

## PERFORMANCE PANEL

Monday, 21 August 2023

Attendance:

Councillors  
Horrill (Chairperson)

Bolton  
Pett

Williams  
Laming

Other members in attendance:

Councillors Cutler and Learney

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### 1. DETAILED REVIEW OF DRAFT Q1 FINANCE & PERFORMANCE MONITORING

1. **Page 6** – Property Management. A question was asked regarding the vacant, council properties that were not generating an income, and Simon Hendey agreed to report back on this. **Note.** [After the meeting the following was confirmed by way of response to this question](#) “Total estimated rental income of vacant property: £174k pa. Vacant Property Under Offer: £129k pa. Rental Value of vacant property still to let: £45k pa (equating to 1% of total rental income).”
2. **Page 7** – Updated KPIs. A question was asked regarding item 11, paragraph 3, concerning the indicators that would no longer be reported via this process. Dawn Adey advised that at the previous panel meeting, there had been a handover between the old and new indicators.
3. **Page 10** – Pride in Place. A question was asked regarding the amount of commercial bins left on pavements despite having designated places for them. It was advised that this could be an obstacle for residents, and it was asked what actions were being taken to improve the situation. Simon Hendey advised of the proactive work that had been done with businesses to address where commercial waste was stored. He advised that officers were looking for alternative storage locations to address the issues raised and improve the visual impact of the area.
4. **Page 17** – Retrofit Programme. A question was asked regarding the number of single-glazed door completions in Q1, and Simon Hendey advised that 12 had been completed to date. A further question was asked regarding the recording of "resident refusals" and how these could impact achieving the council's target. Simon Hendey acknowledged that if residents refused, it would impact the overall target. He advised that the target reflected refusals and other identified issues.
5. A question was asked regarding the number of void properties completed in Q1, and Simon Hendey advised that to date, 3 had been completed.

6. A question was asked regarding the appointment of the dedicated resident liaison officer, and Simon Hendey advised that he would report back to members regarding this. [Note. After the meeting the following was confirmed by way of response to this question “We hope to have recruited the liaison officer role by November 2023.”](#)
7. **Page 18** – Decarbonisation of our own buildings. A question was asked regarding the timescales for when the report from the external provider would be available, and Susan Robbins advised that the consultants are preparing their report. A further question was asked as to whether this work could extend to Parish councils in the district. Susan Robbins advised that there was a separate strand of work addressing this. She advised that funds were available to support organisations and Parish councils in improving their buildings, and ongoing communications were in place to remind Parish councils about the availability of funds. A further question was asked regarding how this work was coordinated across various organisations to maximize its impact, and Susan Robbins advised that a key mechanism used for coordination was a Partnership Board made up of representatives from different organisations, including the South Downs National Park.
8. **Page 19** - Movement Strategy. A question was asked regarding the lack of public transport in certain areas of the district, with some parts having infrequent bus services. Councillor Learney advised that public transport was the responsibility of the County Council and that meetings with the County Council and bus companies had taken place to discuss the issues. However, she was willing to discuss any specific routes that may benefit from additional funding.
9. Waste management. A question was asked regarding the delay in national government proposals concerning the national waste strategy and if this time could be used to discuss and consult with residents. Simon Hendey advised that the council had to delay its resident consultations due to the government timetable. The intention would be to discuss with residents on behaviour change and educate further regarding recycling to reduce residual waste and increase recycling rates.
10. Biodiversity Net Gain. A question was asked regarding whether the partnership Board mentioned in point 7 enabled biodiversity net gain on land owned by Hampshire County Council and the South Downs National Park. Susan Robbins advised she would report back on this. It was also advised that dormice had been found in Bushfield Camp and asked for this to be included in the report. A question was asked regarding the details of the community engagement regarding road verges at Badgers Farm, and Susan Robbins agreed to respond separately.
11. **Page 24**. A question was asked regarding Swim England’s Water Wellbeing accreditation and if this included the hydrotherapy pool and the main pool. Susan Robbins agreed to report back on this.
12. Homes for All. Homes for All. Regarding government funding for Ukrainian and Afghan families' accommodation, Gilly Knight explained the council's approach. The housing team tracks Ukrainian guests in Winchester through a priority spreadsheet. Those at risk of homelessness or in unstable housing are given precedence. Ongoing efforts prevent homelessness for Ukrainian families, with prioritization based on need. Currently, 10 Ukrainian households face homelessness but the situation is manageable. Successful interventions place people with hosts or in different houses. Gilly Knight will update on host family numbers. For Afghan households, the council aims to support their needs after allowing them to express their requirements. [Note. After the meeting the following was confirmed by way of response to this question “Just confirming Performance Panel feedback on number](#)

of remaining Ukraine hosts which is 142. We will now add that statistic to future reports.”

