

PERFORMANCE PANEL

Thursday, 24 February 2022

Attendance:

Councillors
Horrill (Chairperson)

Cook
Craske

Ferguson
Cramoysan

Other members in attendance:

Councillors Clear, Cutler, Learney, Thompson and Tod

1. **DETAILED REVIEW OF DRAFT Q3 FINANCE & PERFORMANCE MONITORING**

Questions that had been pre-submitted had been circulated to panel members with initial responses ahead of the meeting (these questions and responses were attached at appendix 1.

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

Page 6. Page 6. A question was asked regarding "Community Support" and the associated mitigation and opportunities statement and whether there was anything else that could be done to encourage positive engagement with residents? Councillor Thompson referred to recent achievements regarding engagement over the local plan and that learning would be taken forward into other areas. Councillor Cutler advised that there was a balance to be struck in situations where there was no statutory requirement for engagement but there may be a community requirement for engagement. Further comment was made regarding engagement concerning the Vision for Winchester work. **Action. Agreed that further consideration be given to a form of matrix that would provide generic guidance on the types of appropriate communication for a project/report e.tc. and the terminology used to describe the event – drop in/engagement/consultation.**

Page 9. A question was asked regarding the statement concerning the two additional electric vehicle charging points in the Guildhall Yard and whether signage had been erected regarding the use of the charging points by the public in the evening and at weekends. **Action. Officers to confirm.**

Page 10. Regarding the statement "encourage renewable energy generation and support start-ups and businesses in green energy and green technology", a question was asked as to what was taking place within the council to encourage

technology start-up companies in the green energy sector and whether any targets existed for this? In response, Ms Robbins provided the panel with information regarding the recently approved Green Economic Development Strategy, the Sustainable Business Network and potential EDF funding.

Action. Officers to update members with relevant targets for this activity when available.

Page 10 and Page 17. A question was asked regarding the statement on page 10 "Positive local plan policies which promote low carbon development sustainable travel and increased biodiversity" and the reference on page 17 to three local plan design workshops which took place in October and November 2021. The question related to what these policies would look like and when they would be available to view. In response, Mrs Adey advised that the Local Plan timeline showed that the intention was for these policies to be published in late Summer 2022. **Action. Officers to provide further information regarding the draft content of the policies.** A follow-up question was asked regarding the output from the young person's climate assembly which took place in November 2021. **Action Officers to discuss with Councillor Williams regarding the output from the assembly to be made available.**

Page 12. "Percentage of BAP actions completed at end of year 1". A question was asked regarding the suitability, context, and appropriateness of the measuring process. **Action. Officers to consider how this information could be reported to provide the data and context.**

Page 12. A question was asked regarding the statement "*work with other public authorities to expand the range of materials we recycle as solutions become available*" Councillor Tod responded and gave a summary of the anticipated changes taking place and the need for further collaborative working.

Page 14. A question was asked regarding the number of grants issued and what additional activity could be undertaken to engage with the relevant groups and organisations. Councillor Clear responded with a summary of ongoing activity to encourage further applications, she also felt that numbers were rising and was monitoring the situation closely. **Action. Councillor Clear to consider asking officers to produce a "template" wording that Councillors could use to promote the grants programme to relevant groups and Parish councils.**

Page 15. A question was asked regarding the outside play area gift from Allegra's Ambition and whether a date for installation was known. **Action. Officers to respond with this information.**

Page 15. Regarding the statement "*there are now over 1300 children having swimming lessons every week, the target for the centre is 2500 children having swimming lessons*" a question was asked, when did officers expect this target to be achieved? **Action. Officers to respond with this information.**

Page 17. Regarding the data for "New homes started", it was asked whether information concerning homes finished or homes occupied could be provided? **Action. Officers to review how this could be included in future reports.**

Page 19. Regarding funds for additional insulation and how many properties have had this work completed. Mr Botham advised that the contract had now

been signed and work would be commencing in March 2022. **Action. Officers to include data regarding the numbers completed in future quarterly reports.**

Page 20. Regarding the statement "working with developers to ensure that they provide affordable housing and homes at fair market value as part of new developments," a question was asked concerning development at Kings Barton as to how affordable these homes would be? **Action. Officers to review and respond to this question. A follow-up question was asked regarding the progress on the Extra Care scheme that officers would also respond to.**

Page 25. A question was asked for further information regarding the two research studies into local festivals and street markets across the district. Ms Robbins gave a summary of activity including the appointment of The Retail Group and Tourism Southeast and the intention of a report coming to members, potentially via a Policy Committee. A supplementary question was asked regarding the retendering of the management of the Winchester market and whether the results from the research should be considered before the retendering exercise. **Action. Officers to review the timeline of both activities so that research results could be fully utilised and confirm the plan**

Page 26. A question was asked regarding the success criteria for the Shop Appy platform and whether the businesses involved saw the platform as a benefit in driving business to them. Ms Robbins responded to these specific points and referred members to the report going to the Business and Housing Policy Committee in March 2022.

Page 27. A question was asked regarding the decrease in the number of formal complaints received and whether the new complaints policy was available to view online. **Action. Officers to review this point and respond to members.**

Resources for Planning Enforcement. A question was asked as to whether there was any information within the report that shows the council's performance in this area? Mrs Adey responded that the key performance indicators were currently being developed and would be included in future performance reports. **Action. Officers to include in future reports.**

Page 33. Disabled Facilities Grants. A question was asked that as adaptations become larger in scale and potentially more complicated, does the council have the resource to process that type of application? Mr Botham advised that this was constantly under review and resources had recently been increased in this area, funded directly from the grant allocation.

