

ACTIONS

<u>Performance Monitoring Panel</u>			
<u>Actions from the 10 December 2025 meeting</u>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
56. 25/26		<u>Key Decision Plan</u>	
*		<p>Members queried whether the ‘Destination Management Plan’ would be presented to scrutiny prior to its consideration at Cabinet</p> <p>Update:</p> <p>Officers have advised that the timeline is being reconfirmed and that scrutiny will be included within this.</p>	Pranali Parikh/ Maria Cotton
57. 25/26		<u>Anglian Water Update</u>	
✓	a)	<p>Members queried the effect of isostatic discharge.</p> <p>Update:</p> <p>Anglian Water have looked into this and cannot find any reference about it being an issue we are concerned about. But more broadly, our assets (pipes, pumping stations and treatment centres) are constantly monitored, so that anything which could compromise them would be picked up. Ground movement is something that can and does affect pipelines, but that is usually down to temperature changes or soil moisture.</p>	Anglian Water
✓	b)	<p>Agreed to provide a copy of the KC opinion regarding a pre-occupation condition that other authorities were already applying.</p> <p>Update:</p> <p>Document provided and emailed to PMP members on 22/12/25.</p>	Anglian Water
*	c)	<p>Members queried how much capacity Water Recycling Centre’s labelled as green actually had.</p> <p>Update:</p> <p>We are currently in the process of updating our planning response data, in line with our annual dry weather flow return to the Environment Agency. We will be issuing further information in March, with the new data scheduled to go live in April. More detailed updates will be provided once the data has been fully verified.</p>	Anglian Water
✓	d)	<p>A list of improvements made to storm overflow systems within the South Holland area would be provided.</p>	Anglian Water

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ACTIONS

		<p>Update:</p> <p>We have the following planned schemes and investigations during AMP8, our current business plan (2025 – 2030), subject of course to review and prioritisation:</p> <ul style="list-style-type: none"> • New treated water tank at West Pinchbeck Water Treatment Works for structural safety • Ammonia removal scheme at Gosberton WRC • Storm overflow reduction scheme at Sutton Bridge WRC • Investigations into reducing storm overflow spills to protect the environment at a number of sites. The outcome of these investigations may identify, and inform the scope of any future improvement schemes to remove storm overflows’ local adverse ecological impact. Investigations are planned at the following sites: <ul style="list-style-type: none"> ○ Crowland WRC ○ Donnington WRC ○ Holbeach WRC ○ Spalding WRC ○ Spalding Albion Street Pumping Station ○ Spalding Welland Road Pumping Station ○ Sutton Bridge WRC ○ Weston Delgate Avenue Terminal Pumping Station • Enhanced flow monitoring at a number of sites. Monitoring for flow compliance aims to protect the environment from the effects of urban wastewater collection and discharges by monitoring so that the full impacts of overflow discharges on waterbodies are understood, and to ensure they are made in accordance with their environmental permit conditions. <p>There are also some sites which were identified for potential growth schemes within our business plan for the upcoming AMP period. These sites are Spalding, Cowbit and Surfleet WRCs.</p> <p>As you may be aware, we have submitted an application to the CMA for a redetermination of our business plan. Until this process is concluded, we cannot confirm whether funding will be allocated for these schemes. The outcome of the CMA review will be available for you to review once the process is complete. In the meantime, we will continue to monitor growth in the relevant areas. If there are any constraints that could impact development, we will raise these with the local planning authority through our planning responses.</p>	
✓	e)	<p>Information would be shared with members on who to call in case of a flood.</p> <p>Update:</p> <p>Document provided and emailed to PMP members on 22/12/25.</p>	Anglian Water

