

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 7 February 2017 at 6.30 pm.

PRESENT

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

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

R Clark
G K Dark
P C Foyster
R Grocock

A M Newton
A C Tennant
J Tyrrell

In Attendance: The Executive Director Place, the Corporate Improvement and Performance Manager, the Environmental Services Manager, the Business Intelligence Officer, the Democratic Services Officer and Councillor G Taylor (Portfolio Holder, Communities and Facilities).

Apologies for absence were received from or on behalf of Councillors J L King and J D McLean.

30. REVIEW OF IMPLEMENTED PLANNING DECISIONS

With the permission of the Chairman, this item was considered as the first item of business at the meeting.

Consideration was given to the report of the Executive Director of Place, updating the Panel on the response from Planning Committee to the Panel's recommendations.

The Panel had made the following recommendations to the Planning Committee:

a)

- That consideration of evidence on viability of housing schemes is more transparent and robustly challenged to ensure the delivery of schemes as originally approved. It is suggested that the District Valuer (or equivalent) is contacted with a view to exploring member training on viability.
- That greater consideration is given to the design and layout of housing development through the exploration of the potential for a specific Supplementary Planning Document to be produced as part of the emerging Local Plan. This should also seek to address design responses to increase floor levels on the basis of flood risk.
- That consideration is given to effective long-term open

Action By

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space management and the mechanisms for successfully delivering of site contributions in lieu of on-site provision. This could be achieved through a revised Supplementary Planning Document on Open Space, as part of the emerging Local Plan, as well as through the Council's commercialisation agenda.

- That planning conditions are reviewed to ensure that they are precise and enforceable. For example, there is concern as to at what point developers should complete the finished surfacing of roads that serve development.
 - That an up-to-date 'Enforcement Plan' is produced with a view to supporting effective and timely enforcement.
 - That members are encouraged to undertake their own, or exceptionally, request Committee undertake site visits, where there is considered to be a significant impact, for example wind and solar farms.
- b) That it be recommended to the Planning Committee that the Review of Implemented Planning Decisions tour continue on a biennial basis; and,
- c) That the Performance Monitoring and Policy Development Panels work together in order to promote design, and that with the Policy Development Panel's consent, this be undertaken as follows:
- That two members of the Performance Monitoring Panel join a Task Group already set up by the Policy Development Panel to review public open spaces.
 - That Councillor Alcock and Councillor Newton be members of this joint Task Group.
 - That alongside the issues already agreed by the Policy Development Panel for consideration by the Review of Public Open Spaces Task Group, recommendations made by the Performance Monitoring Panel following the review of implemented planning decisions also be addressed, particularly those relating to open space and the finishing off of pavements in new developments.

The recommendations were noted and agreed by Planning Committee and the minute stated that "Councillors expressed that it had been a worthwhile exercise, well-structured and that there had been a good variety of applications to consider".

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AGREED:

That the report be noted.

31. MINUTES

AGREED:

- a) The minutes of the Performance Monitoring Panel meeting held on 8 November 2016 were signed by the Chairman as a correct record.
- b) The minutes of the Joint Performance Monitoring Panel and Policy Development Panel meeting held on 25 October 2016 were signed by the Chairman as a correct record.
- c) The minutes of the Joint Performance Monitoring Panel and Policy Development Panel meeting held on 22 November 2016 were signed by the Chairman as a correct record.

32. DECLARATION OF INTERESTS.

There were no declarations of interest.

33. QUESTIONS ASKED UNDER STANDING ORDER 6

There were no questions asked under Standing Order 6.

34. RESPONSE OF THE CABINET TO THE FINAL REPORT OF THE SWIMMING POOL AND LEISURE FACILITIES CONTRACT TASK GROUP

The final report of the Swimming Pool and Leisure Facilities Contract Task Group was considered by the Cabinet on 8 November 2016.

The Portfolio Holder for Communities and Facilities thanked the Task Group for their report and informed the Panel that the Cabinet had approved all of the Task Group's recommendations. He had discussed the recommendations with Managers at the Swimming Pool.

In addition, the Executive Director – Place apologised that progress had taken longer than expected and informed the Panel that he had been in contact with the Managing Director of 1Life. The following action had been taken against the recommendations:

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a) Recommendation

That a full time cleaner is considered by 1Life as part of their annual budget allocations. It is evident that additional hours are required for the proactive cleaning of the swimming pool facility, in particular the changing room areas, in order to adhere to the requirements of the contract.

