

# ACTIONS

		<b><u>ACTIONS FROM THE PERFORMANCE MONITORING PANEL MEETING HELD ON 29 NOVEMBER 2022</u></b>																
<b>Minute number</b>																		
<b>34.</b> 22/23		<b><u>ACTIONS: UPDATED RESPONSES</u></b>																
✓		<p>Members referred to update regarding Public Conveniences and asked why public toilets were not open when advertised.</p> <p>MINUTED MEETING RESPONSE: The Panel was advised that a response would be sought from the Environmental Services Team.</p> <p><b>UPDATE:</b> I have spoken to the operative who working in the Sutton Bridge area. There have been 2 occasions pre-Christmas when the toilets have been closed due to blocked drains which is a common fault with the block at Sutton bridge. The operative reported that the drains were blocked and closed the toilets until they were clear and running fine. The Council did not have any responsibility for the drainage issues encountered at the Curlew Centre toilets.</p>	<b>Neil Stratton Charlotte Paine</b>															
<b>41.</b> 22/23		<b><u>WORKFORCE DEVELOPMENT STRATEGY</u></b>																
✓		<p>Members requested that a table of information be provided which detailed the staff resources involved in the work on the strategy and the amount of time devoted to this area of work.</p> <p><b>UPDATE:</b> Requested information circulated by email and included below.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Function:</th> <th style="text-align: left;">Whom:</th> <th style="text-align: left;">FTE (Full Time Equivalent)</th> </tr> </thead> <tbody> <tr> <td>Strategic Oversight</td> <td>Workforce Development Board</td> <td>Meets monthly</td> </tr> <tr> <td>Strategic development &amp; delivery of the Strategy</td> <td>Group Manager, Organisational Development</td> <td>0.7 FTE</td> </tr> <tr> <td>Operational Support</td> <td>Transformation Officer (s) Corporate Communications</td> <td>0.3 FTE 0.2 FTE</td> </tr> <tr> <td>Operational delivery</td> <td>HR Team (PSPS) ICT Team (PSPS)</td> <td>Key actions for delivery of the Workforce Development Strategy form part of the Service Level Agreements with the HR &amp; ICT Support Services teams.</td> </tr> </tbody> </table> <p>In addition to the above, all Service Managers, Assistant Directors and the Senior Leadership play an integral role in the successful development and deployment of the Workforce Development Strategy. Feedback and involvement in development is also supported by the Policy Readers Panel, Staff Forum, Joint Consultative Committee &amp; Health &amp; Safety Working Group.</p>	Function:	Whom:	FTE (Full Time Equivalent)	Strategic Oversight	Workforce Development Board	Meets monthly	Strategic development & delivery of the Strategy	Group Manager, Organisational Development	0.7 FTE	Operational Support	Transformation Officer (s) Corporate Communications	0.3 FTE 0.2 FTE	Operational delivery	HR Team (PSPS) ICT Team (PSPS)	Key actions for delivery of the Workforce Development Strategy form part of the Service Level Agreements with the HR & ICT Support Services teams.	<b>Rachel Robinson</b>
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		<b><u>Q2 PERFORMANCE REPORT 22-23</u></b>	
<b>42.</b> <i>22/23</i>			
✓	<b>(a)</b>	<p>Members referred to the market stall occupancy rate and requested that the data be separated to detail occupancy of the different markets within the district, rather than as a total.</p> <p><b>UPDATE:</b> <b>Noted.</b></p>	<b>Corey Gooch</b>
✓	<b>(b)</b>	<p>Members noted the 67% increase in calls to the Contact Centre due to the Council Tax Rebate Scheme and questioned whether action had been taken to improve outward communication to reduce demand on the service. Was the data being utilised to inform action?</p> <p><b>UPDATE:</b> <b>Customer contact data is now reviewed weekly, not only at a senior management level but within the service to influence communication with other internal teams and then to residents in order to reduce 'avoidable contact'.</b></p>	<b>Corey Gooch Amie Househam Communications</b>
✓	<b>(c)</b>	<p>Members referred to the Homelessness performance detailed at point 2.3 of the report and requested that the 4 unpreventable cases and the 51 pending cases be reviewed to see if earlier engagement would lead to better outcomes. In depth triage at an early stage was called for</p> <p><b>UPDATE:</b> <b>Housing data is being reviewed to understand the link between earlier engagement and how this can improve outcomes for residents.</b></p>	<b>Tom Marsters Gemma Johnson</b>
✓	<b>(d)</b>	<p>Members noted the Freedom of Information performance at point 2.4 of the report and asked whether late responses had been attributable to multiple requests from single enquirers. A narrative which detailed the reasoning behind the data was requested for future reports.</p> <p><b>UPDATE:</b> <b>Noted.</b></p>	<b>Corey Gooch</b>
✓	<b>(e)</b>	<p>Members noted that the number of reports which had not been made available to the Democratic Services team for</p>	<b>Corey Gooch</b>

