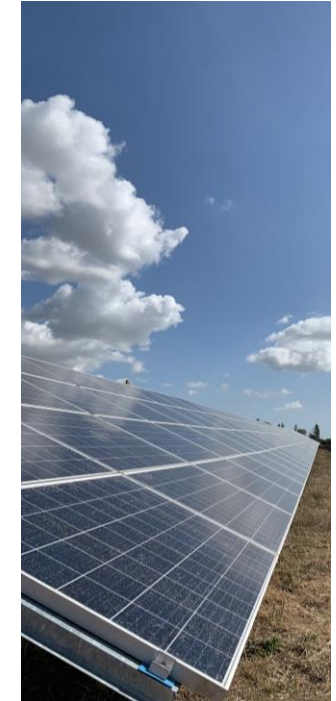
470,000m³ of storage to reduce storm overflows



Desalination planning begins along the Norfolk and Lincolnshire coast



15% reduction in phosphorous released



Reduced emissions by **4,500 tonnes** of carbon per year

Our role in planning

Our say in planning is limited as developments have the automatic right to connect and we are not statutory consultees in planning applications. !!

Under the Water Industry Act 1991, any development with planning permission has an automatic right to connect to our foul sewers.

We respond to minor and major applications, as well as LPA pre applications and scoping opinions

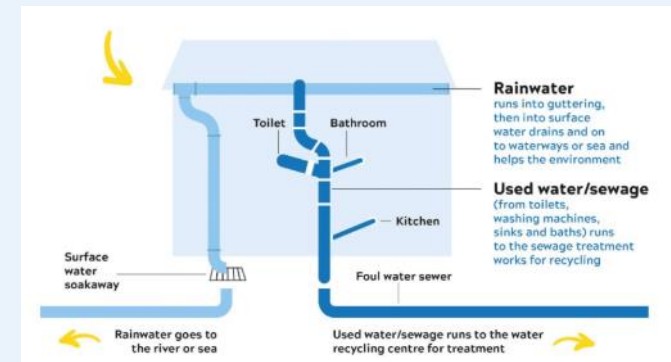
Page 137 Our teams lobby for policy changes to improve outcomes for customers and the environment.

Whilst the government is continuing to consider implementing Schedule 3 of the Flood and Water Management Act, we are becoming more robust on our responses to planning applications (which we are not statutory consultees on) and local plans (which we are):

- Sustainable Point of Connection
- Objection if no growth scheme planned at WRC
- Planning condition if growth scheme planned

The surface water from the roof of 1 house is equivalent to the wastewater flow from 100 houses.

So, we work with customers to tackle misconnections.



Planning Position

Development Management



Impact on 5 year Housing Supply

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Delays to connections if conditions applied

If objections on the grounds of environmental risk are upheld by the LPA, this would restrict growth for a period determined by the return of Dry Weather Flow (DWF) capacity & known growth

WRC Capacity

LPA	WRC Name	Planning Response
South Holland District	COWBIT STW	Pre-Occupation Condition
South Holland District	CROWLAND STW	Object
South Holland District	DEEPING ST NICHOLAS NEW RD ST	Object
South Holland District	DONINGTON STW	Approve
South Holland District	DEEPING ST NICH - WREN CL STW	Object - Descriptive
South Holland District	GEDNEY DYKE ANVIL CLOSE STW	Object - Descriptive
South Holland District	GEDNEY DROVE END HOLBOURN STW	Object - Descriptive
South Holland District	GOSBERTON STW	Object
South Holland District	HOLBEACH STW	Approve
South Holland District	MOULTON STW	Object
South Holland District	SPALDING STW	Pre-Occupation Condition
South Holland District	SUTTON ST JAMES-NEEDHAM DR ST	Object - Descriptive
South Holland District	SURFLEET STW	Pre-Occupation Condition
South Holland District	SUTTON STJAMES SUTTON GATE STW	Approve
South Holland District	SUTTON BRIDGE STW	Approve

Planning Position

Legal Opinion

- Lack of WRC/network capacity is a material planning consideration.
- Local Planning Authorities (LPAs) can lawfully refuse permission or impose pre-occupancy (Grampian) conditions until upgrades are completed.

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Key Arguments Addressed:

- Statutory duties do not guarantee immediate capacity for all developments.
- Pre-occupancy conditions meet the conditions test if capacity will be delivered within a defined period.
- Less onerous conditions (e.g., foul water strategy) are insufficient if they risk pollution.

Conclusion

LPAs may refuse or condition planning permission where WRC/network capacity is lacking, ensuring environmental protection and compliance with national and local planning policy.