Action to date

- The Castle Complex had 1 X 30 hour cleaner and 1 X 6 hour cleaner.
- All staff had cleaning duties in their job description.
- Additional dedicated pool changing room cleaning resource was requested by the 1Life Contract Manager. This was approved and interviews were scheduled for week commencing 6 February.
- Regional management had also approved an external contractor deep clean to assist with problem areas.
- New cleaning chemicals had also been sourced and would be available from March 17 once all staff had received training.

b) Recommendation

That contract management of the site improves with a formally recorded daily and weekly monitoring regime and that should standards fall short of the requirements within the contract, the contract warning system is to be followed through and robustly pursued by the contract manager.

Action to date

- A daily and weekly monitoring regime was in place on site.
- There was a daily and weekly cleaning schedule which must be completed by staff on site.
- The 1Life Contract Manager had developed a more detailed list for internal inspections that duty managers were to complete.
- These were viewed at contract monitoring meetings.
- Despite these measures being in place, standards of cleanliness still fell short of customer expectations.
- As such, additional resource had been committed for additional weekly unannounced visits from SHDC officers. These were in a detailed breakdown, against the daily, weekly and monthly items in the contract.
- If standards fell short Improvement Notices or Default notices would be served. Monitoring of these would be included in the Strategic Board meetings with 1Life Managing Director.
- Following the outstanding concerns, officers met with the

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1Life Contract Manager, 1Life Operations Director and the new Regional Director in January and requested a full improvement plan.

- This has been received and further detail requested.
- This will be monitored and sanctions used if this is not met.

c) Recommendation

That staff within the facilities record and notify management of any repairs required on a daily basis and that these are dealt with in a timely manner. In addition, all outstanding repairs and maintenance should be undertaken promptly to improve standards at the leisure facilities.

Action to date

- There is an inspection sheet for logging all maintenance issues or cleanliness issues.
- A new loose sheet log has also been created for main hirers or regular clubs at the facility to document any concerns.
- These will be reviewed at the monthly contract meetings against the contract.

d) Recommendation

That the blue overshoe policy is reviewed immediately and a new, more effective policy is put in place within three months.;

Action to date

- This has been reviewed and seriously considered. A suitable alternative is not available at this time. Blue overshoes are industry standard.
- Consideration was also given to other physical measures, such as a turnstile to ensure that each person entering the changing room area puts on the overshoes but this has been discounted due to emergency access in and out.
- 1Life Operations Director was looking into site specific alternatives and in the interim refreshed and prominent signage had been installed, all staff should be reminding customers and reminders have gone out in swim school letters.

e) Recommendation

That these recommendations are allocated to an identified officer to ensure they are actioned and that an update is received by the Performance Monitoring Panel on actions against these at 7 February 2017 meeting.

Action to date

- The Communities Manager had responsibility for all of

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these actions.

f) Recommendation

That the Performance Monitoring Panel is involved in the consultation stage of any future option appraisals in respect to Leisure Facilities provision in South Holland as detailed

Action to date

- This work had not yet commenced.

In discussing the action taken, the Panel discussed the importance of the Council using the contract sanctions that were available to it and also of managing the public relations aspects of concerns.

The Panel asked for an update at the meeting in May 2017.

AGREED:

- a) That the Cabinet's response to the recommendations of the Task Group be noted;
- b) That progress against those recommendations be noted; and
- c) That a progress report be made to the May meeting of the Panel.

EH, CM

35. ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were no items referred from the Policy Development Panel.

36. KEY DECISION PLAN

The Panel considered the current Key Decision Plan and stressed the importance of the document being full and accurate.

The Corporate Improvement and Performance Manager informed the Panel that under transparency regulations the Council was required to publish a contracts register. If Councillors wished to have input into this then it could be reported to the Panel every 6 months.

AGREED:

That the Corporate Improvement and Performance Manager reports the Contracts Register to the Panel on a six-monthly basis.

CM, GP

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37. PERFORMANCE OVERVIEW REPORT - QUARTER 3 2016-17

Consideration was given to the report of the Executive Director Strategy and Governance which provided an update on Council performance for the period 1 October 2016 to 31 December 2016. Areas where performance had improved since the previous period (Q2 2016/2017) were brought to members' attention, as were areas of concern where performance was below expected levels or was considered to be worsening.

