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		ACTIONS FROM THE PERFORMANCE MONITORING PANEL MEETING HELD ON 4 JULY 2023	
MINUTE NO.		**ITEM**	**RESPONSIBLE OFFICER**
2. *23/24*		**ACTIONS**	
✓	**(a)**	Regarding action 22b *22/23* (Joint PMP/PDP 26 Jan) noted below, in respect of the playing field equipment budget, members requested that a timetable be provided for the creation of a register of play areas and the development of a Play Area strategy. UPDATE: Planning colleagues have appointed a company to undertake the work on play areas and open spaces in order to inform a partnership wide play strategy. This is important because this piece of work will determine what we have where, and what each area is missing in terms of play. The timescale for completion is the 24th September 2023. **Action 22b *22/23*** *Members noted that the budget for 2022/23 had included a spend of £2000 on playing field equipment which was considered inadequate. Such facilities were required more than ever in the post-Covid era, and a greater investment was called for in 2023/24.* *MINUTED MEETING RESPONSE:* *The Deputy Chief Executive – Corporate Development would refer the query to the service and report back to members.* *UPDATE:* *The budget remains at the same level it has been in previous years whilst additional work is undertaken to better understand the extent of need and therefore, budget required. Initially, a piece of work is being commissioned by the planning department to understand and create a register of the play areas and open space in the district. This will then support a Play Area strategy which, using the register, will be able to better determine the areas that we have and ensure that they are providing value to the communities. With this, we will be in a position to recommend the budget required to deliver the strategy. This piece of work will be done across the departments of Planning, Communities and Neighbourhoods.*	**Victoria Burgess**
x	**(b)**	Action 58b *22.23* noted that an update would follow on CCTV incidents zone analysis data. Members requested that a date be provided as to when this update would be available.	**Dee Bedford**

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		UPDATE: To follow	
*	**(c)**	In relation to action 45 *21/22*, members requested an update on the timetable for the setting up of the Task Group. Members needed to be made aware if no action was to take place. UPDATE: The Head of Planning met with the Chairman on 1 August 2023 when this matter was discussed.	**Phil Norman**
7. *23/24*		**KEY DECISION PLAN**	
✓		In respect of 'uPVC window and door replacement contract 2023-2026', members asked why the windows and doors were being replaced as they were supposed be long lasting and also asked whether there was a rolling programme of replacement. MINUTED MEETING RESPONSE: The Projects Surveyor had provided the following update for the Panel: 'uPVC windows have a life span of 30 years. The age of the existing windows had either reached this age or will have by the end of the contract period. The windows were installed on a planned maintenance programme and had been maintained on a need to basis by our housing repairs team' The Portfolio Holder for Communities and Operational Housing confirmed that she would seek clarification but stated that windows and doors were not automatically replaced and were surveyed first to ascertain whether a replacement was required. Update: uPVC windows which are in need of repairs, such as failed double-glazed units etc, in the first instance are repaired by our repairs team. In the financial year 2022/2023 we carried out 420 individual repairs to uPVC windows. Of these 88 or 21% were raised on properties that would be due to have their windows replaced within the lifecycle of the current contract programme. uPVC windows and doors like all other major structural elements of our properties are replaced on a cyclical capital works programme as part of the Councils ongoing commitment to delivering the Decent Homes Standard. The Decent Homes standard is a minimum standard which no social housing should fall below. If any components within the property are old and need replacing, or require immediate major repair, then the dwelling is deemed to be not in a reasonable state of repair and remedial action is required. A component is defined as 'old' if it is older than its standard lifetime.	**Darren Tyrie** **David Higgs**