Appendix 4. A question was asked whether there was an opportunity at the end of quarter 4 to review the appropriateness of the measures contained in this appendix? Councillor Cutler advised that there may be an opportunity as part of the council plan refresh in mid-summer 2022 to review the measures. **Action Officers and Councillor Cutler to review as above.**

Page 44. A question was asked regarding VLE04 and when it was envisaged that this data would be available and what work was being done in compiling the data. Councillor Cutler referred to analysis undertaken by PfSH and advised that he felt there was a risk in producing this data too early i.e. before the impacts of

the pandemic were fully understood. Councillor Thompson referred to further analysis on this subject from the Hampshire LEP.

Page 44 Regarding HA07 and the reference to the delay in The Housing Company. Mr Botham gave an update on the latest position regarding the Housing Company and that a full briefing would be given during the summer cycle of meetings.

Page 45. A question was asked regarding VLE09 and specifically the significant drop in spend by tourists in Winchester. Ms Robbins advised that the data was provided by Tourism Southeast and it would be possible to share the full report with members that would give the background to the high-level figures. **Action. Officers to action as above.**

Page 47. A question was asked regarding the public drop-in event scheduled for 8 March 2022. Councillor Thompson informed that the intention was to hold the event to take a “rain check” with residents and others regarding potential use for part of the site. Mr Botham added that this followed on from a number of previous engagement events with the community. He also confirmed that additional communications support had been commissioned to support this event.

As a follow-up, a question was asked as to how residents had been informed of the drop-in event of 8 March 2022. Mrs Adey gave an update on the methods of communication being used and that officers had considered the best ways of reaching residents who may be interested in attending. In addition, officers were asked to confirm the accuracy of the projected end date of April 2022 and whether (on Page 48) the reference to “Public Consultation” should be “Public Engagement” and whether the wording of the invitation could be shared with members to use. **Action. Officers to advise as above.**

Page 55. An update was requested regarding the smart mobility projects at Park and Ride sites which was provided by Mr Hickman.

Page 60. A question was asked regarding the activity “Explore the feasibility of developing a hydrogen generating plant”. Ms Robbins advised the project was in abeyance currently awaiting the right opportunity to take forward.

Page 66. Local Plan. A question was asked regarding the proposed timetable for the communication workstream of the Local Plan. Councillor Horrill advised that this could be raised at a forthcoming meeting of the Local Plan Advisory Group.

Page 71. A question was asked regarding the entry for Tower Street on the list of Projects. Mr Botham advised that because of concerns of the viability of the project a report is being taken to a cabinet member decision day proposing that the asset be sold.

Page 74. Mr Hickman gave a verbal update regarding the Winchester Movement Strategy and specifically referred to the 800+ responses and the ongoing analysis of these responses and that he was hoping to provide an initial feedback session for members indicating the general direction of travel in late summer. A follow-up question was asked regarding the relationship between the movement strategy and the M3, Junction 9 project which Mr Hickman answered. It was also asked if a breakdown by postcode of the 800+ responses could be

provided to members and whether the May 2022 date for the issue of the consultation report was still valid? **Action. Officers to action as above.**

2. END OF PROJECT REPORT - DURNGATE FLOOD DEFENCES

Mr Hickman gave an overview of the project and the scheme and informed of two central learning points from the project. The first was around running project stages sequentially that could have meant a quicker delivery and secondly the potential issues around having project resources who also have a service to deliver. The Panel offered congratulations and asked for thanks to be passed to all those involved in the project team.

3. END OF PROJECT REPORT - ENVIRONMENTAL SERVICES CONTRACT

Mr Williams gave an overview of the project which saw the introduction of an 8-year contract with Biffa commencing February 2021. Several questions were asked as follows:

- communication terminals used by Biffa; it was confirmed that these terminals were located inside the refuse collection vehicle.
- The percentage of residents that had taken up the garden waste option – Mr Campbell advised that this was approximately 40% of households.
- Was there any information on whether there were specific areas that suffered from missed bin collections? Mr Campbell advised that where it was recorded that properties do not have their bins collected on two or three occasions then this was escalated to Biffa to investigate and resolve.
- the usefulness of the involvement of the internal audit team as part of this project, Mr Botham agreed that it gave reassurance to the team that the relevant processes were being followed and it was something to be considered on a sample basis for future projects.
- the involvement of Biffa at the project board level, Mr Williams responded and advised that Biffa did attend project board meetings as required throughout the project although they weren't formal members of the board.
- customer's contact details, Mr Williams advised that approximately 95% of garden waste customers had provided an email address and that officers were attempting to increase this figure at the time of renewal etc.
- lessons could be taken from this project into future stages of the waste collection service for example food waste. Mr Williams identified the key success factor as being the project management resource that was available from across the council, for example, IT, Procurement, Finance, Customer Services etc was vital and would be vital for any extension or change in the future.

The Panel found the end of project reports helpful and asked for the learning points to be shared with scrutiny to ensure future activities benefit from this knowledge.

4. **PREVIOUS MEETING OF THE 8 NOVEMBER 2021**

The notes of the previous meeting were agreed, and no actions were required.

5. **SUMMARY OF ACTIONS ARISING FROM THIS MEETING**

Members of the panel agreed on the actions as outlined 1. above. It was agreed that any further updates would be circulated to panel members. The panel did not have any further matters that it wished to bring to the attention of the scrutiny committee.

Chairperson