

ACTIONS

<u>ACTIONS FROM THE PERFORMANCE MONITORING PANEL MEETING HELD ON 15 NOVEMBER 2023</u>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
38. 23/24		<u>Q2 PERFORMANCE REPORT 2023/2024</u>	
✓	(a)	<p>Regarding reported FOI requests, members queried the number which could be considered ‘general enquiries’ and therefore had the potential to be answered by improvements to published website information.</p> <p>MINUTED MEETING RESPONSE</p> <p>The number of requests deemed to be ‘general enquiries’ would be investigated and reported to the panel after the meeting.</p> <p>UPDATE:</p> <p>FOIA questions and trends are monitored in service for patterns, to identify areas where better publication are required. A large proportion of FOIA requests are sent to every UK Council using tools like ‘WhatDoTheyKnow’ – these people do not read our website first. We only had cause to use an exemption to FOIA where the information was already published 14 times in the past year. I would consider about 50 of the 450 since April as being “general requests”.</p>	Richard Steele
✓	(b)	<p>In respect of complaints, members enquired whether a common theme had been identified.</p> <p>MINUTED MEETING RESPONSE:</p> <p>A breakdown would be shared with the panel at the 23 January 2024 meeting.</p> <p>UPDATE:</p> <p>The areas where there are more than 1 or 2 complaints at stage 2/3 of the policy are primarily planning (26) , housing (33) and waste (16) . Followed by Revenues / Housing benefits (10). In some cases complaints are complex and affect 2 or more departments</p> <p>.</p>	Richard Steele
✓	(c)	<p>Members queried the reason for the increased trend in homelessness approaches</p> <p>MINUTED MEETING RESPONSE:</p> <p>The data was dependent upon whether the resident was at prevention or relief stage; any identified trends would be shared with the panel.</p> <p>The annual rough sleeper count was due to take place the day after the current meeting and the data would be shared with the panel.</p> <p>Members requested that a relevant Homelessness officer attend the next meeting to answer questions.</p> <p>UPDATE:</p>	Corey Gooch Tom Marsters

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		The Homelessness Reduction Manager is scheduled to attend the 23 January PMP meeting as requested to answer member questions.	
✓	(d)	Regarding new Performance Indicators which only showed a trend for year 1, members requested that a target be set with the understanding that this would be adapted on receipt of year 1 data. MINUTED MEETING RESPONSE: The Business Intelligence and Change Manager noted the request and would investigate possibilities. UPDATE: Target reviews will take place on all indicators at the end of Q4 when we have a full year of data to benchmark.	Corey Gooch
✓	(e)	Members expressed concern regarding the number of staff who felt informed about the partnership and its decision-making MINUTED MEETING RESPONSE: The Corporate Management Team were aware of the issue and an update would be circulated to the panel in respect of work being undertaken by the Communications Team UPDATE: This will be included in the Q3 Performance update	Corey Gooch Communications
*	(f)	Members requested sight of performance data for ELDC and BBC so that partnership trends could be compared and learning shared. Could the data be included in the report. MINUTED MEETING RESPONSE: The Business Intelligence and Change Manager responded that whilst the navigation of a combined partnership performance report would be challenging, the respective ELDC and BBC performance reports could be shared. UPDATE: These will be circulated to the panel	Corey Gooch
✓	(g)	Members queried the reason for the increased number of working days lost to sickness. MINUTED MEETING RESPONSE: The Business Intelligence and Change Manager would seek a response from H.R. (PSPS) which would be circulated to panel members after the meeting. UPDATE: HR are looking at this, it seems to be an issue with how the First4HR system is reporting the data, this will be resolved and reported correctly for the Q3 report and explanations will be provided.	Corey Gooch H.R.
39. 23/24		<u>SWIMMING POOL AND LEISURE FACILITIES TASK GROUP</u> <u>UPDATE Q1 & Q2 2023/2024</u>	
✓		Members agreed that a representative from Parkwood Leisure, the council's contracted leisure provider, be invited to the Performance Monitoring Panel on an annual basis.	Scott Higgins

