

## ACTIONS

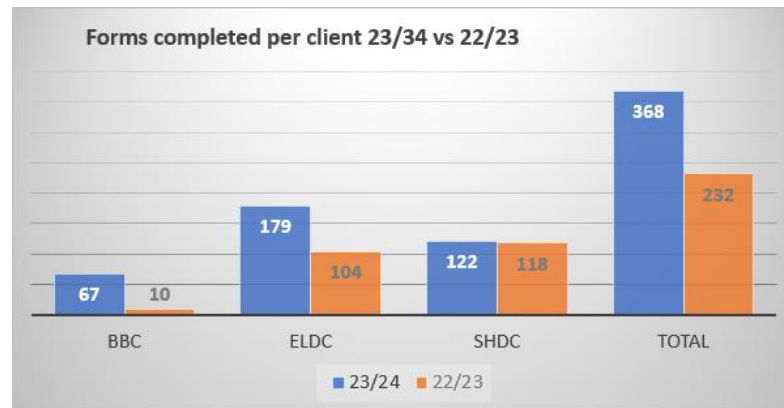
<b><u>ACTIONS FROM THE PERFORMANCE MONITORING PANEL MEETING HELD ON 22 MAY 2024</u></b>			
<b>MINUTE NO.</b>		<b>ITEM</b>	<b>RESPONSIBLE OFFICER</b>
<b>1.</b> 24/25		<b><u>MINUTES</u></b>	
✓		<p>Members referred to the minutes relating to the Q3 2023/2024 Performance Report which stated that ‘<i>a detailed communication plan around homelessness prevention was being put together which would be shared with the Committee when available</i>’.</p> <p>Members queried when the communication plan would be shared with the Committee.</p> <p><b>UPDATE:</b></p> <p>Both the Media release and Communications Plan have been circulated to members as requested and are appended below.</p> <p>We are awaiting a new case management system which aligns us across the partnership. This will enable a better portal into our services with more information readily available to customers. We are hoping this will be in place during Q2.</p> <p>We have done an extensive communication plan with posters and posts across social media in readiness for the Housing Advice and Support Hub which was held in Holbeach on the 18th June. We will continue to target the community with our prevention messages and are looking to install in the South Holland reception area a tv which highlights this issue a long side other services of the council.</p> <p>For additional context, the social media posts received the following engagement:            Reach – 7.6k people            Likes and reaction – 13            Comments – 2            Shares – 23</p>	<b>Tom Marsters</b>
<b>2.</b> 24/25		<b><u>ACTIONS</u></b>	
*	(a)	<p>Members referred to action 64. 23/24 in respect of the Primary Health Care Provision item and expressed strong disappointment that responses to member queries were still outstanding.</p> <p><b>MINUTED MEETING RESPONSE:</b></p> <p>The Democratic Services Officer informed members that the Assistant Director for Strategic Growth and Development would</p>	<b>Matthew Hogan</b>

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		<p>follow up responses with the Lincolnshire Integrated Care Board representatives.</p> <p><b>UPDATE:</b> Contacts have been chased. Awaiting update.</p>	
✓	(b)	<p>Members referred to action 47. 22/23 (below) and requested that responses to actions be provided in plain English with the avoidance of technical language and acronyms.</p> <p><b>UPDATE:</b> Noted for future responses.</p>	<b>Jackie Wright</b>
✓	(c)	<p>Members asked that the total number of fly tips be included in the report in order for the data to be meaningful.</p> <p><b>UPDATE:</b> Additional commentary will be included in future reports.</p>	<b>Corey Gooch</b>
✓	(d)	<p>Members expressed concern regarding the ‘Cost-of-Living’ crisis and its impact upon homelessness. Instability in the private rental sector had led some private landlords to reduce their housing stock which had, in turn, effectively increased rents. Members were keen that those facing homelessness approached the council for assistance at the earliest possible stage and enquired how the council contacted people who did not have access to devices or the internet.</p> <p><b>MINUTED MEETING RESPONSE:</b> The Business Intelligence and Change Manger would refer the question and report back to the Committee.</p> <p><b>UPDATE:</b> We have an emergency officer who deals with all customers who approach via the council offices for Face-to-Face on duty 9-5 - Monday to Friday. If customers need to approach outside of this we have a Call Centre that answers queries 365 days of the year.</p>	<b>Tom Marsters</b>
<b>6. 24/25</b>		<p><b><u>ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL</u></b> <b><u>UNREASONABLE BEHAVIOUR POLICY</u></b></p>	
✓	(a)	<p>Members requested that the annual breakdown of ‘Unreasonable Behaviour’ data be presented to the Panel and that emerging trends needed to be highlighted.</p> <p><b>UPDATE:</b> The Information Manager and Data Protection Officer has provided below a breakdown of comparable annual data, 2022/23 vs 2023/24 , across the three authorities of the</p>	<b>Richard Steele</b>

