

ACTIONS

<u>ACTIONS FROM THE POLICY DEVELOPMENT PANEL MEETING HELD ON 21 APRIL 2026</u>			
MINUTE NO.		ITEM	RESPONSIBLE OFFICER
93. 26/27		<p><u>21 April 2026</u> <u>ANTI-SOCIAL BEHAVIOUR (ASB) POLICY FOR THE HOUSING LANDLORD SERVICE</u></p>	
✓	a)	<p>Members queried how many properties were managed by the Council on behalf of other landlords.</p> <p>Minuted meeting response: The Change and Improvement Manager (HRA) advised that this information was not available at the meeting but undertook to provide the details to Members outside of the meeting.</p> <p>UPDATE: The Change and Improvement Manager(HRA) confirmed that in addition to the Councils own stock, we also manage properties on behalf of two landlords: Broadgate Homes (65 properties) and South Holland Homes (6 properties).</p>	Adel Gardner
✓	b)	<p>Members sought clarification on the meaning of ‘reasonable hours’ referenced within the list of behaviours not classified as anti-social.</p> <p>Minuted meeting response: The Change and Improvement Manager (HRA) acknowledged that interpretations could vary depending on individual circumstances and advised that further clarification and examples could be included within the policy, reflecting feedback received from tenants.</p> <p>UPDATE: The Change and Improvement Manager(HRA) confirmed the Councils approach. The Anti-social Behaviour, Crime and Policing Act 2014 does not set time thresholds; ASB is defined by the impact of behaviour, rather than when it occurs. ASB must be assessed using the legal test of reasonableness, considering all the circumstances (such as age of children, frequency, duration, time of day and local context). Setting fixed hours would remove this flexibility and could lead to unfair outcomes or potential legal challenge. For this reason, reports are considered on a case-by-case basis rather than against rigid time limits and it would not be lawful for the Council to define fixed “reasonable hours” in policy.</p>	Adel Gardner

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		<u>21 April 2026</u> <u>HOUSING (HRA) DAMP CONDENSATION AND MOULD POLICY</u>	
94. 26/27 *	a)	<p>Members asked whether they would be able to view the risk assessment and triage tools used to assess damp and mould cases.</p> <p>Minuted meeting response: The Housing Repairs Manager confirmed that the documentation could be circulated to Members by email.</p> <p>UPDATE: Awaiting for Officer confirmation.</p>	Chris Mycock
		<u>21 April 2026</u> <u>STREET ART AND GRAFFITI MANAGEMENT POLICY</u>	
95. 26/27 ✓	a)	<p>Members raised concerns that members of the public might not easily be able to identify whether artwork had been formally approved and suggested whether approved street art should be visibly marked or labelled.</p> <p>Minuted meeting response: The Cultural Venues and Creative Arts Manager undertook to explore whether clearer identification or promotion of approved works could be incorporated.</p> <p>UPDATE: This will be recommended to future street art projects, some street art already has a plaque acknowledging funders or the artist and this will be encouraged for future projects, but can't be enforced.</p>	Rachel Rowett
✓	b)	<p>Members sought clarity on the relationship between the Street Art Policy and the Corporate Enforcement Policy, expressing concern that the enforcement policy did not include specific examples such as graffiti.</p> <p>Minuted meeting response: The Group Manager – Public Protection further undertook to review accompanying web-based guidance to clarify the Council's approach to managing graffiti.</p> <p>UPDATE: A review will be undertaken in Q2 to coincide with a wider scheduled review of enviro-crime information on the council's website.</p>	Donna Hall

