

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 13 November 2018 at 6.30 pm.

PRESENT

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

G R Aley  
P C Foyster

J D McLean  
A M Newton

M D Seymour  
S Wray

In Attendance: The Executive Director Commercialisation (S151), the Executive Manager Growth, the Place Manager, the Communities Manager, the Corporate Improvement and Performance Manager, the Inward Investment Manager, the Democratic Services Officer and the Portfolio Holder Communities and Facilities.

Apologies for absence were received from or on behalf of Councillors J R Astill, C J T H Brewis, G K Dark, J L King, A C Tennant and J Whitbourn.

**23 MINUTES**

**AGREED:**

- a) That the minutes of the meeting of the Performance Monitoring Panel held on 26 September 2018 were signed by the Chairman as a correct record;
- b) That the minutes of the meeting of the Joint Performance Monitoring Panel and Policy Development Panel held on 4 October 2018 were signed by the Chairman as a correct record.

**24 DECLARATION OF INTERESTS.**

There were no declarations of interest.

**25 QUESTIONS ASKED UNDER STANDING ORDER 6**

There were no questions asked under Standing Order 6.

**26 TRACKING OF RECOMMENDATIONS**

There were no responses of the Cabinet to consider.

**Action By**

**PERFORMANCE MONITORING PANEL -**

13 November 2018

**27 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.**

There were no items referred from the Policy Development Panel.

**28 KEY DECISION PLAN**

Consideration was given to the Key Decision Plan issued on 5 November 2018.

**AGREED:**

That the Key Decision Plan issued on 5 November 2018 be noted.

**29 PERFORMANCE OVERVIEW REPORT - QUARTER 2 2018/19**

Consideration was given to the report of the Executive Director, Strategy and Governance, which provided an update on Council performance for the period 1 July 2018 to 30 September 2018.

Quarter 2 saw performance drop slightly in comparison to quarter 3. Performance was rated as 'moderate' with 12 indicators being green (63%) which indicates good performance. There were 3 (15%) amber indicators and 4 red indicators (21%), highlighting lower than expected performance. There were 7 indicators which were classified as data only – this meant that they were monitored without requiring a target.

The Corporate Improvement and Performance Manager highlighted the following:

- There had been a significant increase in complaints received – trend analysis was being undertaken to try and identify why.
- Staff turnover – a comparison of the Authority's staff turnover against the national average was currently being undertaken.
- One of the recommendations within the report was that the current target score for staff turnover was amended to reflect modern turnover rates for local authorities. The proposal was that the maximum threshold for staff turnover was amended from 10% to 17.5% for 2018/19.

In discussing the report, the following key points emerged:

- Members asked if there was a trend in the increase in complaints? Officers responded that this formed part of the trend analysis work currently being undertaken. The results of this would be brought back to a future meeting.

## **PERFORMANCE MONITORING PANEL -**

13 November 2018

- Members asked if staff turnover was higher in certain grades of staff than others? Officers responded that high level reasons for staff turnover were included within the report, but this information had to be interrogated further and the information brought back to the Panel.
- Members responded that it would be useful to see the results of exit interviews. Officers advised the individuals could not be identified but the information could be summarised.
- Members commented that collection rates, particularly for Business Rates, were good, and that staff should be congratulated. It was hoped that this would reduce the amount of money the Authority had to write off.

### **AGREED:**

That the content of the report be noted.

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

## **30 CRIME AND DISORDER PARTNERSHIP UPDATE**

With the agreement of the Chairman, this item was brought forward on the agenda.

Consideration was given to the report of the Executive Director Place which provided members with an update on community safety partnership work at a County and local level. The Portfolio Holder Communities and Facilities and the Communities Manager were in attendance to provide further information and answer the Panel's questions. The following issues were raised:

- Officers confirmed that to date, 33 Fixed Penalty Notices had been issued by the wardens and that although the charges varied depending on how promptly they were paid, they averaged £75. Members questioned whether this level of income was sustainable once the funding for the wardens ended.
  - Officers commented that alternative models had been explored before commencing this project. The benefit of the current delivery project was that in addition to generating some income and tackling the issue, it was also providing an educational role and building an evidence base for future business models.
- Officers provided some background to members on the Youth Restorative Option, referred to within the report. It was a new

**PERFORMANCE MONITORING PANEL -**

13 November 2018

initiative which aimed to reduce the levels of anti social behaviour.

- Members commented that they wished to see more information on output. There had been similar boards previously which had delivered mixed results and more information on this initiative was required, advising how the various agencies were working together to solve the problem.
- Members asked whether mental health was an issue that was being monitored, and whether it was possible to monitor how much the issue was a background to crimes that were committed.
  - Officers responded that the mental health of victims and perpetrators was an issue for the ASB Core Priority Group. It was very active, with a county lead and more training being provided for front line staff. Consideration was being given to how mental health nurses and professionals could provide help. Anti social behaviour cases could be tracked with information going through the PCC and at County Council level in respect to mental health and Crisis. More information on this would be provided within the next report.

**AGREED:**

- a) That the content of the report be noted; and
- b) That a further update report be provided to the Panel in six months time, to include information on how the Youth Restorative Option would be working with various agencies to address the issue of antisocial behaviour, and links between mental health and crime.

EH CM

**31 SWIMMING POOL AND LEISURE FACILITIES CONTRACT TASK GROUP UPDATE**

With the agreement of the Chairman, this item was brought forward on the agenda.