The Corporate Improvement and Performance Manager informed members that there had been technical issues with the production of the report and information relating to the numerators and denominators would be circulated shortly.

Quarter 3 saw increased levels of performance against the majority of indicators compared to the performance seen in Quarter 2. Performance was rated as good with 82% of indicators being green which indicated good performance. There was 1 amber indicator and 2 red indicators which in total made up the remaining 18% of indicators.

Areas of concern highlighted within the report included the following:

Housing Benefit LA Error Rate

The Housing Benefit LA error rate currently stood at 0.45% against a target of 0.48% which was equal to £67,000. Councillors appreciated that this was not as bad as it sounded as it was under the threshold to incur a penalty. Weekly updates were received from CPBS.

The Panel sought clarification regarding the long-standing housing benefit cases. This was raised with CPBS on a regular basis and a position statement would be circulated to Councillors shortly.

AGREED:

- a) That the report of the Executive Director Strategy and Governance be noted; and
- b) That the following documents be circulated to the Panel:
 - Numerator and denominator information
 - Position statement on Housing Benefit

CM, GP

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38. ENFORCEMENT

The Panel received a presentation from the Environmental Services Manager outlining how South Holland District Council proposed to provide a pro-active coordinated Authority-wide approach to enforcement in the future.

Councillors agreed that this was an important issue for residents and the following points were made:

- There was an important role for Communications so that the press and public were aware of the enforcement work being undertaken by the Council.
- There was a perception that enforcement took too long with too much onus placed on the complainant to 'keep a log'
- Enforcement powers needed to be exercised in respect of dog fouling with complainants able to give information anonymously.
- There needed to be a direct way for Councillors to report issues
- It was important that feedback detailing action taken was given to anyone who reported an issue

The Executive Director – Place informed Council that a service review was currently being undertaken which took in lots of teams that currently undertook enforcement. A report would be made to Council in March 2017.

AGREED:

That the presentation be noted.

39. SIR HALLEY STEWART PLAYING FIELD TASK GROUP

A verbal update on progress with the recommendations of the Task Group was given by the Executive Director – Place.

It was noted that of the 15 recommendations, 12 had been satisfied and 3 were still in progress.

Recommendation

- The Council 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
 - Complete

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Recommendation

- Provides a copy of this report to the Commission in order to outline the actions proposed by the Council
 - Complete

Recommendation

- 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
 - Complete

Recommendation

- The site remains secured when not in use under a formal booking and that bookings only be granted where the proposed use has some connection to sport
 - Complete

Recommendation

- The Council advertises the availability of the site more widely and begins by erecting appropriate signage at the site entrance in a similar format to the sign at Spalding Cemetery
 - Complete. Signage had been installed and information had been updated on the refreshed website

Recommendation

- Organise an open day at which local sports clubs are invited to have a stall – possibly linked to the next People's Parade.
 - An event was held on 17 August 2015 to promote a physical activity and wellbeing programme across the district and local sports club invited.
 - Based on Member feedback, an additional Showcase event had been scheduled for 2 April 2017 for sports clubs which would help promote their Easter holiday and Summer activities

Recommendation

- That management and promotion/ branding of the Sir Halley Stewart Field be improved, and that users / interested parties be consulted on any proposed changes to promotion / branding
 - Complete. The revised booking form, guidance and information was available on the SHDC website.

Recommendation

- That a new charging mechanism be introduced in order to ensure that hirers who use services such as gas, electricity (including floodlights), water and sewage are required to meet

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the full cost of their use of the playing field and that officers consider the best mechanism for achieving this.

- Fees and charges were reviewed for 16-17 and there were appropriate rates for matches, pitch and dressing room, local league rates, juniors, training and field training. There were additional rates for floodlights per hour.
- Additional measures had been put in place to control and measure utility consumption. Utility costs across facilities continues to be reviewed and new providers and rates for electricity were agreed in Q3 of this financial year for the Sir Halley Stewart Playing Field. This would enable further work on cost recovery to be undertaken.
- Hirers for events and activities would be bespoke based on their requirements.