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		<p>UPDATE: Parkwood are happy to attend with a view to attending at Q4 report.</p>	
40. 23/24		<u>CRIME AND DISORDER REPORT</u>	
✓	(a)	<p>Members referred to 3.7 of the report regarding reported ASB incidents and asked to be informed of trends in their wards. MINUTED MEETING RESPONSE: The reporting of incidents/trends to members whilst ensuring anonymity was therefore challenging however possibilities would be investigated UPDATE 4 January 2024: Information will be shared with ward members on a monthly basis should reports be received within their ward. The detail will provide a general overview of the types of cases without being able to identify any particular resident. The purpose of sharing information will be for members to be aware of any trends and to be able to encourage residents to report any concerns. If required, the Community Safety team may update ward members more often, should there be a necessity and/or a sudden increase of one type of behaviour.</p>	Dee Bedford
✓	(b)	<p>Members stated that a CCTV response had not yet been forthcoming regarding an ASB incident reported by a Parish Council and that police access to local CCTV footage, held at the Boston facility, needed to be easily and locally available. MINUTED MEETING RESPONSE: The Community Safety and Enforcement Manager would request a response from the CCTV Manager UPDATE: Contact has been made with the Member to gain the relevant information and is currently being investigated. The Member will be updated with the outcome</p>	Dee Bedford
✓	(c)	<p>Members referred to the Safety of Women and Girls progress commentary within Appendix A and noted that further CCTV installations awaited BT fibre upgrade works. Infrastructure improvements were therefore required in order to reduce crime. Members suggested that the S&ELCP lobby BT for urgent action in this area. MINUTED MEETING RESPONSE: The Community Safety and Enforcement Manager would relay members comments to the CCTV manager and report back to the committee. UPDATE: Following discussions with the CCTV manager it was confirmed that this was not related to the South Holland area.</p>	Dee Bedford
42. 23/24		<u>JOINT ANNUAL SCRUTINY OF THE SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP</u>	
✓		<p>Members reported that an ICT issue required rectification in respect of Microsoft Teams connectivity across the partnership. UPDATE:</p>	Jackie Wright

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		Having received notification of the issue via the PMP action sheet, HoICT reached out to the two Cllrs involved to seek further information and offer support. She is currently not aware of any issues impacting the Partnerships ability to perform cross tenancy teams calls.	
43. 23/24		<u>PERFORMANCE MONITORING PANEL WORK PROGRAMME</u>	
✓		As GP surgeries were contracted to deliver primary care on behalf of the NHS, members felt it would be useful to understand the nature of the contracts and requested that a relevant NHS contact attend the 23 January 2024 Performance Monitoring Panel meeting to impart guidance on the matter. MINUTED MEETING RESPONSE: The Assistant Director – Strategic Growth and Development agreed to approach a known NHS contact regarding an invitation to attend the 23 January 2024 meeting. UPDATE: A NHS Integrated Care Board contact has confirmed attendance at the 23 January 2024 PMP meeting.	Matthew Hogan

		<u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</u>	
47. 22/23		<u>29 NOVEMBER 2022</u> <u>INVESTIGATION OF NETWORK OUTAGE IMPACTING SHDC AND THE WIDER PARTNERSHIP IN SEPTEMBER 2022</u>	
*		A report to come forward to the Panel detailing the results of the resiliency options investigation and subsequent action taken. UPDATE 6 April 2023: 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 alternative options to be explored. UPDATE 25 October 2023: New resiliency options are being tabled with PFH 03/11/23. UPDATE 4 January 2024:	Jackie Wright

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		Resiliency options were presented to PFH and option to install resilient link has been added to 24/25 revenue budget. Should it be approved budget, it should be noted this solution would still incur some downtime if initiated as the “switch over” would not be viable for less than 1/2 days outage due to the time to implement and repoint records. Therefore, services would need to plan for the initial outage through their BCP.	
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