

ACTIONS

<u>Performance Monitoring Panel</u>			
<u>Actions from the 15 October 2025 meeting</u>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
40. 25/26		<u>Q1 Performance Report 2025/26</u>	
✓	(a)	<p>Members asked for the cost of Planning appeals in real terms.</p> <p>Update:</p> <p>Appeals are part of the statutory planning process - Handling appeals is an integral part of the end-to-end Planning Service. Responding to them is a statutory duty</p> <p>Costs are embedded in service delivery</p> <p>The cost of handling appeals is not separately itemised because it forms part of the overall planning workload. However, additional costs can arise in certain cases—for example:</p> <ul style="list-style-type: none"> • Hosting a public inquiry • Seeking specialist external advice • Commissioning legal representation to defend the council’s position <p>Costs claims are possible</p> <ul style="list-style-type: none"> • The council can apply for costs recovery as part of the appeal process. • Likewise, appellants can apply for costs against the council. • The Planning Inspectorate considers any costs claims alongside the appeal decision. 	Rachael Leggett
*	(b)	<p>Members requested more specific data on fly-tipping</p> <p>Update:</p> <p>Awaiting response</p>	Vick Burgess / Carl Beagock
✓	(c)	<p>Members requested volume data alongside percentages.</p> <p>Minuted meeting response:</p> <p>The Business Intelligence and Change Manager agreed to include this where available.</p> <p>Update:</p> <p>Noted for future reports.</p>	Corey Gooch
✓	(d)	<p>Members queried the drop in swim numbers.</p> <p>Minuted meeting response:</p> <p>The Business Intelligence and Change Manager responded that this had been caused by a pump failure and would seek confirmation as to whether a repair had been completed.</p> <p>Update:</p> <p>A new pump was installed during Q1 (May) and the pool was operational in June, however the replacement only remained operational for a for a couple of months. This was due to damage caused by cavitation, which resulted from unforeseen underlying issues within the internal pipework.</p>	Via Corey Gooch

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		We are currently working with Parkwood, the pool operator to engage a pool specialist who can conduct a thorough investigation and identify the root cause. This will help ensure that future repairs to the existing pump are both effective and resilient, preventing similar failures from occurring.	
✓	(e)	<p>Members queried the drop in Fixed Penalty Notices (FPNs).</p> <p>Minuted meeting response: The Business Intelligence and Change Manager would investigate and report back to members</p> <p>Update: The total number of FPNs issued in Q1 was higher than Q1 and Q2 the previous year, but as noted, was lower than Q3 and Q4. This was largely due to the enforcement contractor experiencing unstable staffing levels during that period.</p>	Via Corey Gooch
✓	(f)	<p>Members asked for clarification on callback volumes</p> <p>Minuted meeting response: The Business Intelligence and Change Manager agreed to provide 'requested vs completed' figures.</p> <p>Update: There are two definitions here, one is a successful call back and where the customer selects this option and CC connect back to the customer (successful call back). For context of all call backs selected 80% are for Revenues and Benefits and 20% are for Customer Contact. The average call back time for Customer Contact is 8 minutes. The second definition is whether contact is made with the customer and referred to as unanswered call back, i.e. we connect to the call back and the customer does not pick up. This % sits at 1.8% currently for Customer Contact (R&B unknown as Customer Contact do not provide extensive reporting for this service since its transfer and any reporting is concluded within the service itself).</p>	Amie Househam
✓	(g)	<p>Members queried the drop in call volumes and webchat usage for Q1 2025/26.</p> <p>Minuted meeting response: The Business Intelligence and Change Manager agreed to investigate and report back.</p> <p>Update: Customer Contact reporting will provide comparison to the same quarter the previous year, not the preceding quarter. This is because delivery requirements in each quarter are not comparable. As a comparison web chat figures in Q1 2024/25 were 178, compared to 1,544 in Q1 2025/26.</p> <p>Call volumes.</p> <p>The same is to be said for call volumes, where in Q1 2025/26 there was a 3.29% increase in call volumes when compared to Q1 2024/25</p>	Amie Househam