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partnership. In terms of those events captured by the new policy - we are pending our first instance, so no new data to report as yet.



Client data	Q1	Q2	Q3
BBC	24	9	10
ELDC	63	25	42
SHDC	28	24	40
<b>Total</b>	<b>115</b>	<b>58</b>	<b>92</b>

14% increase in BBC forms completed vs 22/23 (18% vs 4%)  
 10% decrease in SHDC forms completed vs 22/23 (43% vs 53%)  
 2% increase in ELDC forms completed vs 22/23 (49% vs 47%)

✓

(b)

Members requested that their comments be circulated to the relevant officers to highlight where improvements could be made.

**MINUTED MEETING RESPONSE:**  
 The Business Intelligence and Change Manager would present member feedback at the next Customer Contact Summit which included attendance by Portfolio Holders across the partnership. Any actions which arose at the Customer Contact Summit would be reported back to the Panel.

**UPDATE:**  
 Comments/feedback has been shared with the customer contact summit, future actions around this will be shared.

**Corey Gooch**

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<b>8.</b> 24/25		<b><u>SWIMMING POOL AND LEISURE FACILITIES TASK GROUP</u></b> <b><u>UPDATE Q3 &amp; Q4 2023/2024</u></b>	
✓		<p>Members queried the catchment area of users of the leisure sites.</p> <p>MINUTED MEETING RESPONSE: The Area Manager - Parkwood Leisure responded that the membership system could provide a postcode breakdown, which would be provided to the Panel.</p> <p><b>UPDATE:</b> Catchment area postcodes received from Parkwood have been mapped. The three maps showing catchment areas of 'Castle Health and Fitness', 'Castle Swimming Lessons' and 'Peele Health and Fitness' have been circulated to members and are appended below.</p>	<b>Scott Higgins</b>
<b>9.</b> 24/25		<b><u>Q4 PERFORMANCE REPORT 2023/2024</u></b>	
✓	(a)	<p>Members noted that the report evidenced that Kingdom Contractors had issued a large number of fixed penalty notices. How many of these had been paid?</p> <p>MINUTED MEETING RESPONSE: The Business Intelligence and Change Manager would make enquiries with the relevant officer and report back to the Panel.</p> <p><b>UPDATE:</b> Payment rates are monitored on a monthly basis although it should be noted that these fluctuate each month given that payments will be made across months/quarters. There may also be delays where representations are submitted by the offender. The recorded payment rate at the end of Q4 was 62.5%. Where FPNs are not paid following reminder letters, prosecution is usually undertaken through the Magistrates Courts.</p>	<b>Donna Hall</b>
✓	(b)	<p>Members asked if there was a reason why staff in the workplace did not feel as valued as in previous years, was there a reason this was on a decline.</p> <p>MINUTED MEETING RESPONSE: The Business Intelligence and Change Manager would make enquiries regarding the commentary from the Key Performance Indicators and report back to the Panel.</p> <p><b>UPDATE:</b> The Assistant Director Corporate has said 'The survey doesn't provide that level of detail at present to answer this query. We will however be discussing this with the staff forum and look to probe in more detail through the more in-depth staff survey planned for later in the year'</p>	<b>Corey Gooch / James Gilbert</b>