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100. 26/27		<u>21 April 2026</u> <u>Debt Write Off</u>	
✓		<p>Members raised queries in relation to housing benefit overpayments, including the causes or overpayments and delays in stopping payments. Members suggested that delays in processing changes in circumstances could contribute to increased debt levels and requested information on the average timescales for action after notification was received.</p> <p>UPDATE: I confirm for each Quarter in 2025/26 our speed of processing Housing Benefit change of circumstances was within the 12 days KPI target and the cumulative position at the end of year was 6.13 days.</p> <p>Whilst the 2025/26 end of year national Housing Benefit overpayment collection figures have not been released yet, for the first 6 months of 2025/26 South Holland's collection rate was 17.77% compared to the national average of 12%.</p> <p>Overpayments can arise for a number of reasons, most commonly:</p> <ul style="list-style-type: none"> • Delays or failures in customers reporting changes in circumstances • Delays in receiving information from third parties • Retrospective changes notified by customers or external agencies <p>Our processes, along with the Housing Benefit Award Accuracy (HBAA) initiative that we are signed up to with the DWP, are designed to reduce benefit error and fraud. We now receive real time information from the DWP so in many cases are being notified where changes occur, much of this we have automated which supports both the speed and accuracy of processing these changes. The Service continues to:</p> <ul style="list-style-type: none"> • Monitor processing times closely • Prioritise high-risk changes, such as those with a payment pending • Encourage prompt reporting of changes by customers • Review internal processes to improve efficiency 	Mark Woolerton/Russell Stone

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		<u>21 April 2026</u> <u>POLICY DEVELOPMENT PANEL WORK PROGRAMME</u>	
96. 26/27 ✓	a)	Members requested that the Brown Bin policy be brought to PDP for review at the next meeting. UPDATE: As this item is being considered by PMP at its next meeting, the PDP Chairman agreed that this item be deferred pending the outcome of this process.	Dems/Vick Burgess

		<u>TRACKING OF OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS</u>	
76. 25/26		<u>3 February 2026</u> <u>SHDC MARKETS POLICY REVIEW</u>	
✓	b)	Members asked if the Markets Manager was first-aid trained. Minuted meeting response: The first aid training status of the Markets Manager would be confirmed, and training arrangements made if required. UPDATE: 3 February 2026 The Markets Manager was not first-aid trained. UPDATE: 21/04/2026 Members asked for additional information regarding the most appropriate form of first aid training for the Markets Officer. UPDATE: The Markets Manager updated that he fully acknowledged the concerns around the legal implications of officers administering first aid in a public setting, as well as the uncertainty about what the most appropriate form of training would be and what support is currently in place for officers when incidents occur and emergency services are required. Formal first aid training is not currently required for Market Officers, for a number of reasons The Market Officer role has evolved significantly in recent years and now includes a substantial administrative element, particularly following the introduction of the online booking and payment system. Officers are not present on the market for the	Phil Perry and David Smith

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		<p>entirety of trading hours and are generally on site for set-up and take-down rather than throughout the day.</p> <p>In addition, our markets operate in busy town-centre environments, surrounded by shops and premises where staff are often first aid trained and have access to appropriate equipment. In the event of an incident, this provides a realistic and immediate source of assistance for members of the public.</p> <p>It is more appropriate for the Market Officer to focus on supporting the emergency services and managing the wider incident. This includes coordinating access, managing road closures, clearing access routes, controlling the area and supporting responders. If an officer were administering first aid, they would be unable to effectively carry out these critical functions.</p> <p>To ensure staff are supported and clear on their responsibilities, a new Market Emergency Procedures document has been developed for partnership staff, with the assistance of the Health and Safety team, which is attached for members' convenience. This document sets out clear and consistent emergency procedures for market staff across all three councils' markets, aligned with existing Markets Policies. It provides guidance on managing fire, criminal, chemical and medical incidents, reinforces that emergency services must always be contacted first, and makes clear that staff should not put themselves at risk. Within the medical section, it confirms that only staff who are trained in first aid may provide assistance, and that untrained staff should follow instructions given by emergency services and not attempt medical intervention beyond what they are instructed to do. It also advises staff to familiarise themselves with the location of the nearest defibrillator.</p> <p>This document provides sufficient guidance and support for Market Officers when dealing with incidents on site.</p>	
<p>52. 25/26</p>		<p><u>25 November 2025</u> <u>SHDC AND S&ELCP POLICY REGISTERS</u></p>	
<p>✓</p>	<p>a)</p>	<p>Members raised concerns regarding the delay in reviewing the Data Protection Policy.</p> <p>UPDATE: The Data Protection Manager informed the Panel that due to the policy being aligned across the partnership the Policy was not ready for review.</p> <p>UPDATE 21/04/2026.</p>	<p>Corey Gooch</p>