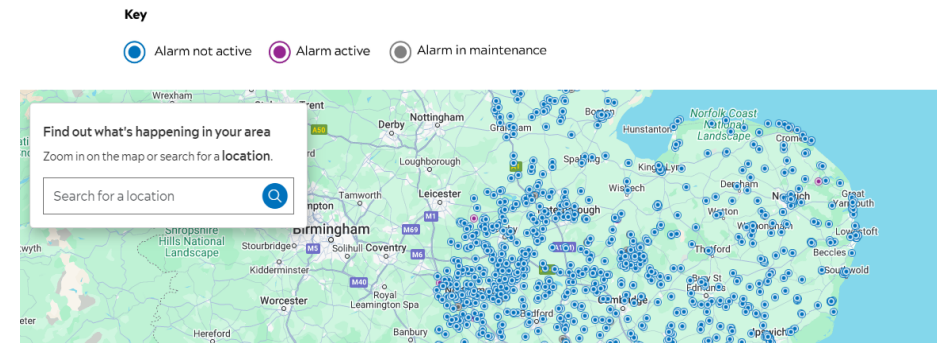
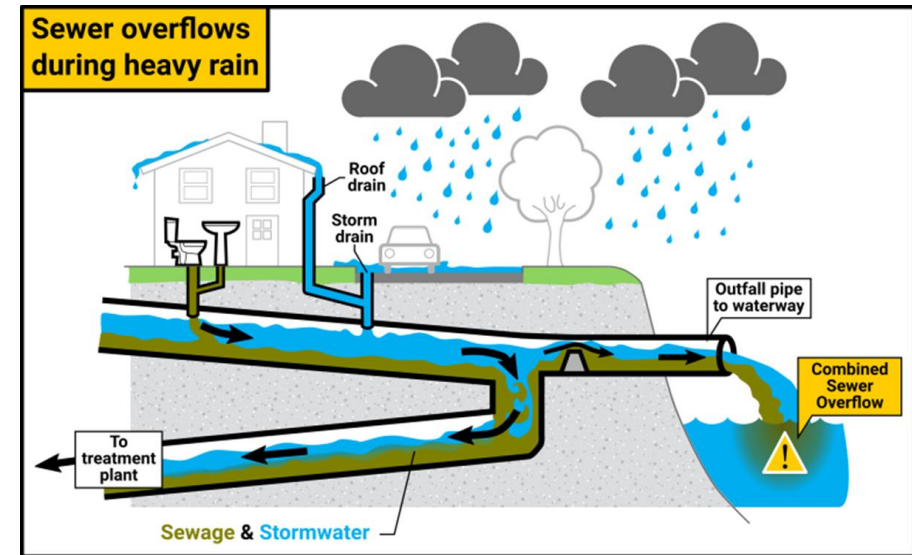
Storm overflows



They occur as a result of combined systems becoming overloaded during high rainfall.

- Combined sewers take both sewage and rainwater and can become overloaded with water following high rainfall events. They take pressure off the system by releasing excess water to protect homes and businesses from flooding.
- All storm overflows are permitted by the Environment Agency as the vast majority of what they release is rainwater.
- Sewers haven't been built like this since privatisation (1989). These days separate foul and surface water systems are built.
- All of our storm overflows are fitted with an Event Duration Monitor (EDM) that measures the frequency and duration of spills.

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We provide near real-time data on our website

Our recent spills performance in South Holland



	2023	2024	2025 (Jan – September)
Total spills	348	411	65
Total duration (hours)	3712.93	4175.4	462.5
Average spills	38.7	45.7	7.2
Average duration (hours)	412.45	463.9	51.4

9 storm overflows – all with Event Duration Monitor (EDM) coverage.

We reached 100% EDM coverage in 2023, so data prior to this is not representative.

Rainfall does impact whether the numbers go up or down.

Storm overflows – planned improvements

We are investing more than ever into tackling storm overflows.

Across the Anglian Water Region, we have **surrendered 10% (157) of our permits** between 2020-2025, and where it isn't possible to remove them, we have an action plan.

Storm Overflow Action Plan to reduce spills by 17% by 2030. It contains a detailed improvement plan for each overflow to ensure that they not discharging more than 10 times a year (on average over 10 years) by 2050.

2025-2030 business plan is geared towards addressing the highest priority storm overflows soonest –

£1 billion on storm overflow monitoring and improvements

- ↳ Dealing with the excess water through removing surface water connections, SuDS and building storm tanks.
- ↳ Greater monitoring, jetting and UV at some sites too.