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		The Social Housing (Regulation) Act 2023 has now received royal accent. This has given the Regulator of Social Housing authority to consult on a new set of proactive consumer standards. Under the proposed decency standard, the council is required to evidence the following requirement: • Registered providers must ensure that tenants homes meet the standard set out in section five of the governments Decent Homes Guidance and continue to maintain their homes to at least this standard. uPVC windows typically have a life expectancy of between 20 – 30 years, which can vary depending on the original quality of the units, their installation and routine maintenance undertaken. The Council provides reactive maintenance to concerns raised by our tenants. The Council has taken the longest industry standard for life expectancy of uPVC window at 30 years and using this accepted industry criteria, we now have a number of properties where the windows have reached this age due to the earliest installs being carried out in 1993/94. Once a property has been identified as being within the replacement window criteria, it is added into a programme and a joint visit is undertaken by the appointed contractor and an SHDC surveyor. This visit is carried out to; • Establish if the upgrade/replacement is required, by considering but not limited to the following factors:-. Are they letting in drafts and cold air due to the seals failing? Is there visible damage to the frames such as cracking or joint failures.? Are the units opening and closing correctly? Is condensation or misting of the double-glazed units apparent? • The level of works that are required, • To create plans/ drawings and to • To liaise with the tenants regarding start dates and colour choices The Government has set a target for social housing providers to increase the energy efficiency of their homes be achieving an EPC C rating by 2030. The cyclical capital works window replacement programme will, along with other efficiency works such as measures installed as part of the Social Housing Decarbonisation Fund Wave 2.1 works and future Government funded programmes, assist the Council in achieving this requirement. Typically, the windows previously installed some 30 years ago are significantly thermally inefficient compared to modern windows. They would have a thermal efficiency rating [U rating] of around about 2.4 W/M²K, whereas the replacement windows will have a U value of 1.2 W/M²K. This is in line with the	

		current Building Regulations and will by default for our tenants increase the thermal efficiency of their home, making them warmer and in these times of increasing fuel costs and fuel poverty cheaper to heat. Due to the age of the windows, I would doubt if we had any knowledge of the width of the existing without going to a tenant's home and measuring them and that assumes that over the years all the same style and size were installed. With regards to the new windows. Within the specification we do not specify the section of the window frames. What we specify is the performance requirements of the window, and it would be up to the manufacture to use the suitable section from their accredited systems to meet our performance requirements. The performance requirements for the windows are as follows. *All Windows and sidelights are to achieve an 'A' energy rating certificated by the British Fenestration Rating Council [BFRC].* *U-values of windows glass and frames must meet the Building Regulations and must be BFRC Certified and have an "A" Rated Energy Index. Centre Pane "U Value" of 1.2W/m²K [or better]. Thermal Transmittance Whole Window "U Value" of 1.4 W/m²K [or better].* *All replacement sidelights must achieve Building Control standard of Maximum U-Value = 1.3 W/m²K for units with >50% internal face glazed.*	
11. *23/24*		**Q4 Performance Report**	
✓	**(a)**	Members requested that more details be provided on how many homelessness cases were currently open and where these cases were located within the district. UPDATE: We have a combined 549 cases (Open and Raised Cases). The difference is: Open Cases are assigned to officers and are being worked on (434). Raised Cases are where customers have approached us but haven't provided enough information (115).	**Tom Marsters**
✓	**(b)**	Members requested information on the proportion of homeless people the team were working with that were not native to South Holland. This would help members to understand the bigger picture of the homelessness issue. UPDATE:	**Tom Marsters**

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		We cannot differentiate between South Holland Customers and those from a different area. For the purpose of the homelessness legislation, people may have a local connection with a district because of residence, employment or family associations in the district, or because of special circumstances. It is a stringent process and applicants must meet the following criteria: A person has a local connection with the district of a local housing authority if they have a connection with it: • because they are/ or in the past were normally a resident there/ and that residence is or was of his own choice - The Local Authorities Agreement suggests that a working definition of normal residence sufficient to establish a local connection should be residence for at least 6 months in an area during the previous 12 months, or for 3 years during the previous 5 year period. • because they are employed there, - With regard to (b) the applicant should actually work in the district: it would not be sufficient that their employers' head office was located there. • because of family associations - this may extend beyond partners, parents, adult children or siblings. They may include associations with other family members such as step-parents, grandparents, grandchildren, aunts or uncles provided there are sufficiently close links in the form of frequent contact, commitment or dependency. The Local Authorities Agreement recommends that in order to give rise to a local connection, the family members relied upon as family associations should have been resident in the district for a period of at least 5 years at the date of application from homelessness assistance. So generally all of our customers have good links to our district and as such we will support. Where applicants meet the criteria for the relief duty or for the main housing duty, and the authority considers that the applicant does not have a local connection with the district but does have one somewhere else, the housing authority dealing with the application can ask the housing authority in that other district to take responsibility for the case.	
✓	**(c)**	Members asked if the performance figures for homelessness at Boston Borough Council and East Lindsey District Council were similar to South Holland's and whether a benchmarking exercise had taken place MINUTED MEETING RESPONSE:	**Corey Gooch**

