

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 30 August 2016 at 6.30 pm.

PRESENT

M D Booth (Vice-Chairman)

G R Aley
J R Astill
C J T H Brewis
T A Carter

G K Dark
P C Foyster
R Grocock
J D McLean

A M Newton
A C Tennant
J Tyrrell

In Attendance: The Place Manager, the Environmental Services Manager, the Communities Manager, the Corporate Improvement and Performance Manager, the Democratic Services Officer, Inspector Jo Reeves, the Portfolio Holder for Community Development and the Portfolio Holder for Place.

Apologies for absence were received from or on behalf of Councillors B Alcock, R Clark and J L King.

10. PERFORMANCE OVERVIEW REPORT QUARTER 1 2016/17

Action By

With the permission of the Chairman and the agreement of the Portfolio Holder for Community Safety and Inspector Jo Reeves, this item was considered as the first item of business at the meeting.

Consideration was given to the report of the Executive Director Strategy and Governance which provided an update on Council performance for the period 1 April 2016 to 31 June 2016. Areas where performance had improved since the previous quarter were brought to Members' attention, as were areas of concern where performance was below expected.

Quarter 1 saw similar levels of performance against indicators as had been experienced in Quarter 4 last year. The performance was rated as good with 56.25% of indicators being green which indicated good performance above the organisational expectation. There were two amber indicators and five red indicators which in total made up the remaining 43.75% of indicators.

Areas of success highlighted within the report included: Customer Services (call waiting times and customer complaints); Commercial Property occupancy; Staffing (turnover); Planning (application determination); and Revenues (Business Rate and Council Tax collections).

Areas of concern highlighted within the report included: Customer

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Service (call abandonment); and Housing Re-Let Times. The Panel also received an update on the following areas, currently showing as 'red':

- Missed Waste Collection Rate – A change in routes had caused a spike in missed collections however, the situation was now improving.
- Percentage of Working Days Lost to Sickness – This was still showing as 'red' however, there had been a marked improvement.
- Housing re-let (void) times – Although still showing as 'red', the situation was improving. The Panel had set up a Task Group to look at this area and work would be commencing shortly.

The Panel raised the following issues:

- Fly-tipping continued to be a problem – how was the Authority taking action with regard to enforcement?
 - Fly-tipping was notoriously difficult to enforce as it was not always possible to identify the perpetrator. The use of cameras for identification purposes was not a straightforward solution as fly-tipping did not always occur at the same sites, and strict legislation relating to the use and positioning of cameras had to be adhered to. However, the Council had a zero tolerance policy towards fly-tipping and would tackle the problem with the resources it had at its disposal.
- Signage at sites where fly-tipping occurred frequently should be taken forward.
- Some individuals offering disposal services to the public were fly-tipping items collected, rather than disposing of them in the correct manner. The public had a duty of care to find out how these individuals were actually disposing of the items that they collected.
- The local Press had recently provided good publicity for the Council regarding the prosecution of some fly-tippers.
- The fee charged by the Authority for the collection of bulky items did provide good value for money, and the Authority was one of the cheapest providers within the areas. Unscrupulous providers of a disposal service could always undercut the Authority.

The Chairman stated that the information showed the Authority's performance moving in the right direction, and that these efforts should be congratulated.

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AGREED:

That the report of the Executive Director Strategy and Governance be noted.

(The Corporate Improvement and Performance Manager left the meeting following discussion of this item).

11. DECLARATION OF INTERESTS

There were none.

12. CRIME AND DISORDER UPDATE

Crime and Disorder Update/Policing in the South Holland area

The Portfolio Holder for Community Development provided his last crime and disorder update to the Panel on 16 September 2015. During discussion on a variety of issues, it had been agreed that the Panel receive a further update, and that Inspector Jo Reeves be asked to attend to answer members' questions regarding policing matters. It was therefore agreed that the Crime and Disorder update and the Policing in the South Holland area discussion be considered as one item.

Inspector Jo Reeves and the Communities Manager provided a presentation to the Panel which provided information on Community Safety in South Holland and which also addressed questions submitted by members prior to the meeting.