Environmental spend will double to £4 billion and focus on nature-based solutions, such as wetlands and SuDS.

By 2030, we will reduce total pollutions by 41%, with no serious pollutions. **Additional £100 million injected by shareholders to fast-track improvements.** Primarily through blockage prevention, improving assets we already have and increasing capacity of our systems and increasing our resource to do this.



Just Bin It



80% of sewer floodings are caused by avoidable blockages, affecting customers and the environment.

Blockages are caused by items such as wet wipes and fats, oils and grease being incorrectly disposed of down toilets or sinks.

35,000 blockages a year on our network – nearly all of which are avoidable. In hotspot areas, including Spalding, we have installed 'hedgehog' devices to monitor the number of wipes being put into the sewer. Since August, the hedgehogs have captured around 4,400 wipes in the PE11 2 postcode area.

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Our 'Just Bin It' campaign aims to encourage customers to protect their pipes from blockages and avoid an unexpected plumbing bill.

To avoid blocked pipes and keep sewers clear we all need to **Just Bin It:**

- ✓ Only flush the 3Ps: Pee, Poo and Paper
- ✓ Bin wet wipes and sanitary products
- ✓ Once cooled, bin any cooking fat, oil or grease



We would welcome your continued help in sharing this messaging and can send you links to share.

Our water mains





Most of the bursts we experience are caused by ground movement or freeze-thaw cycles during winter.

Hot weather – we've just had the hottest summer on record, which led to high demand and low pressure. The water tower was impacted by demand spikes, which in turn caused pressure drops in the Wrangle area.

Hot weather often leads to bursts due to ground movement and a leak combined with high demand can significantly reduce system pressure.

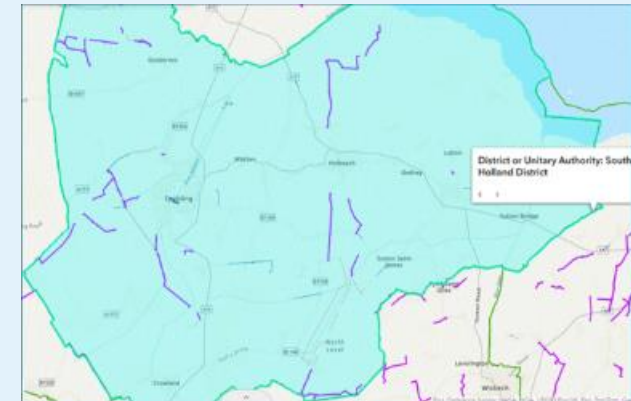
Diameter of mains – if they're small in diameter, this contributes to head-loss when velocities increase.

We've recently implemented a **new model called WISPER** (Water Infrastructure Serviceability Performance Assessment), which helps identify mains eligible for replacement by evaluating:

-  Weather conditions
-  Pipe characteristics (material, diameter, age)
-  Historical burst data
-  Environmental factors such as soil corrosivity and shrink–swell potential

Our plans

In this area we (our IMRDS Capital Delivery arm) are replacing over 82,000 metres of mains during 2025-2030 – an investment of over £18m



Lincs reservoir update

Progressing plans to build a reservoir

- Supply up to 169 million l/d – enough for around **500,000 homes** – and reduce demands on sensitive water environments.
- **Our vision goes beyond simply creating a new water supply.** We want to create a place where people, nature and water come together, with a design that thoughtfully integrates with the surrounding landscape, and connects local communities.
- It will be in supply in **2039 at the earliest.**
- We have already carried out two consultations.
- In **April 2025 we commenced work to develop our proposals further.** Including technical studies and assessments, land surveys and engagement with local communities and stakeholders (like the community liaison group).
- Plan to run a **third consultation** in 2026. The **final pre-application consultation will be in 2027.**
- **Development Consent Order application submission** planned in late 2028/29. **Decision due** in 2029/30 and **construction to begin** 2031/32.

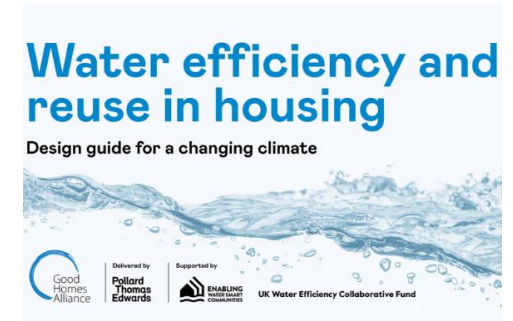


Our work to encourage water saving



Ultimate aim: new houses aren't designed to flush toilets with drinking water. In the meantime, we continue to work collaboratively to promote using less water.