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✓	<p>(h)</p> <p>Members queried increased average speed of answer</p> <p>Minuted meeting response: The Business Intelligence and Change Manager responded that this was likely due to call complexity and would seek further data.</p> <p>Update: We are aware that customer enquiries have become more complex, often requiring longer handling times and more detailed resolution. This reflects both the economic climate and the need to address greater vulnerability among customers. Our approach is focused on holistic resolution rather than speed alone, ensuring that issues are fully resolved at the first point of contact wherever possible, this is reflected in the way our 25/26 performance measures our focused on resolution and quality of service rather than just speed alone.</p>	<p>Amie Househam</p>																												
✓	<p>(i)</p> <p>Members queried missing ticket data for the South Holland Centre.</p> <p>Minuted meeting response: The Business Intelligence and Change Manager confirmed that the data would be provided after the meeting.</p> <p>Update: The following information was circulated to members via email on 17 October 2025</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">PI Name</th> <th style="text-align: center;">AD</th> <th style="text-align: center;">Q1</th> <th style="text-align: center;">Q2</th> <th style="text-align: center;">Q3</th> <th style="text-align: center;">Q4</th> <th style="text-align: center;">Q1</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">South Holland Centre Ticket sales</td> <td style="text-align: center;">Emily Spicer</td> <td style="text-align: center;">7,075</td> <td style="text-align: center;">5,573</td> <td style="text-align: center;">18,414</td> <td style="text-align: center;">8,595</td> <td style="text-align: center;">7,425</td> </tr> <tr> <td style="text-align: left;">Visitors to Ayscoughfee Hall Museum</td> <td style="text-align: center;">Emily Spicer</td> <td style="text-align: center;">3,713</td> <td style="text-align: center;">6,939</td> <td style="text-align: center;">2,430</td> <td style="text-align: center;">5,129</td> <td style="text-align: center;">5,069</td> </tr> <tr> <td style="text-align: left;">Commentary</td> <td colspan="6" style="text-align: center;">Popular half term trail, Medieval weekend, theatre production and increased group visits.</td> </tr> </tbody> </table>	PI Name	AD	Q1	Q2	Q3	Q4	Q1	South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	7,425	Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	Commentary	Popular half term trail, Medieval weekend, theatre production and increased group visits.						<p>Via Corey Gooch</p>
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<p>43. 25/26</p>	<p><u>Crime and Disorder Report</u></p>																													
✓	<p>(a)</p> <p>Members queried the number of Section 59 warnings that had been issued.</p> <p>Minuted meeting response: Inspector Cotton would provide the information after the meeting.</p> <p>Update: 198 vehicles were seized in South Holland over the last 12 months. These will be for being involved in crime, no insurance or through SOCAP offences following s59 warnings.</p>	<p>Safer Communities Team / Inspector Cotton</p>																												
✓	<p>(b)</p> <p>Members requested more information relating to the Town and Parishes alternative CCTV systems stated at page 120 of the agenda pack or whether this could be investigated.</p> <p>Minuted meeting response: The Safer Communities Manager (Operations) responded that such alternative private parish council CCTV systems were not linked to the council's CCTV system and therefore any information was not able to be obtained or confirmed by the service.</p>	<p>Safer Communities Team</p>																												

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		<p>Update: In respect of the information referred to within the report, the following contacts may be useful for members to make their own enquiries on this matter should they wish to. https://spilsby.parish.lincolnshire.gov.uk/council-business/contact-us https://coningsby.parish.lincolnshire.gov.uk/contact</p>	
✓	(c)	<p>Members referred to the ‘How you can help us’ information on page 101 of the agenda pack, and asked how this page/format could be circulated within the district. Minuted meeting response: The Group Manager – Safer Communities responded that the document was produced by the Safer Lincolnshire Partnership and that enquiries would be made regarding further sharing. Update: As requested a leaflet / page relating to this information is currently being drafted and once signed off will go to printers for printing, once the leaflets are in the possession of the Safer Communities team we will make sure Elected Members are provided a quantity for distribution as requested.</p>	Safer Communities Team
44. 25/26		<p><u>Annual monitoring report – South and East Lincolnshire Council’s Community Lottery Scheme</u></p>	
✓		<p>Members suggested improved communication to raise awareness of the scheme and queried if promotional case studies had been shared. Minuted meeting response: Information was circulated at funding fairs and physical leaflets were available for distribution to community groups. Materials would be circulated to councillors. Update: Actioned.</p>	Nichola Holderness

		<u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</u>	
		<u>None currently outstanding</u>	