

PERFORMANCE PANEL

Wednesday, 15 February 2023

Attendance:

Councillors
Horrill (Chairperson)

Craske
Cutler

Westwood
Godfrey

Other members in attendance:

Councillor Tod

1. DETAILED REVIEW OF DRAFT Q3 FINANCE & PERFORMANCE MONITORING

Questions that had been pre-submitted had been circulated to panel members ahead of the meeting (these questions were attached in 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.)

1. Page 7. Further to pre-submitted question number 1 regarding the £200,000 cost of living fund, Susan Robbins, Corporate Head of Economy & Community advised that £145,000 had been allocated to date and that the detail of the individual allocations would be provided following the meeting. **Action: Officers to provide further information as above.**
2. Page 8. Further to pre-submitted question number 2 regarding details of specific outreach locations, Susan Robbins, Corporate Head of Economy & Community agreed to provide information following the meeting. **Action: Officers to provide further information as above.**
3. Page 8. Further to pre-submitted question number 3 regarding crisis food provision. It was confirmed that the scheme was managed by the revenue and benefits team via an external supplier, Blackhawk who distribute vouchers to eligible households. Susan Robbins, Corporate Head of Economy & Community agreed to provide information following the meeting regarding scheme usage. **Action: Officers to provide further information as above.**

4. Page 8. Further to pre-submitted question number 4 regarding mental health support, Susan Robbins, Corporate Head of Economy & Community provided an update from the Tenancy Sustainment Team who work closely with the Primary Care Network, and she agreed to circulate this following the meeting. Following a further question, it was confirmed that the low-income tracker was currently only being used with WCC tenants. **Action: Officers to provide further information as above.**
5. Page 9. Further to pre-submitted question number 5 regarding the costs of the consultant for utility-scale renewable energy generation, Susan Robbins, Corporate Head of Economy & Community advised that this was currently being negotiated and evaluated in line with normal contract procedure rules. Following further questions, it was advised that the consultant would not be solely focusing on land owned by the council. A further question was asked about the electric bus and the likelihood of it being extended, Susan Robbins, Corporate Head of Economy & Community agreed to provide information following the meeting. **Action: Officers to provide further information as above.**
6. Page 9. A question was asked regarding further details on the reduction in emissions from hydro-treated vegetable oil which officers would respond to following the meeting. A further question was asked regarding the potential for a cost penalty for using hydro-treated vegetable oil as fuel. Simon Hendey, Strategic Director, Strategic Director advised that the contractor would be tasked to buy the fuel and hedge the prices to make the costs equivalent to that of buying diesel. **Action: Officers to provide further information as above.**
7. Page 10. Further to pre-submitted question number 6 regarding the conversion of planters to seating on Winchester City High Street, and Dawn Adey, Strategic Director advised that the change didn't affect the safety of the High Street.
8. Page 10. Further to pre-submitted question number 7 regarding the resident's survey, Ellen Simpson, Corporate Head of Strategic Support advised that a previous member briefing and conversations with councillors and group managers had taken place to gather their perspectives on engaging with residents. An action plan was being created and it was envisaged that the report of the resident's survey results would be available to all councillors once the action plan was completed. **Action: Officers to provide further information as above during Spring 2023.**
9. Page 11. Further to pre-submitted question number 8 regarding the 2021 census data Gillian Knight advised that work was taking place to update the housing strategy which would consider the needs of the increasing older population. A review of the council's older person's housing provision was a key priority within the new strategy, and work was underway to understand the future demand for specialised older persons' housing.

10. Page 13. Further to pre-submitted question number 9 regarding accessible services, Dawn Adey, Strategic Director advised that it was a challenge to ensure that all communities had equal access to public transport, but several actions were in place to improve transport accessibility, including the movement strategy, the car parking and access strategy, and work as part of the local plan. The council was currently undertaking a transport assessment as part of the local plan and was consulting on the district-wide Local Cycling and Walking Infrastructure Plan (LCWIP).
11. A further question was asked about what steps the council could further take and Dawn Adey, Strategic Director advised of the options around grant funding, including the zebra fund, to improve transport accessibility, in addition, Councillor Learney had recently met with stakeholders to discuss transport accessibility and bus routes.
12. A question was asked regarding the heat pump installation in the city offices and whether further information could be provided regarding the delay and the timeframe for completion. **Action. Officers to advise as above.**
13. Page 14. Further to pre-submitted question number 10 regarding The Solar Together initiative in Hampshire, Dawn Adey, Strategic Director advised that this was closed for new applications but that she would take this feedback away for future use and that members could lobby the County Council if they felt the scheme to be of use. Members discussed the reference in the report to the installation of solar panels at Itchen Abbas and Avington Village Hall which could be used as a case study for further grant applications. Officers were asked to clarify the amounts raised for this project in particular the references to £4K and the £10k total and how did this relate to the £9,830 referred to on page 15. **Action. Officers to advise as above.**
14. A question was asked concerning reference to the Movement Strategy on page 15 and how to identify and report on the dependencies within the documentation. Councillor Tod advised of a recent conversation with Leader of Hampshire County Council and key officers in order to work together more effectively on things that the district could do with their support. He agreed that understanding and then documenting dependencies would be useful.
15. A question was asked regarding reference to the food waste collection system on page 15 and specifically the allocation of £150, 000 for the running of trial and what specifically had this money been spent on. Dawn Adey, Strategic Director clarified that the funding had been retained in a budget and was being spent to bring forward the food waste service as required.

