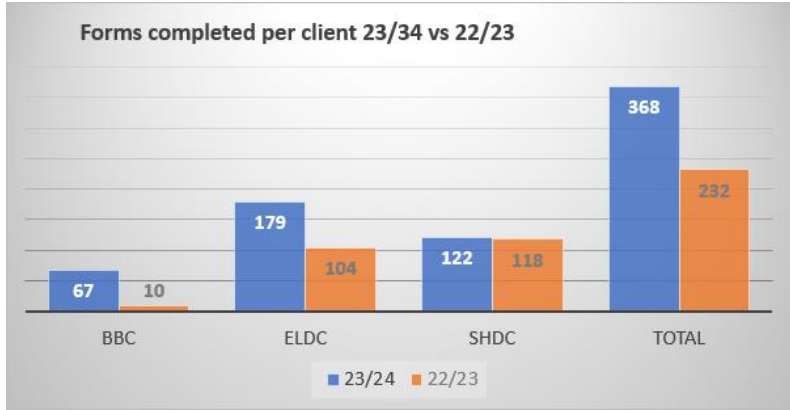


ACTIONS

<u>ACTIONS FROM THE POLICY DEVELOPMENT PANEL MEETING HELD ON 9 APRIL 2024</u>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
8. 24/25		<u>SHDC POLICY REGISTER AND S&ELCP REGISTER</u>	
✓		<p>Members queried the status of policies which were not yet 'in review' but where reviews were imminent.</p> <p>MINUTED MEETING RESPONSE: For future clarity, a new status to indicate that a policy was 'pending review' could be introduced; and The policy registers were circulated monthly however contact would be made with the four lead officers concerned to ensure awareness of the review dates.</p> <p>UPDATE: This has been actioned.</p>	Corey Gooch
10. 24/25		<u>UNREASONABLE BEHAVIOUR POLICY</u>	
✓	(a)	<p>Members relayed an experience where a Contact Centre call waiting period had greatly exceeded the expected automated notification period and suggested that the automated message be reviewed to reduce potential frustration.</p> <p>MINUTED MEETING RESPONSE: The Assistant Director – Wellbeing and Community Leadership would liaise with the Head of Customer Service regarding this matter.</p> <p>UPDATE: Provided by the Head of Customer Services: As a consequence of this query, the Customer Services team have tested the 'call wait' system over a span of different days and times. The results show that the wait times communicated are largely accurate. The word estimate is just that, it will not be 100% accurate all of the time. Through testing, we did have calls answered quicker and slower than the estimated wait time but not by large margins. By way of context, the algorithm is live and adjusts the estimated wait time based on volumes of calls waiting and the time taken to deal with them. At the beginning of the day, the algorithm could be less accurate (usually within the first 15-30m minutes), as it builds, based on real data. This can also fluctuate based on surges of calls, that alter the pattern of the algorithm. The team have suggested doing an updated social media campaign to reiterate what estimated wait time is all about.</p>	Emily Spicer/ Amie Househam

ACTIONS

✓	<p>(b)</p> <p>Members requested that the reported data at Appendix B be provided per sovereign council and furthermore, per department of SHDC.</p> <p>MINUTED MEETING RESPONSE: A response from PSPS was awaited regarding the possible breakdown of data. The capabilities of the CRM system to produce the requested information was uncertain but would be investigated.</p> <p>UPDATE: We currently don't have the mechanism to centrally record abusive calls other than by reference to either the Cautionary contact system, or the Unreasonable Behaviour Policy for Council teams. PSPS have provided the following breakdown of abusive incidents Council by Council:</p>	<p>Richard Steele</p>																																			
	 <table border="1" style="margin: 10px auto;"> <caption>Forms completed per client 23/34 vs 22/23</caption> <thead> <tr> <th>Client</th> <th>23/24</th> <th>22/23</th> </tr> </thead> <tbody> <tr> <td>BBC</td> <td>67</td> <td>10</td> </tr> <tr> <td>ELDC</td> <td>179</td> <td>104</td> </tr> <tr> <td>SHDC</td> <td>122</td> <td>118</td> </tr> <tr> <td>TOTAL</td> <td>368</td> <td>232</td> </tr> </tbody> </table>	Client	23/24	22/23	BBC	67	10	ELDC	179	104	SHDC	122	118	TOTAL	368	232																					
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✓	<p>(c)</p> <p>That the Unreasonable Behaviour Policy be referred to the Chairman of PMP regarding potential future monitoring.</p> <p>UPDATE: This has been actioned</p>	<p>Andrea Tait</p>																																			