How were Community Safety Priorities set?:

- Force Priorities were set by the Police and Crime Commissioner
- The Chief Constable produced an operational delivery plan
- SHDC – Corporate Plan 'To develop safer, stronger, healthier and more independent communities whilst protecting the most vulnerable
- Local Community and Neighbourhood Policing Team priorities
- Lincolnshire Community Safety Partnership priorities
- East Lincolnshire Community Safety Partnership priorities
- Community Safety Survey (Councillors were asked to promote the survey in their wards)

The Lincolnshire Community Safety Partnership had identified the following priorities on which it would focus its activities during 2015-18 (the Panel was advised that the Community Safety

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Report would be presented next week to the Board, and that this information would then be shared with the Panel):

- Anti-Social Behaviour and Hate Crime
- Domestic Abuse
- Reducing Offending
- Serious and Organised Crime
- Substance Misuse
- Sexual Violence

The presentation provided the Panel with the following data relating to crime in South Holland:

- Number of crimes per 1000 population – this provided figures for 2014/15 and 2015/16 for all Lincolnshire districts. The figures for South Holland were the second lowest in the county. Although there had been a slight increase in the current year's figures, they were still considerably lower than the national average.
- Anti-Social Behaviour – the data compared incidents for 2015/16 to the previous year, 2014/15. It showed figures decreasing however only reported data was available therefore any potential non-reported Anti-Social Behaviour would not be reflected. The Inspector confirmed that there was no correlation between the incidence of Anti-Social Behaviour and the migrant population.
- Hate Crime – Figures were available for April 2015 to March 2016, and Quarter 1, April – June 2016, separating out the various types of Hate Crime and numbers for the Lincolnshire districts. The first quarter of the current year showed a downward trend although a decrease in numbers could not necessarily be considered a success as it did not reflect unreported crimes. Work was being done to promote the reporting of hate crime when it occurred.

Partnership working was undertaken in a number of different ways. Low level intervention was helpful as many issues could be dealt with early on, thus preventing larger issues in the future:

- Attendance at Anti-Social Behaviour Risk Assessment Conference
- Working with Vulnerable Adult Panels
- Working with Blue Light Engagement Group (alcohol related)
- Working with Victim Support
- Community Engagement (the Police were now engaging with the public in a different way, rather than expecting the public to go come to them, they were engaging in different venues).

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There had been a very positive response.)

Finally, the Panel was advised of the various ways of reporting crime and how incidents were prioritised. Inspector Reeves stated that it was important for all incidents to be reported however small, as they could have links to other crimes.

AGREED:

- a) That the information within the presentation, delivered by Inspector Jo Reeves and the Communities Manager be noted;
- b) That within their own wards, Councillors be requested to promote the Community Safety Survey, engagement events and the reporting of all crime;
- c) That the Lincolnshire Community Safety Partnership's 2015/16 Community Safety Report be circulated to Panel members after it had been considered by the Board; and
- d) That the Portfolio Holder for Community Development be requested to provide a further Crime and Disorder update to the Panel in six months' time.

EH, CM

EH, CM

13. UPDATE ON CLOSED CIRCUIT TELEVISION (CCTV) IN SOUTH HOLLAND

Consideration was given to the report of the Executive Director Place which updated members on progress with the South Holland CCTV Scheme and the use of the system to date.

In February 2014, South Holland District Council agreed to enter into a partnership agreement with Boston Borough Council to transfer the operation of the CCTV service to Boston Borough Council for an improved monitoring service.

The previous system needed to be replaced to improve the effectiveness of the system, improve the quality of transmitted and tracked images, comply with new legislation and codes of practice governing the monitoring of public Space CCTV and to provide a regularly monitored system.

The installation of the wireless infrastructure kit and the cameras took place between June and September 2015. This highlighted transmission problems with the proposed main wireless links, affecting the town links to the control point. Alternative wireless providers were investigated and re-surveying of each town for alternative transmission points was undertaken. This delayed the

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transmission of camera images to Boston control room.

Challenges with transmission of information from the cameras to the control room led to significant delays to the project and to final sign off. However, as of 17 August 2016, Spalding, Crowland and Holbeach cameras were transmitting to Boston Control room.

Monitoring data was available for the Spalding cameras for the period June 2015 to July 2016, and full details were provided in Appendices A and B to the report. The figures for April 2016 to March 2017 would be the first full year of monitoring and would provide an accurate base line for quarterly and yearly comparisons. The data only related to Spalding. Appendix B was for Quarter 1 of 2016/17 and included incidents for Crowland and Holbeach cameras.

