

ACTIONS

		<u>ACTIONS FROM THE PERFORMANCE MONITORING PANEL MEETING HELD ON 16 MARCH 2022</u>	
Minute number			
38.		<u>SWIMMING POOL & LEISURE FACILITIES TASK GROUP UPDATE Q3 2021/2022</u>	
*		To update the Panel on issues arising from the 16 March 2022 PMP meeting, in 3 months' time: in particular to include progress made regarding a timeline and costed plan for a new leisure facility in Spalding. UPDATE: Leisure Facility update added to the Performance Monitoring Panel agenda/Work Programme for 15 June 2022.	Phil Perry / Democratic Services
39.		<u>PERFORMANCE OVERVIEW Q3 2021/2022</u>	
*	(a)	Members suggested a call-back system be in place for the Contact Centre to mitigate lengthy call answering times. UPDATE: Amie Househam to update the Panel at the next meeting on 15 June 2022.	Amie Househam
✓	(b)(i)	Fly-tipping data to be checked to ensure accuracy. UPDATE: Corey Gooch supplied the following response to the Panel via email on 11/04/22: "I can confirm the data has been checked against our internal performance monitoring system, as well as the Environmental services data recording system and we can confirm the data reported is correct as per the report (performing positively)."	Corey Gooch
✓	(b)(ii)	A specific fly-tipping incident that had been closed in error was being investigated. UPDATE: The case had now been resolved.	
*	(c)	Members requested a narrative be included for the Freedom of Information (FOI) performance information UPDATE: Narrative will be provided as part of the next Performance report (Q4).	Corey Gooch

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45.		<u>PERFORMANCE MONITORING PANEL WORK PROGRAMME</u>	
*	(a)	To request that a report from the Public Toilets Task Group comes forward to the next meeting to update the Panel on the outcome of its work. UPDATE: The Strategic Property Manager to lead on this item at the next meeting on 15 June 2022.	Democratic Services
*	(b)	For the Task Group covering 'The effectiveness of management companies' set up to undertake maintenance on residential estates throughout the district past, present and for the future' be commenced/reviewed in the near future. UPDATE: Task Group to be merged with the Public Open Spaces Task Group. Initial discussions regarding a way forward to take place in June 2022 between Head of Planning, Portfolio Holder for Planning and Chairman of the Performance Monitoring Panel. Panel to be updated in due course.	Democratic Services