Recommendation

- That, as part of its Building maintenance Programme and/or Capital Renewal Programme, the Council considers repairing / improving the Council-owned buildings/structures at the site (including the entrance gates) together with the heating and lighting systems in the changing rooms. Such repairs/ improvements to ensure that minimum standards are maintained as may be required by law (such as health and safety, disability discrimination etc.)
 - An on-site audit took place in July 2015 and all remedial action had been completed.
 - A mechanism was in place to report and assess any ongoing maintenance issues.
 - The work to the gates had been completed.

Recommendation

- Officers introduce a reporting mechanism to ensure that any health and safety issues that are identified are reported to the Portfolio Holder and that the costs and charges are monitored regularly through the Spalding Town Forum.
 - An update would be given at the Spalding Town Forum, date to be confirmed.

Recommendation

- That officers produce a user-friendly guide to booking the playing field and that officers review the booking form to ensure that it is easy to follow. The Guide to be circulated to all local schools and sporting clubs.
 - Complete – for booking all open spaces for activities, events or sports

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Recommendation

- That a policy on bookings be drafted by the Leisure and Tourism Facilities Manager
 - The revised sports specific booking form was agreed and implemented. A Seasonal SUFC policy was sent to the league on an annual basis.

Recommendation

- That officers investigate the possibility of the booking form and policy being made available through Customer Services and, assuming that this is feasible, staff be trained to assist customers who wish to make such bookings
 - All the information was available on the website for customers and officers. This action had developed further with plans in place to address through the Council's digital work programme and book and pay.

Recommendation

- That all applications for bookings be assessed in accordance with new policy and that in any case where the officer with delegated authority wishes to make a decision which falls outside of the policy, the officer be required to consult with the relevant Portfolio Holder or Junior Portfolio Holder
 - Bookings were only approved within accordance with the agreed Hire Agreement Form or Events Booking Process.
 - If any requests outside of these parameters came in, officers would consult with the Portfolio Holder

Recommendation

- Where any hirer is required to insure against any particular risks, the hirer be required to provide copies of such insurance certificates that the Council may require (such as a fire certificate)
 - Complete

Recommendation

- That SUFC be approached with a view to making it clear that any and all works to meet league requirements must be undertaken at their own cost and shall only take place with SHDC's consent.
 - Complete

Recommendation

- Existing and future works must not interfere with any future use by other hirers (in due course this may require barriers, for example, to be made removable)
 - Ongoing

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Recommendation

- Given that there are clearly insufficient playing areas to accommodate the number of youngsters now keen to join junior football teams and leagues, officers investigate the possibility of establishing two junior pitches alongside the main pitch, such investigations to include an examination of the likely costs (such as the cost of drainage and lighting)
 - Initial investigations had shown that the available space was not sufficient for junior pitches on this site. However, this continued to be reviewed across all our playing field sites.
 - In October 2016 analysis of Playing Field usage was undertaken across Sir Halley Stewart Playing Field, Castle Field and Monkshouse Field to help inform future facility development. This included April 13-March 16 figures and would be updated in April 2017 to include 16-17 figures for comparison.
 - This would also link with work in the Local Plan and Playing Field Strategy.
 - There had not been any major investment at the Sir Halley Stewart Field at this point as the Council were looking at its facilities as a whole and in light of potential funding

Recommendation

- That any works identified are incorporated into a work programme and allocated to an identified officer
 - Complete

Councillors discussed issues with the football club; seeking reassurance that the rent charged cover all of the costs and also that there was an appropriate level of insurance. The Executive Director – Place agreed to look into this.

AGREED:

- a) That the progress report be noted; and
- b) That the Executive Director – Place report back to Councillors on issues raised.

EH, RW

40. **PERFORMANCE MONITORING PANEL WORK PROGRAMME**

Consideration was given to the report of the Executive Manager Governance, which set out the Work Programme of the Performance Monitoring Panel. The Work Programme consisted of two separate sections, the first setting out the dates of the

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future Panel meetings along with proposed items for consideration, and the second setting out the Task Groups that had been identified by the Panel.

AGREED:

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

41. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were no urgent items.

42. EXCLUSION OF THE PRESS AND PUBLIC

It was not necessary to give consideration to excluding the press and public.

43. EXEMPT MINUTES OF THE JOINT MEETING OF THE PERFORMANCE MONITORING PANEL AND POLICY DEVELOPMENT PANEL HELD ON 25 OCTOBER 2016

These minutes were agreed earlier in the meeting without the need to exclude the press and public.

(The meeting ended at 8.25 pm)

(End of minutes)