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✓	(c)	<p>Regarding the increase in staff turnover, members recommended that Cabinet pay attention to the results of the staff surveys and that feedback/areas of concern be embedded within a report to Cabinet.</p> <p><b>UPDATE:</b> These areas will be highlighted to the Cabinet</p>	<b>Corey Gooch</b>
✓	(d)	<p>Members enquired why new claimants of the combined Housing Benefit/Council Tax support were waiting more than five weeks for their claim to be processed. Anomalies had been noticed with the Housing Benefit data for processing new claims and this had been queried with PSPS.</p> <p><b>UPDATE:</b> The benefits service continues to deal with high volumes of work, and is taking measures to ensure activity is prioritised particularly relating to Housing Benefit (HB), supporting people with their rent costs. I am pleased to advise that in this respect, as at 22 June, Q1 cumulative performance is 9.68 days for changes and 31 for new claims.</p> <p>31 days for new claims is of course still outside of target, however because the majority of working age claimants now need to claim Universal Credit (UC) for their housing cost support, there are relatively small numbers of new HB claims, and as such any delay has a disproportionate impact on speed of processing. Essentially, the 'clock' starts when we receive a new claim and where we need additional evidence in order to make a decision, we have to allow customers a month to provide that information. Where the information comes in during that period, it is dealt with and processed, if it does not come in we can 'close' the claim, but that still gives at least a 30 day stat for speed of processing.</p> <p>It is pleasing to report that the councils Housing department staffing issues, and the discrepancies between licence agreements and claims, are now resolved, as this also provides a positive impact on our ability to process claims in a timely manner.</p> <p>As a result of the migration to UC, and DWP's plans for migration of legacy benefits this year, the service is contending with substantial, and increasing, numbers of UC records each month. We have already taken steps to maximise the number of records that we can automate through existing software and in line with the current CTS scheme, and we're now currently working on the implementation of 'digital workers' to support processing of high volumes of remaining UC records. In turn this will free our people capacity for the higher value activity including more complex and urgent work. Also, one of the objectives through the CTS fundamental review which is being carried out is to write out some of the barriers from the CTS</p>	<b>Sharon Hammond</b>

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		<p>scheme that currently prevent higher volumes of UC records being automated.</p>	
✓	(e)	<p>Regarding Extension of Time for Planning applications members asked for more information regarding the data. Information was requested how/where issues arose.</p> <p><b>UPDATE:</b> The extensions of time requested for planning applications can be for a multitude of reasons, including a need for further assessment of material considerations, introduction of representation that requires further assessment, submission of amendments (at both the applicant and case officer's request), amongst other matters.</p> <p>When considering a valid application, and it becomes clear that more time than the statutory period is genuinely required, "then the local planning authority should ask the applicant to consider an agreed extension of time. Any such agreement must be in writing and set out the timescale within which a decision is expected. The timetable set out in a planning performance agreement or extension of time may be varied by agreement in writing between the applicant and the local planning authority". This is a legitimate course of action for a Local Planning Authority and this can also be requested by the Applicant, or Applicant's Agent.</p> <p>The percentage of cases that required an extension of time in the fourth quarter has slightly decreased to that of the third quarter, with both being slightly in excess of those detailed for quarter 1 and 2. During this latter period, there has been notable changes in senior personnel towards the middle of the last year.</p> <p>Planning Resource have recently carried out an interesting survey that sets out each Council's statistics in respect of extension of time agreements during 2023. These statistics illustrate that the 50 Council's that have the highest percentage of extension of time agreements in comparison to their number of cases ranged from 80.8% of cases (highest) to 56.4% of cases (50<sup>th</sup> highest).</p>	<b>Dan Allen</b>
✓	(f)	<p>Members also requested a figure be provided for how much the authority had paid back in Planning fees? Members would like to know how many pre-applications had been provided and was this considered successful?</p> <p><b>UPDATE:</b> The Planning Guarantee is the government's approach to timely decision making and seeks to aim for "no applications spending more than a year with decision-makers, including any appeal. In</p>	<b>Dan Allen</b>