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		The Portfolio Holder for Communities and Operational Housing confirmed that the Business Intelligence and Change Manager would be able to feedback on this to the Panel. UPDATE: Benchmarking takes place across the performance framework for the partnership and figures at an operational level are reviewed and shared at team meetings, if the panel wishes to see these figures this could be arranged.	
✓	**(d)**	Members referred to the performance of the Customer Contact team relating to the speed at which calls were answered. Members asked whether the new call-back system that had been installed was working well and whether there had been any glitches in the system. Further feedback was needed. UPDATE: The contact centre enhancement of call back in queue was introduced on the 9th May. This has been a very successful implementation, with overwhelming positive feedback from customers. Since the 9th May until the end of Q1, there have been 1,514 call backs for South Holland. There are some points to note, firstly that a customer cannot use a withheld number and also the customer must wait until the confirmation of their has been loaded before the call is disconnected. We have had a handful of cases where either a withheld number or where the call has been disconnected too early. There have been regular updated communications on this via the website and social media, as well as targeted phone messages to ensure this is promoted to all customers to prevent this happening. In view of the fact that Customer Contact do not answer calls for Planning or Building control, we have removed the message from the beginning of the call to each individual call route, that the contact centre answers, to better manage customer expectations. For note when a customer calls 01775 761161, when the customer selects the Planning or Building Control option, they are navigated away from the contact centre and into the service directly. As the call back in queue is a contact centre enhancement, these call types, as they do not come via Customer Contact, cannot benefit from this enhancement. We have seen a month-on-month improvement to the calls answered, the average speed to answer, with fantastic feedback from both customers and Cllrs, although it should be recognised that enhancements such as this are being put in place to firstly, improve the customer experience, as well as offset the continued increase in demand pressure that is being presented to the service. In Q1 2023/24, there is again a rise in demand when compared to Q1 2022/23 and taking into consideration, last year was the start of the one-off Energy Rebate enquiries.	**Amie Househam**

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14. *23/24*		**PERFORMANCE MONITORING PANEL WORK PROGRAMME**	
✓		The Panel expressed support for a 'Leisure' update and 'Crime and Disorder' update to be scheduled for the September PMP meeting. UPDATE: Actioned.	**Andrea Tait**
		HEALTH AND WELLBEING HUB UPDATE	
✓		Members requested that a copy of the presentation be circulated to the Panel after the meeting. UPDATE: Actioned.	**Forrest White**

		OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS	
58. *22/23*		**24 JANUARY 2023** **CRIME AND DISORDER REPORT**	
x	**(b)**	Members referred to the CCTV SHDC incidents zone analysis data and noted that a high number of incidents were reported from a small number of CCTV cameras. Members enquired whether the data could distinguish single incidents captured across multiple cameras sited at close proximity. UPDATE: To follow.	**Dee Bedford**
47. *22/23*		**29 NOVEMBER 2022** **INVESTIGATION OF NETWORK OUTAGE IMPACTING SHDC AND THE WIDER PARTNERSHIP IN SEPTEMBER 2022**	
*		A report to come forward to the Panel detailing the results of the resiliency options investigation and subsequent action taken. UPDATE 6 April 2023:	**Jackie Wright**

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		Since the previous report, the KCOM links contracts have been novated from LCC to the District Council. Options for a resilient link have been explored and the report is in draft. It is expected this will go through to ICT Strategy in the next month for review. UPDATE 7 June 2023: The options for Internet resiliency have been explored and a paper is currently with Officers for consideration. UPDATE 25 July 2023: Report was considered by Strategy Board and has since been presented to PFH, who has asked for alternate options to be explored.	
45. *21/22*		**16 MARCH 2022** **PERFORMANCE MONITORING PANEL WORK PROGRAMME**	
*		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: 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. UPDATE 29 November 2022: 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. UPDATE 11 April 2023 & 7 June 2023: Head of Planning confirmed that there were no further updates at this stage. UPDATE 1 August 2023: The Head of Planning met with the Chairman on 1 August 2023 when this matter was discussed.	**Phil Norman**