As detailed in the appendices, since the cameras had been installed, CCTV Operators had completed 104 incident records and contributed to 17 arrests. CCTV data did not include records for arrests resulting from images reviewed post incident. The majority of data available in the CCTV Statistical reports was internal control room data. Incidents included: thefts; anti-social behaviour; criminal damage; suspicious activity; traffic collision; drink offences; and public order. The highest number of recorded incidences was for missing persons or concern for welfare, with 23 incidences.

AGREED:

- a) That the content of the report be noted;
- b) That CCTV statistical information be provided to the Performance Monitoring Panel on a quarterly basis; and
- c) That any queries about the South Holland District Council CCTV Scheme continue to be directed to the Communities Manager.

(Inspector Jo Reeves and the Communities Manager left the meeting following consideration of this item).

14. MINUTES

The minutes of the meeting held on 15 June 2016 were signed by the Chairman as a correct.

At that meeting, a number of issues had been raised by the Panel relating to Network Rail, and the Place Manager provided an

EH, CM

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update on progress:

- Station issues (outside areas) – Network Rail had been contacted by an Enforcement Officer on 16 July 2016 regarding the state of the outside areas. A positive response had been received via the Estates Department (cutting of grass and pruning of bushes) however, this had only been undertaken in the area immediately outside of the station building. The platform and car park areas were managed by others.
- Station issues (building) – The operators (East Midland Trains) had been contacted by the Transport Forum, and the Authority had been informed that they would be visiting the station on 22 September 2016 to discuss issues relating to the building. The Place Manager would be attending to represent SHDC. East Midland Trains had also advised that all weeds would be cleared by 26 September 2016.
- A number of wider issues had been raised by the Panel (downtime of barriers, faulty barriers, future changes and complaints processes). The Place Manager advised that representatives from Network Rail would be visiting SHDC on 26 October 2016, to provide a briefing prior to the meeting of the Council that evening. In attendance would be the Area Director (Gary Walsh), and the Communications Manager (Rachel Lowe). Network Rail were also hoping to send an engineer, although this would be confirmed closer to the date. Members were encouraged to attend the briefing in order to raise their concerns with the representatives.

AGREED:

- a) That the minutes of the Performance Monitoring Panel meeting held on 15 June 2016 be signed by the Chairman as a correct record; and
- b) That Panel members to encouraged to attend the briefing with Network Rail, prior to the meeting of Council on 26 September 2016, to raise issues of concern.

CM

15. QUESTIONS ASKED UNDER STANDING ORDER 6

There were none.

16. TRACKING OF RECOMMENDATIONS

There were none.

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17. ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were none.

18. KEY DECISION PLAN

Consideration was given to the Key Decision Plan issued on 4 August 2016.

AGREED:

That the Key Decision Plan issued on 4 August 2016 be noted.

19. FINAL REPORT OF THE SWIMMING POOL AND LEISURE CENTRE CONTRACT TASK GROUP

Consideration was given to the report of the Shared Executive Manager Governance, which requested that the Panel consider for approval the final report of the Swimming Pool and Leisure Facilities Contract Task Group.

The Performance Monitoring Panel had established the Swimming Pool and Leisure Facilities Contract Task Group on 1 December 2015, and the following scope had been agreed:

- 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.

A summary of the Task Group's findings, conclusions and recommendations was included within the report provided to members.

DECISION:

That the final report of the Swimming Pool and Leisure Facilities Contract Task Group be approved for presentation to the Cabinet.

CM

20. PERFORMANCE MONITORING PANEL WORK PROGRAMME

Consideration was given to the report of the Executive Manager Governance, which set out the Work Programme of the

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Performance Monitoring Panel. The Work Programme consisted of two separate sections, the first setting out the dates of the future Panel meetings along with proposed items for consideration, and the second setting out the Task Groups that had been identified by the Panel.

The Panel was reminded that a date had been set for the Review of Implemented Planning Decisions – it would be held on 15 September 2016. Those members that had not yet confirmed attendance were requested to do so within the next few days, and all members were advised that if attending, they should do so for the whole of the event.

With regard to Task Groups, the Panel was advised that work on the Performance of the re-letting of voids Task Group would be starting shortly.

AGREED:

That both sections of the Panel's Work Programme, as set out in the report of the Executive Manager Governance, be noted.

(The meeting ended at 8.35 pm)

(End of minutes)