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		The Business Intelligence and Change Manager informed the panel that the Data Protection Policy had been aligned across the partnership and approved and the Policy register would be updated to reflect this.	
53. 25/26		<u>25 November 2025</u> <u>ARTIFICIAL INTELLIGENCE (AI) POLICY</u>	
✓	a)	<p>Members queried if AI tools such as ChatGPT and Google Gemini were blocked for officers.</p> <p>UPDATE: The Business Intelligence and Change Manger provided the following update to the members via email. <i>'At present the councils proxy solution has a block on "Generative AI" other than Co-Pilot. There is an exception group to bypass the block where required, copilot is bypassed from this for all users. This will apply anyone that is proxied by the ICT firewall, for example work devices, however councillor iPad's would not be impacted by this'.</i></p> <p>UPDATE: 21/04/2026 The Business Intelligence and Change Manager explained that policy work remained ongoing, including considerations around firewalls and pilot arrangements, and advised that future updates would be provided.</p>	Corey Gooch
58. 25/26		<u>25 November 2025</u> <u>NET ZERO ACTION PLAN</u>	
*	a)	<p>Members asked how other local authorities were progressing with solar mats for fleet vehicles.</p> <p>UPDATE: The Environment and Sustainability Officer attached a case study from a waste management company and provided the following response: I have also spoken to WLDC as there were some concerns with their supplier which has left them with, in their words, a "sub optimal product" and have advised us to look elsewhere, they have recommended a company called Trailar. I have more information should we chose to investigate further including a business case and projections which WLDC have been happy to share. The procurement process would need to be very robust given WLDC's experience. They haven't monitored performance</p>	Dean Hempsall

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		<p>for quite some time which I think tells its own story. If we do take this forward, we should trial it on one or two vehicles.</p> <p>UPDATE: 21/04/2026 The Chairman noted that as work on the Net Zero Action Plan was still progressing and that the action should therefore remain open.</p>	
*	b)	<p>Members asked whether SHDC currently sourced green energy. Minuted meeting response: The Environment and Sustainability Officer would confirm with procurement and update the plan accordingly.</p> <p>UPDATE: The Environment and Sustainability Officer had reached out to both procurement and the energy supplier and it appears the contract for SHDC does not specifically state that electricity should be provided from renewable sources. I have asked for further clarity and to confirm the situation for ELDC and BBC as it appears they do receive “green” energy but waiting for confirmation. I will have a further chat with procurement once I know for sure and it’s something we can certainly look at once I know the terms of the contract. Noted for future action.</p>	Dean Hempsall
65. 22/23		<p><u>28 February 2023:</u> <u>SPALDING CEMETERY</u></p>	
*		<p>Members requested that councillor membership of the proposed working group be taken from the Policy Development Panel and 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:</p>	Marc Whelan, Andy Fisher

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		<p>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> <p>UPDATE 29/07/24: Bore holes have been dug and water table not hit until over 5ft down in both locations. SOPM to talk to group about preferable site.</p> <p>UPDATE 4/11/24 Work currently on hold until first quarter next year to prioritise office moves</p> <p>UPDATE 16/01/25 Pursuant to the 2023 statutory guidance "Protecting Groundwater from Human Burials"; officers have commissioned an Environmental Consultant and Hydrogeologist to undertake a the necessary 'Tier 1' ground monitoring protocol to determine whether the Council's adjoining land is suitable for use as a cemetery extension. Depending on the ongoing monitoring results, a Tier 1 assessment can take up to 12 months.</p>	
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