- Worked with Enabling Water Smart Communities (an Ofwat innovation project) on a **new guide that supports architects, developers, planners, and housing associations** with responding to the urgent need for 'water-smart' homes in the UK.



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- Our **developer environmental incentive programme** offers developers £500 per property where they can demonstrate it includes fixtures and fittings that would mean occupants use <90 l/p/d.
- We have worked with partners (the EA, NE and other water companies) to develop a **set of shared standards to support Local Planning Authorities** in delivering sustainable growth and optimal water use.
- Our growth and planning teams **engage with LPAs on their local plans** and provide feedback which includes how they could be improved in terms of efficiency.
- We do lots of **customer engagement to raise awareness** about the need to save water and encourage longer term behavioral change through communications campaigns and our community hub.

Proposed investment in 2025-2030

We have proposed to invest around £11 billion across our region between 2025 and 2030 to meet the needs of our growing region and ensure we are resilient to our changing climate.

These plans are subject to approval by Ofwat, our financial regulator, and we are currently in discussions on the outcome of our final determination.

Over £28.6 million planned investment in South Holland to deliver for customers and protect the environment.

- New treated water tank at West Pinchbeck WTWs
- Ammonia removal scheme at Gosberton WRC
- Storm reduction at Sutton Bridge WRC

* proposed investment is subject to change as we continually review priorities and the best way to deliver scheme requirements.

Any questions?





Report To:	Performance Monitoring Panel
Date:	Tuesday, 10 March 2026
Subject:	Performance Monitoring Panel Work Programme
Purpose:	To set out the Work Programme of the Performance Monitoring Panel
Key Decision:	No
Portfolio Holder:	N/A
Report Of:	John Medler, Assistant Director - Governance (Monitoring Officer)
Report Author:	Christine Morgan, Democratic Services Team Leader
Ward(s) Affected:	None
Exempt Report:	No

Summary

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

Recommendations

That the Panel 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:	Christine Morgan, Democratic Services Team Leader cmorgan@sholland.gov.uk
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Signed off by:	John Medler, Assistant Director - Governance (Monitoring Officer) john.medler@e-lindsey.gov.uk
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Approved for publication:	N/A
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**SHDC PERFORMANCE MONITORING PANEL
CALENDAR OF WORK PROGRAMME ITEMS 2025/2026**

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

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

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

	TO BE CONSIDERED ANNUALLY
The Sir Halley Stewart Playing Field Task Group	Final Report was presented to Council on 21/01/15. Its first recommendation was: That the Council (i) advises the Charity Commission that the Task Group has considered the Commission's Guidance on public benefit and is satisfied that the Council is compliant; (ii) provides a copy of this report to the Commission in order to outline the actions proposed by the Council; and (iii) invites the Performance Monitoring Panel to appoint a Task Group on an annual (single meeting) basis for the specific purpose of ensuring that the Council remains compliant with Charity Commission Guidance. Updates received 24/01/19, 9/11/21, 19/11/22, 4/07/23, 23/01/24 & 11/12/24.
Review of Implemented Planning Decisions <i>Every 2 years wef Oct 23</i>	Tour undertaken 5/09/19; September 2020 tour cancelled as a result of ongoing Covid situation; 27/10/22, 25/10/23 and 16/10/25

	FOR FUTURE CONSIDERATION
Commercialisation	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	<p>To review the Spalding swimming pool and leisure centre, specifically:</p> <ul style="list-style-type: none"> • To consider performance, in relation to the contract, by the Authority and the contractor, particularly with reference to building maintenance and cleanliness, promotion of the facilities and reinvestment in the facilities; • To look at the Council's performance in monitoring the leisure facilities; and • To learn from the outcomes of this scrutiny, to inform future contracts and contract monitoring. 	1 December 2015	21 January 2016	J R Astill T A Carter G K Dark (Chairman) J L King A M Newton	<p>30/08/16. To Cabinet 8/11/16.</p> <p>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.</p> <p>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>Purpose of Review – To establish the current situation with regard to CCTV and make recommendations to Cabinet on the way forward.</p> <p>Terms of Reference – To examine the effectiveness of the SHDC CCTV service and prospects for future provision.</p> <p>Panel received update on 8/04/14 from the Portfolio Holder for Localism and Big Society on the position regarding CCTV. Performance information will be available on the new system in the future, once it becomes operational. The Task Group will remain in operation to scrutinise performance and will start to do this once the information becomes available.</p>	6/11/12	21/11/12	B Alcock M Howard R M Rudkin D J Wilkinson (Chairman)	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.
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