16. Page 21. Further to pre-submitted question number 12 regarding the housing company, Simon Hendey, Strategic Director, Strategic Director advised that several criteria of the business case needed to be reviewed and that a contingency plan would need to be considered at that point. If the market rents model did not prove viable, the project may need to move to sub-market rents, with a higher level of subsidy from the council. The project aims to balance the two approaches to arrive at a viable solution.
17. Page 21. Further to pre-submitted question number 13 regarding the tender for social inclusion, Gillian Knight, Corporate Head of Housing advised that officers were not expecting any change in services and projects would continue as before.
18. Page 22. Further to pre-submitted question number 14 regarding the void retrofit project, Gillian Knight, Corporate Head of Housing advised that a full evaluation was hoped for by June 2023 which would assess the best value for the money options.
19. Page 22. Further to pre-submitted question number 15 regarding the 807 residents who had signed up for the retrofit ready programme, Gillian Knight, Corporate Head of Housing advised that it was not possible to answer this until the full analysis of responses had been completed, this was hoped to be complete by the end of March 2023 and following that a schedule of works could begin to be drafted. Information on the program's analysis and impact on the stock would be shared in some way, possibly through a briefing for members.
20. Page 25. Further to pre-submitted question number 16 regarding the UK Shared Prosperity Fund, Susan Robbins, Corporate Head of Economy & Community advised that the investment plan was produced as part of CAB3356, and this shows an indicative allocation to projects. The next stage was to contact partners and understand their project proposals going forward.
21. Page 26. Further to pre-submitted question number 17 regarding St Maurice's Covert, Susan Robbins, Corporate Head of Economy & Community advised that the award made to the artist was £8,000 whilst the original budget was £6,000.
22. Page 31. Further to pre-submitted question number 18 regarding the cleaning of the public toilets, Simon Hendey, Strategic Director, Strategic Director advised that the cleaning contractors were now required to take photos after cleaning the toilets to ensure they meet the required standards. In addition, an officer regularly inspects the toilets, he also advised that a budget and work plans were in place to make the facilities less susceptible to vandalism and easier to clean. A follow up question was asked concerning the previous additional £185,000 that was used towards the cleaning programme. Dawn Adey, Strategic Director advised that the budget being presented to the full council included a further £50,000 for pride in place, which would help us continue to improve the standards.

23. Page 31. Further to pre-submitted question number 19 regarding the review of the out of hours service, Gillian Knight, Corporate Head of Housing advised the service review was being scoped and that the review recommendations would be expected later in 2023. A further question was asked concerning the out of hours service and sewerage works and an example of a case where someone was unable to report a blockage in the sewage system because they were not a tenant was provided. Gillian Knight, Corporate Head of Housing agreed to take this issue away.
Action: Officers to review and advise.
24. A question was asked about the level of public scrutiny available for this report and the Chair advised of the rationale of why this panel was formed, its remit and its processes. This included that the quarterly performance papers were tabled at both scrutiny and cabinet which were both public meetings. It was suggested that the Scrutiny Committee could spend more time at its meeting reviewing the work of this committee and the Chair agreed to raise this. **Action. Chair to update the Scrutiny Committee.**
25. A question was asked regarding the more effective use of technology within the council and a particular example was given of the online process of garden waste renewal. Ellen Simpson, Corporate Head of Strategic Support advised that the council wanted to improve the customer-facing elements of the council's website and officers were reviewing the general customer experience when transacting with the council online. Further feedback from members was welcomed.
26. Page 35. Further to pre-submitted question number 20 regarding Planning and Legal teams, Dawn Adey, Strategic Director gave some background information to the query concerning market supplements and recruitment issues.
27. Page 37. Further to pre-submitted question number 21 regarding variations in forecast, working budget and actual spend for the capital plan, Neil Aitken, Service Lead – Finance, Service Lead – Finance advised that the main drivers of change from original budgets to forecast in the general fund included projects that had slipped to 2023/24, such as the KGV Pavilion, CIL-funded community projects, and the housing company. Other items that make up the majority of the remainder include Friarsgate Medical Centre and the works at King Walk. Regarding the HRA, the main driver of the change relates to North Whiteley, and Southbrook Cottages.
28. Page 37. Further to pre-submitted question number 22 regarding Winchester Sport and Leisure Park, Dawn Adey, Strategic Director advised that the council/contractor discussions were on track to close out by the end of the financial year.
29. A question was asked regarding the reference to disabled facilities grants on page 38 and it was confirmed that the intention was for this policy to be brought to Cabinet Committee: Housing.

