

PERFORMANCE PANEL**Monday, 22 February 2021**

Attendance:

Panel Members Present. Councillors; Horrill (Chairperson), Bronk, Craske, Godfrey and Power.

Cabinet Members Present. Councillors; Porter, Tod, Murphy, Cutler and Learney.

Other Members Present. Councillors; Clear, Weir and Hiscock

Officers Present. Andy Hickman, Amy Tranah, Susan Robbins, Lisa Kirkman, Ellen Simpson, Richard Botham, Darren Lewis, Simon Howson and Matthew Watson

1. **REVIEW OF QUESTIONS PRE-SUBMITTED FROM PANEL MEMBERS**

Questions pre-submitted had been circulated to panel members ahead of the meeting and relevant officers had been invited to attend this meeting to respond. It was agreed that these questions would be considered as part of item 2.

2. **DETAILED REVIEW OF DRAFT Q3 FINANCE AND PERFORMANCE MONITORING**

The panel reviewed the draft report as follows (any page numbers referenced relate to the page numbers of the panel's report pack.)

Pages 3 to 7. Following a question, it was confirmed that the Q3 report would be placed on the agenda of the next Scrutiny Committee together with these notes, any actions and matters referred to the Scrutiny Committee.

Priority: Tackling the climate emergency and creating a greener district.
Pages 8, 9 and 10 – no comments

Priority: Living Well. Pages 11, 12 and 13 – no comments

Priority: Homes for All. Pages 14, 15 and 16. Following a question regarding the progress of the Housing Company, officers advised that following analysis a proposal was being developed which would enable homes to be built through the housing revenue account and to then lease those properties to a company structure to provide homes for different tenures. Detailed proposals are planned to be shared with the Business & Housing Policy (BHP) Committee, in June 2021 before the formal establishment of the company. Following a supplementary question, officers advised that they did not envisage the governance arrangements needing to be agreed again at full Council.

Priority: Vibrant Local Economy. Pages 17, 18, 19, 20 and 21. A question was asked regarding page 18 and the comment relating to “*regular communications and business engagement*” and specifically with the market towns. Officers advised that business engagement had focussed on e-bulletins and information sent to businesses to support them on COVID measures. Also, a dedicated business information and support company had been utilised to contact local businesses in market towns. **Action. Officers would obtain a summary of which businesses have been contacted and the issues being raised which could be provided to panel members. Also, information regarding the distribution of the business bulletin would be provided.**

Page 18. Officers gave an update regarding the High Streets Fund which had started and will run until the end of March. It was confirmed that this applied to businesses located on the high street and wasn’t restricted by business type.

Page 21 LEADER funding. Officers advised that three claims had been processed for two companies, one, "Rakin" which related to developing a new commercial space at Moorlands farm and the second related to the Petersfield Museum.

Your Services, Your Voice, pages 22, 23 and 24. A question was raised regarding how the council demonstrated its services were delivered to a high quality. Officers advised that; through the pandemic, services had continued to be delivered, the monitoring of the council plan was done through the usual quarterly reporting to this panel, the Scrutiny Committee and onto Cabinet. Furthermore individual teams had their own operational KPI's and monitoring processes. Also, the council’s internal auditors (SIAP) undertake quality checks in the audits they undertake throughout the year.

Cllr Craske raised an issue concerning learnings from a recent telecoms application which included; improvements to site notices, keeping ward members updated on sensitive applications, updating the council website on how these cases are handled and engagement with Telecoms operators for future plans across the district. Officers advised that this had been raised at the previous meeting of the panel who had sought clarification and further information from Cllr Craske. Cllr Porter advised of some of the changes are taking place to resolve these issues. **Action: Officers to advise all members of the panel of a progress update on this issue and to clarify the process for other, potentially contentious applications.**

Page 23. Following a question regarding telephone call complaints for issues such as garden waste, officers provided an update of the current position within the customer service team. Technical issues that lasted for three weeks had now been resolved and additional capacity had been provided to the team with both additional staff and overtime at weekends and evenings. The latest statistics show a fall in call volumes and average wait times. Planning for the next garden waste leaflet drop and additional call handling capacity was underway. **Action: Officers to update the panel with average wait times for each of the waste call lines for the next meeting.**

Appendix 2. Pages 25 to 32. Financial Update.

Page 31. Following a question, members were updated on current discussions with Homes England over the potential acquisition of a site.

Appendix 3. Pages 33 to Key Performance Indicators.