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		<p>agenda publication had doubled and asked for commentary to be included in future Performance reports.</p> <p><b>UPDATE:</b> Noted.</p>	
✓	(f)	<p>Regarding the format of the report:</p> <ul style="list-style-type: none"> <li>• a refinement of commentary was requested throughout</li> <li>• contextual commentary was required where statistics alone had been stated; and</li> <li>• where percentages had been stated, the statistics behind the percentages also needed to be included.</li> </ul> <p><b>UPDATE:</b> Noted.</p>	<b>Corey Gooch</b>
<b>45.</b> 22/23		<b><u>SOUTH HOLLAND CENTRE ACTION PLAN</u></b>	
✓		<p>An update on progress against the Business Plan be presented to the Panel in six months' time</p> <p><b>UPDATE:</b> Added to the work programme.</p>	<b>Phil Perry</b>
<b>46.</b> 22/23		<b><u>SIR HALLEY STEWART TASK GROUP UPDATE</u></b>	
x	(a)	Members asked for the balance sheet and hire costs to be circulated to the Panel.	<b>Phil Perry</b>
*	(b)	<p>That the Sir Halley Stewart Playing Field Task Group be re-established to investigate the issues raised during the meeting.</p> <p><b>UPDATE:</b> The Democratic Services Manager is in the process of setting up the Task Group to convene early February 2023 – to report to the 14 March 2023 Performance Monitoring Panel meeting.</p>	<b>Matthew Hogan Democratic Services</b>
<b>47.</b> 22/23		<b><u>INVESTIGATION OF NETWORK OUTAGE IMPACTING SHDC AND THE WIDER PARTNERSHIP IN SEPTEMBER 2022</u></b>	

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✓	(a)	<p>Members referred to the modern-day dependency on ICT and stated that the risk should have been more carefully considered. Members requested that the pre- and post-incident risk scores, which related to the reliability on a single network line, be circulated to the Panel.</p> <p><b>UPDATE:</b> Requested risk scores circulated to the Panel on 9 December 2022</p>	<b>Jackie Wright</b>
x	(b)	<p>A report come forward to the Panel detailing the results of the resiliency options investigation and subsequent action taken</p>	<b>Jackie Wright</b>
		<b><u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</u></b>	
45. 21/22	*	<p><b><u>16 MARCH 2022</u></b> <b><u>PERFORMANCE MONITORING PANEL WORK PROGRAMME</u></b></p> <p>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.</p> <p><b>UPDATE:</b> the Task Group covering ‘The effectiveness of management companies’ 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. The Portfolio Holder confirmed that the issue was not yet ready for PMP involvement and was still being discussed at Executive level. At the 29 November 2022 PMP meeting, the Chairman explained the logic behind the merging of the Task Groups and gave reassurance to members that both areas would be scrutinised in due course.</p>	<b>Phil Norman</b> <b>Cllr Grocock</b>