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		<p>practice this means that major planning applications should be decided in no more than 26 weeks and non-major applications within 16 weeks". Should an application (depending on the application type) exceed these timeframes and no extension of time has been agreed, a refund of the planning fee is required.</p> <p>For the four quarters of 2023, it appears that the Local Planning Authority have not refunded any payments under the planning guarantee.</p> <p>The pre-application advice service provides a good opportunity for applicants/developers to engage with the Local Planning Authority at an early stage. To date, we have provided written responses to 263 pre-application advice requests this year (01.01.2024-02.07.2024).</p> <p>These responses differ depending on the extent of advice being sought, but have provided a detailed breakdown of relevant policies subject to that development proposal and provides initial feedback on the acceptability of development in principle, alongside initial views on design should this be provided.</p>	
<b>11.</b> 24/25		<b><u>PERFORMANCE MONITORING PANEL WORK PROGRAMME</u></b>	
✓		<p>Following consultation with the relevant Assistant Director, the South Holland Building Consultancy Task Group be removed from the Work Programme</p> <p><b>UPDATE:</b> Actioned.</p>	<b>Democratic Services</b>
<b>12.</b> 24/25		<b><u>MEMBER-LED DISCUSSION FOR FUTURE TOPICS</u></b>	
✓	(a)	<p>Four members were appointed to the agreed formation of a Tourism Task Group. It was agreed that an invitation would be extended to all Panel members seeking a further member.</p> <p><b>UPDATE:</b> Email circulated to the Panel on 24 June 2024 requesting interest for an additional member to join the Task Group.</p>	<b>Democratic Services</b>
✓	(b)	<p>Members expressed concern regarding reported lack of assistance and support given to applicants from the appointed partner in respect of UKSPF applications. A report was requested to detail performance of the UKSPF and appointed partner.</p> <p><b>UPDATE:</b></p>	<b>Saul Farrell / Matthew Hogan</b>

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		Members request relayed to relevant officer and report scheduled from the 23 July PMP meeting.	
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		<b><u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</u></b>	
<b>70.</b> 23/24		<b><u>19 MARCH 2024</u></b> <b><u>Q3 PERFORMANCE REPORT 2023/24</u></b>	
✓	(b)	<p>Members asked whether Kingdom were able to update the council systems in respect of fly-tipping reports.</p> <p>MINUTED MEETING RESPONSE: The software enquiry and access to council systems by Kingdom would be investigated and any update reported back to the Committee.</p> <p>UPDATE: Reports of fly-tipping are triaged and passed through to enforcement officers where there is suspected to be evidence of fly-tipping. These are allocated to officers and updated through the tasking portal which is monitored by the SHDC Enviro-Crime Liaison Officer.</p>	<b>Donna Hall</b>
<b>47.</b> 22/23		<b><u>29 NOVEMBER 2022</u></b> <b><u>INVESTIGATION OF NETWORK OUTAGE IMPACTING SHDC AND THE WIDER PARTNERSHIP IN SEPTEMBER 2022</u></b>	
*		<p>A report to come forward to the Panel detailing the results of the resiliency options investigation and subsequent action taken.</p> <p>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.</p> <p>UPDATE 7 June 2023: The options for Internet resiliency have been explored and a paper is currently with Officers for consideration.</p>	<b>Jackie Wright</b>



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		<p>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.</p> <p>UPDATE 25 October 2023: New resiliency options are being tabled with PFH 03/11/23.</p> <p>UPDATE 4 January 2024: 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 replot records. Therefore, services would need to plan for the initial outage through their BCP.</p> <p>UPDATE 23 April 2024: This recommendation was included in the revenue budget to 24/25 and was agreed at Full Council, therefore the work to implement has been started and will be scheduled as a project for delivery.</p>	
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