

AGENDA



- Committee - **PERFORMANCE MONITORING PANEL**
- Date & Time - Tuesday, 26 May 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: 15 May 2026

AGENDA

- 1 Apologies for absence.
- 2 Minutes - (Pages 5 - 26)
To sign as a correct record the minutes of the Performance Monitoring Panel held on 10 March 2026.
- 3 Actions - (Pages 27 - 34)
An update on actions that arose at the 10 March 2026 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 35 - 46)
To note the current Key Decision Plan
- 9 Q4 Performance Report 25-26 - (Pages 47 - 78)
To provide an update on how the Council is performing for the period 1 January to 31 March 2026 (report of the Service Director – Corporate enclosed).
- 10 Housing Annual Complaints and Service Improvement Report and Self-Assessment against the Housing Ombudsman Code - (Pages 79 - 148)
To update Members on performance of our Complaints Service 25/26 against the Housing Ombudsman's Code (report of the Service Director – Housing enclosed).
- 11 Garden Waste Collection Rounds - (Pages 149 - 154)
To provide an update on the current performance of the garden waste collection (report of the Executive Director – Communities enclosed).
- 12 Castle Sports Swimming Pool Pump Update - (To Follow)
To receive an update on the Castle Sports Swimming Pool Pump, as requested by members at the last meeting of Performance Monitoring Panel (report of the Executive Director – Programme Delivery to follow).
- 13 Performance Monitoring Panel Work Programme - (Pages 155 -
To set out the Work Programme of the Performance Monitoring Panel

(report of the Service Director – Legal & Governance (Monitoring Officer) enclosed).

162)

14 Any other items which the Chairman decides are urgent -

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