30. Page 39, it was agreed that the reference to “note 3” actually referred to “note 4” on the following page and that note 4 should therefore be labelled as note 3. **Action. Officers to update.**
31. A question was asked regarding page 51, VLE04 and Dawn Adey, Strategic Director advised that this measure was being removed from future reports as it didn't provide a full measure of performance, future performance would be measured through the green Economic Development strategy and its outcomes.
32. Page 59. Further to pre-submitted question number 25 regarding updating members on the Depot bids, Dawn Adey, Strategic Director advised that she would need to respond to this following the meeting. **Action. Officers to advise.**
33. Page 63. Further to pre-submitted question number 26 regarding the carbon neutrality roadmap, Susan Robbins, Corporate Head of Economy & Community advised that the roadmap was being considered and taken forward in the current and next quarter's work, and more information would be available then, however further information was required to respond fully to this question. **Action. Councillor Horrill and Susan Robbins, Corporate Head of Economy & Community to discuss further.**
34. A number of questions were asked regarding Page 75, site allocations in the local plan.
35. A question was asked regarding an update on areas with their own neighbourhood allocations which Dawn Adey, Strategic Director agreed to respond to following the meeting.
36. A question was asked regarding whether claims had been made that sites had been wrongly assessed or that sites should be included. Dawn Adey advised that officers were working through the submissions to the consultation but that some sites were being contested.
37. A question was asked regarding the allocation at Sir John Moore Barracks and the implication of the additional homes onto the local road junctions, parking etc. Councillor Tod and Dawn Adey, Strategic Director responded and that ultimately this would form part of a future planning application.
38. A further question was asked as to the work being done with Hampshire County Council regarding the road system in the North of Winchester which Councillor Tod responded to.
39. **Page 83**, it was suggested that the period being reported be reviewed, for example the residual waste figures would benefit from showing an additional quarters performance in order to allow comparison to the same period last year. In addition, the annual data would benefit from a review of how best to present. **Action. Officers to review.**
40. Page 83, it was suggested that an additional measure be included to measure performance of the councils retrofit programme. **Action. Officers to review.**
41. Page 85, following a question regarding the recording of the number of fly tip prosecutions, Dawn Adey, Strategic Director agreed to review this with officers. **Action. Officers to review.**

42. Page 87, following a question regarding the recording of the number of void properties, Dawn Adey, Strategic Director agreed to review this with officers. **Action. Officers to review.**
43. Following a question regarding participation in sport, Susan Robbins, Corporate Head of Economy & Community advised that the data was collected from an annual survey by an external partner.
44. Page 89, a question was asked regarding item 5 “city centre high street footfall metrics”, and whether this applied to the market towns. Susan Robbins, Corporate Head of Economy & Community advised that this level of data was only available in Winchester City. A further question was raised that other metrics needed to be included to get a broader perspective on business activity. **Action. Officers to review.**
45. Page 113. Further to pre-submitted question number 29 regarding member representation on the tenant/member/officer forum, Gillian Knight, Corporate Head of Housing advised that the cabinet member for Community and Housing was the forum Member representative.

2. **MINUTES OF THE PREVIOUS MEETING OF THE 7 NOVEMBER 2022
(INCLUDING PREVIOUS QUESTIONS AND ACTIONS)**

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

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

Members of the panel agreed on the actions as outlined in 1. above. It was agreed that any further updates would be circulated to panel members.

The meeting commenced at 4.00 pm and concluded at 6.00 pm

Chairperson

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