Page 33 TCE03. Following a question regarding the level of residual waste, Cllr Tod advised the amount of waste in total had increased primarily because of people spending more time at home due to government restrictions but also glass collections. **Action: Panel to be provided with data showing total waste collected, total recycled and total recycled shown in tonnages and as percentages.**

Page 34. VLE13 (a) and VLE13 (b) Following a question regarding the metrics for these KPI's, officers advised that this data tracked capital and revenue spend in the local area and that these figures showed an increase in capital spend and a decrease in revenue spend locally compared to the previous quarter. This data would be reviewed later in this year as part of the annual review of the Procurement and Contract Management Strategy due in April 2021 and also alongside the government's procurement reforms due later this year / early next year. A supplementary question was asked regarding the social value that can be extracted as part of the council's expenditure. Officers advised that the current strategy refers to social value and a requirement exists in all tenders that 10% is allocated to social value and environmental factors. Further work is ongoing to embed this element and would be revisited as part of the wider review.

NB. It was clarified that the reference to the recruitment of staff in the 'Impact of COVID-19' column in this KPI, related to recruitment by external local organisations and the potential impact to grow opportunities for high-quality, well paid employment across the district.

Page 34.YSYV06. Cllr Bronk advised that he calculated that this KPI should be at 99.48% for Q3 and therefore amber. **Action: Officers to review and amend where required.**

Appendix 4

Carbon Neutral Programme. Pages 44 to 51

Following a question regarding the amber status given to the timeline for this programme, officers advised that delay has been experienced on some project areas for example the electrification of buses and that these had impacted upon the overall timeline. Officers felt that much of the delay was external to the council.

Central Winchester Regeneration. Pages 52 to 58**Page 54.** Following a question regarding the funding to achieve the objectives of this programme, officers advised that the budget proposals for this week's council meeting included a provisional sum from the major investment reserve for this programme which would be subject to a business case, a report to cabinet in March 2021 and a subsequent report in the early part of the next council year.

Movement Strategy. Pages 69 to 73

Following a question regarding the next steps for the strategy, officers advised that the two phases of study work have now been completed and a board meeting with Hampshire County Council (HCC) is scheduled for week commencing 1 March to formally sign off this stage and a members briefing will follow, likely to be in the new municipal year.

Winchester Sport and Leisure Park. Pages 74 to 77

Officers advised that a spring 2021 opening was still anticipated and members would be advised once a date has been finalised. **Action: Report to be amended to show spring 2021 opening.**

Appendix 5 – Page 78

Regarding questions on the December increase in housing rent arrears and the increase in arrears of those who receive Universal Credit (UC), officers advised that the major factor for the increase in December for these is related to Christmas and that historically an increase in these metrics is experienced at this time of year.

Following a question concerning the rough sleeper count increase in December, officers advised that following the governments "Everyone In" initiative some individuals had resumed rough sleeping but that alternative options were being developed for all individuals within this group.

Following a question regarding planning application increases, officers advised that this related to a rise in householder applications that appeared to be as a result of lockdown and homeowners wanting to improve their homes.

Concerning questions on the increase in total referrals from HCC in November, officers advised that this related to calls from HCC to the local resource centre during Tier 4 and national lockdown. Similarly, the figures quoted relating to council tenants contacted by phone to offer support related to our Local Response Centre contacting tenants.

Following a question regarding missed bin data, **Councillor Tod advised that he believed the contractual target was less than 15 bins per day but that this would be confirmed to panel members.**

3. **NOTES FROM THE PREVIOUS MEETING OF THE 9TH NOVEMBER 2020****Regarding item 2.4 Flood Alleviation Schemes.**

Durngate. Officers advised that the main construction was complete but permission has not yet been obtained for the gates to be used. Several further approvals and licences were in the process of being obtained but there were no concerns for achieving final sign off within the next two to three months.

Weirs. Phase 1 completed but issues mainly because of the number of voids that had been found. Work on the scheme is due to recommence in March 2021.

Action: Officers to include officer's written report with these notes.

Regarding item 2.2 Air Quality Data. **Councillor Porter informed that she would circulate the relevant data to members of the panel.**

A review of all other actions from the previous meeting was undertaken and confirmed as being complete.

4. **ACTIONS ARISING FROM THIS MEETING**

Members of the panel agreed on the actions as outlined above.

The panel did not have any further matters that it wished to bring to the attention of the Scrutiny Committee.

The meeting commenced at 4.00 pm and concluded at 5.30 pm

Chairperson