Consideration was given to the report of the Executive Director Place which provided members with an update on the recommendations of the Swimming Pool and Leisure Facilities Contract Task Group. The Task Group had presented its recommendations to Cabinet in November 2016, and the Panel had since been provided with three progress updates.

**PERFORMANCE MONITORING PANEL -**

13 November 2018

The Communities Manager provided an update on the Task Group's recommendations. She also advised that its recommendations had been included within the contract and service specification for the new leisure contract, which was shortly to be awarded. Better performance and feedback was anticipated.

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

- Where feedback was received, were these responded to, and could it be established if multiple comments were received from the same individuals?
  - Officers responded that feedback was provided however, these were anonymised and it was therefore not possible to know if the same individual provided comments more than once.
- Members stated their dissatisfaction at the closure of facilities due to lack of staff.
  - Officers responded that there had been challenges in recruiting lifeguards. An Improvement Required Notice had been issued and followed up, to ensure the problem was addressed.
- Members commented that social media and digital marketing were important issues – what was the plan going forward if the contract provider changed?
  - Officers responded that a communications plan was an important part of the contracts. It was likely that if the provider changed, there would be some teething problems however, it was hoped that any changes would be as seamless as possible
- Members commented that generally, the report was good, and that issues raised were now being dealt with.

**AGREED:**

- a) That the content of the report be noted; and
- b) That a further update report be considered in six months time.

(The Portfolio Holder Communities and Facilities and the Communities Manager left the meeting following consideration of this item).

EH CM

**PERFORMANCE MONITORING PANEL -**

13 November 2018

**32 OPPORTUNITY PETERBOROUGH**

Consideration was given to the report of the Executive Director Commercialisation, which updated the Panel on activity undertaken through the Council's relationship with Opportunity Peterborough to date, and set out the work programme for the next six months.

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

- Members commented that a good foundation had been achieved, but that the next few months would bear out whether it had been beneficial. It was important that the marketing and communication document was robust, and that South Holland was sold well to the Peterborough/Cambridgeshire area.
- The Panel was concerned that progress would not be known for a further six months. An update was required sooner. Members also requested that feedback from Fenland and South Kesteven Councils (who had also worked with Opportunity Peterborough) be provided.
  - Officers responded that feedback from both authorities would be sought, and that this and an update on progress would be provided to the next meeting of the Panel.

**AGREED:**

- a) That the report be noted; and
- b) That an update report, to include feedback from Fenland and South Kesteven councils, be presented to the next meeting of the Panel.

NB

**33 ECONOMIC DEVELOPMENT**

Consideration was given to the report of the Executive Manager Growth, which provided an update on how economic development was undertaken and promoted in South Holland. Issues covered included Opportunity Peterborough, business engagement, major sites and infrastructure, inward investment, skills, Grants4growth and other grant funding, and strategic engagement.

Members commented that it was good to receive such a positive report, and that many initiatives now were bearing fruit. The Authority needed to ensure that it was successful in achieving its

**PERFORMANCE MONITORING PANEL -**

13 November 2018

fair share of funding from the GLLEP and other funding organisations, and the Panel needed to be reassured that all monies available were being applied for.

**AGREED:**

- a) That the contents of the report be noted; and
- b) That a further update be provided to the Panel at its next meeting.

NB, MH

**34 INFORMATION ON FUTURE COMMERCIALISATION PROJECTS**

Consideration was given to the report of the Executive Director Commercialisation, which provided an update on activities and progress made on growth and commercialisation properties.

Details of current projects were detailed within the report. Members were advised that resourcing was still the most challenging issue however, business was still being done.

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

- Members asked whether, now some positions had been filled, officers were satisfied that the programme of work could be delivered?
  - With regard to housing, officers responded that the additional resources helped. Housing delivery, resources had been a large issue however, project delivery was now being supported. Interviews would shortly be taking place for technical support.
  - Officers also stated that there was a need to find new projects to replace those that were well underway. Issues such as planning, viability could make this difficult however, the situation was moving forward, and some helpful work with Homes England had been undertaken.
- Members asked what was happening with South Holland Homes.
  - Officers stated that there were plans to resurrect the company. It had been established with certain Articles, consideration had to be given to the legal aspects of changing this however, it would not be straightforward. Consideration should also be given to whether it would be easier to make changes to

## **PERFORMANCE MONITORING PANEL -**

13 November 2018

the company in its present position, or to start afresh.

- Members asked, with the house building cap now removed, where would resources be found within the building trade.
  - Officers agreed that the Authority needed to gear up to address this situation, and that it needed to work with suppliers, landowners and developers.
  
- Members asked what the situation was in relation to the bridge that formed part of the Spalding Western Relief Road. The road was a priority for the whole wellbeing of the district, and for its economic future.
  - Officers responded that this project was the main focus for the Executive Programme Manager, and that the northern end was now proceeding at a greater pace.
  
- Although commercialisation was now a regular item on the Panel's Work Programme, members requested that sufficient time be given for discussion of larger individual issues such as Ayscoughfee Hall Museum and the South Holland Centre. Members wished to look at individual projects in more depth, and not too late in the process.
  - Officers advised that it was likely that informal briefing sessions to all members would be undertaken at appropriate times. Some issues be undertaken over a period of time. Formal reports would ultimately be presented to Cabinet, with overarching reports to the Panel. Officers would try to engage members as much as possible.

### **AGREED:**

That the report be noted.

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

**PERFORMANCE MONITORING PANEL -**  
13 November 2018

**AGREED:**

That the Work Programme provided by the Executive Manager –  
Governance be noted.

**36 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

There were no urgent items.

(The meeting ended at 8.35 pm)

(End of minutes)

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