ACTIONS

✓	f)	<p>A briefing note from the Assistant Director – Planning and Strategic Infrastructure on this issue would be provided to the next meeting of the Performance Monitoring Panel.</p> <p>Update: Added to the Work Programme.</p>	Democratic Services/Phil Norman
59. 25/26		<u>Q2 Performance Report 25-26</u>	
✓	a)	<p>Members questioned why the fly-tip target was slightly underperforming. Was this because there had been more reported fly-tips for the quarter?</p> <p>Update:</p> <p>The Neighbourhood Services team maintains 100% compliance with removal targets from the point at which the work is allocated to them. However, there are occasions where the target period has already expired before the case reaches our team due to the time required for investigation. This is reflected in the performance data.</p>	Vick Burgess/ Carl Beacock
✓	b)	<p>Members requested that feedback should be provided to members of the public who have made a report of a fly-tip to let them know whether it would be collected or not. There should also be a function to allow photos to be uploaded to a fly-tip report.</p> <p>Update: Noted and passed on to relevant team</p>	Suzanne Rolfe
✓	c)	<p>The figure for ‘proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out’ was lower than those for gas safety, fire safety and legionella checks, despite all requiring access to the property, why was this?</p> <p>Update:</p> <p>The different compliance checks run at both different frequencies as well as at different asset types, for example, legionella and fire safety checks are only carried out at our community centres and communal areas of sheltered schemes, meaning access is always available to us, gas checks are carried out at our homes with gas heating and are annual checks, tenants are familiar with the annual check and are aware that if they do not allow access we have the option to cap the gas, whereas Electric checks are carried out at every home and are undertaken every five years, there is also no means of isolating the electrics if access is not granted.–</p> <p>To put it into context as of 1st Dec 2025 there are a total of 4 homes where the electrical check is outstanding and in all four cases we are working with the tenant in regard to access.</p>	Chris Mycock

ACTIONS

✓	d)	<p>An explanation was sought for why number of swims seemed to be down in relation to the same quarter last year.</p> <p>Update:</p> <p>During this period, Castle Sports Centre (Albion Street) closed and transitioned to a temporary site. This change led to a number of membership cancellations and reduced overall usage, which directly impacted swim participation figures. Additionally, between April and September, particularly in July and August, there were several extended periods of hot weather. Parkwood indicated that nationally they experienced a reduction in indoor swimming attendance during this time as customers opted for outdoor activities and alternative leisure options. Finally, the summer school holiday period also affects regular swimming patterns, especially for casual and fitness swimmers, contributing to lower overall swim numbers despite visitor numbers remaining broadly consistent with the previous year. All these factors were given as an explanation for the decrease in swims compared with the same quarter last year.</p>	Phil Perry/Scott Higgins
✓	e)	<p>The number of fixed penalty notices issued by Kingdom had dipped considerably between Q1 and Q2, was there a reason for this?</p> <p>Update:</p> <p>Whilst we monitor the number of fixed penalty notices issued and report these as part of the Performance Management Framework, it is important to note that enforcement activities are intelligence led and penalty notices issued will vary depending upon the issues being tackled on the ground in any given period. Whilst positive work has been undertaken during this quarter in other aspects of the contract including investigations, engagement and education, staff numbers have also fluctuated during the period.</p>	Donna Hall

<u>OUTSTANDING ACTIONS FROM PREVIOUS PERFORMANCE MONITORING PANEL MEETINGS</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 	Rachael Leggett

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ACTIONS

		<ul style="list-style-type: none"> • 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. <p>Update 08/01/2026:</p> <p>Appeals are managed by officers (both planners and support) as part of their day-to-day workload. Some are relatively straightforward, involving administrative uploads and completion of questionnaires or statements, while others are more complex and require significant input, sometimes hosting hearings or inquiries. As appeals form part of the day job for our officers, we do not routinely time record or separate out in terms of budget/cost of delivery.</p> <p>While we could provide an estimate of the percentage of officer time spent on appeals and apportion this to the overall departmental budgets (Planning and Enforcement), we would not have confidence in presenting such as a firm figure given the unpredictable nature of appeal volumes, the varying scale of development types and appeal processes.</p>	
✓	(b)	<p>Members requested more specific data on fly-tipping</p> <p>Update:</p> <p>A new template was introduced in November to allow supervisor(s) to record all fly-tip recoveries for better reporting on performance/trends. This new system records the date the fly-tip information was received by the service, the date it was recovered, the location, the general contents of the fly-tip and any other notes.</p>	Vick Burgess / Carl Beacock
✓	(d)	<p>Members queried the drop in swim numbers.</p> <p>Minuted meeting response: 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: 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. 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</p>	Via Corey Gooch Phil Perry/Scott Higgins

ACTIONS

		<p>both effective and resilient, preventing similar failures from occurring.</p> <p>Update 19/12/2025:</p> <p>A specialist contractor was required to help us understand the root cause of the issues surrounding the pumps and the possible cavitation. Unfortunately, due to the need for this specialist expertise, the timeframe for attendance was longer than anticipated however, the contractor attended site on 15th December to diagnose the issues surrounding the pump cavitation. SHDC is now working closely with Parkwood to source a replacement part, as we have an understanding of the root cause of the cavitation and believe we have a plan in place to minimize any future impacts. We are currently awaiting confirmation from the contractor on the timeframe for the pump repair, but we are hopeful this work can take place early in the new year.</p>	
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