ACTIONS

11. 24/25		<u>JOINT SCRUTINY OF THE S&ELCP HEALTHY LIVING PLAN</u>	
✓		Members suggested that the re-ordering of items 1 and 2 would be more meaningful. UPDATE: This has been noted.	Emily Spicer Rebecca James
12. 24/25		<u>POLICY DEVELOPMENT PANEL WORK PROGRAMME</u>	
✓		Briefing note requested to come forward to the next PDP meeting to provide an update on Planning Reform and Planning Design. UPDATE: This has been actioned – arrangements in place.	Phil Norman

		<u>TRACKING OF OUTSTANDING ACTIONS FROM PREVIOUS POLICY DEVELOPMENT PANEL MEETINGS</u>	
38. 23/24		<u>12 December 2023 GRAFFITI AND STREET ART MANAGEMENT POLICY 2022</u>	
*		Members agreed that a presentation by a Transported Art representative(s) would be beneficial however this should be open to all members and take place at either a Full Council meeting or a Member Briefing. MINUTED MEETING RESPONSE: The Assistant Director – Leisure and Culture noted this request. UPDATE: A member briefing with attendance by a Transported representative is to be arranged after the schedule of meetings for 2024/2025 have been agreed and the current tranche of member briefings and training sessions have taken place. FURTHER UPDATE 17/6/24 Officers are seeking availability from Transported for this to take place during October 2024.	Phil Perry
65. 22/23		<u>28 FEBRUARY 2023: SPALDING CEMETERY</u>	
*		Members requested that councillor membership of the proposed working group be taken from the Policy Development Panel and	Marc Whelan

ACTIONS

		<p>that both the Portfolio Holder for Assets and Planning, and the Portfolio Holder for Health and Wellbeing, Conservation and Heritage be made aware that the matter required urgent attention. Members strongly recommended that the working group be set up as soon as the new administration was in place.</p> <p>MINUTED MEETING RESPONSE: The request was noted at the meeting by the Portfolio Holder for Health and Wellbeing, Conservation and Heritage and would be relayed to the Portfolio Holder for Assets and Planning.</p> <p>UPDATE: The Strategic Property Manager confirmed that the Working Group would need to be established after the 4 May 2023 Election.</p> <p>UPDATE 3/7/23: Working Group formation is underway and has been circulated to key members (Wellbeing, Health and Heritage & Assets) on the basis that they will look to find other interested members with the strategic Operational & Property Manager included as Council liaison with also potentially the Cemetery Manager (Keith Taylor) and Facilities Manager (Katie Potter) involved</p> <p>UPDATE 18/09/23: Cemetery Expansion Working Group - The formation of the group is currently on hold at present. Cllrs and officers involved are working on reviewing still further the charges for non-residents. The likely further substantial increase will help limit the number of enquiries from outside the South Holland area. This was as per the enquiry from Cllrs at the last PDP meeting. This will give the Strategic & Operational Property Manager / Facilities Manager and the Cemetery team more time to investigate potential areas that may become available over the coming months with a view to bringing a concrete proposal forward in the future.</p> <p>UPDATE 17/11/23: No further update to report at this stage. Work is still going on in the background.</p> <p>UPDATE 18/03/24: It's on the project list when resources allow but the new depot & Sheep Market projects took precedence.</p> <p>UPDATE 15/05/24: We are looking at a piece of land now owned by SHDC and setting up a dig to look at water tables etc. Progress over the next couple of weeks and we might know a bit more come PDP.</p>	
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