13. A question was asked regarding the use of the term “distribution of housing” on page 26, and Dawn Adey advised that the planning inspector wanted to test the council’s methodology to ensure it would stand up to examination.
14. Disabled facilities grants. Following a question, Gilly Knight advised that the council had a new officer to ensure that the disabled facilities grants were efficiently allocated to those in need. They were confident in meeting the budget with the committed funding.
15. Green Skills and Upskilling. Following a question regarding training for heat pump engineering, Susan Robbins advised that green skills were supported within the Green Economic Development Strategy (GEDS).
16. **Page 31:** A question was asked whether the Vacant Property Register referred to was for the whole district, and Susan Robbins advised that it was and that she would advise of the approximate split between the city and the remainder of the district.
17. **Page 32:** Culture and Heritage. A question was asked regarding the 878AD attraction and whether there was an indication of the overall number of visitors. Dawn Adey updated members and advised that further work was ongoing to understand the situation fully.
18. **Page 33:** High Street Attractiveness. Following a question, Susan Robbins advised that the programme was for all High Streets, and measures were being taken to increase the attractiveness of the High Streets, including events and marketing activities. Regarding the final bullet point on page 34, Susan Robbins advised that a bespoke employment support package was being developed to help disadvantaged groups access work. This was currently being scoped, and she would report further on this as part of the Q2 report.
19. **Page 36:** Following a question regarding the TC25 programme, Liz Keys advised that member involvement in the programme could be considered, and she would pass on the request to Amy Tranah, who was heading up the programme.
20. **Page 38:** Following a question regarding Business Rates Appeals, Liz Keys advised that building owners could appeal to the valuation office if they believed the building had been overrated. The decision on appeals was independent of the council, and the council set aside an amount for successful appeals that were yet to be decided. Paragraph 5 described a positive outcome. In paragraph 7, following a question regarding the £1.15 million referenced, Liz Keys advised that approximately £800,000 related to the reduction in NDR appeals, and £350,000 related to assumptions on rental income from investment properties.
21. **Page 40:** General Fund Capital expenditure. A question was asked as to whether expenditure needed to be “sped up.” Liz Keys advised that Capital program expenditure was not evenly distributed throughout the year and gave an example of the KGV Pavilion.
22. Delays in CIL-funded community projects: Following a question, Dawn Adey advised that claims for CIL-funded Community projects were generally made in arrears, and the council was currently waiting for some third parties to confirm progress to reimburse their expenditure. The council was also proactively working with third parties to determine time scales and funding availability. It was understood that some projects were delayed due to difficulties in raising matched funds, and the council was exploring options to reassign funds if project deadlines were not met.

Members were referred to a recent cabinet report regarding CIL for further information.

23. **Page 42:** HRA Account. Following a question, Simon Hendey advised that the HRA Retrofit Ready Program numbers were within the HRA capital expenditure.
24. **Page 43:** Following a question regarding reserves, Liz Keys advised that when there was a forecast deficit on the HRA, reserves could be used to offset it. The forecast position showed a reduction in the call on reserves, and multiple factors contributed to this change.
25. Regarding a question concerning depreciation and replacement costs, Simon Hendey advised that the provision for depreciation was increased to account for the higher cost of replacing components in the housing stock. He advised that regular review of depreciation ensured sufficient funds were set aside for major repairs in the future. Liz Keys advised that housing assets were valued annually as part of the statement of accounts and that the revision of asset values might occur if there were changes in trends or assumptions compared to the initial budget. A question was asked regarding the inflow of monies from the MDA (North Whiteley) negotiation, and Simon Hendey advised that he would report back on this.
26. **Page 47:** Regarding tackling the climate emergency, a question was asked regarding the use of measures TCE1 and TCE2 as results were only available annually in arrears, which delayed assessing the current situation. Susan Robbins advised that the council provided a lot of data across various activities to an external organisation. She advised that the council's data was verified and based on estimates in their carbon roadmap and carbon neutrality action plan. The carbon roadmap helped in creating trajectories for future targets, and more information on the trajectories and projects could be found in the carbon roadmap and carbon utility action plan.
27. Following a further question, Susan Robbins advised that tier-one carbon projects were the priority projects that aimed to deliver carbon savings. These projects were tracked and monitored to determine if they were on track to achieve the carbon reduction targets. TCE1 represented the target for 2022-2023, while TCE2 represented the target for 2030. The revised carbon neutrality action plan would have more details on these projects.
28. Following a further question, it was clarified that the red status in TCE1 did not imply the overall program was at risk, but rather highlighted the current data performance. It was important to understand that the red status reflected the district's carbon footprint and not the entire program.
29. A question was asked that it appeared that Some measures for the climate emergency section did not have specific targets set, for example, TCE5. These would be reviewed and explained where necessary. Susan Robbins advised that consultants were recently appointed to design ways to reduce carbon emissions from council buildings. Once the consultants had provided their report and affordable proposals, the council would be able to set targets and aim to have them ready for Q2.
30. Living well indicators. Following a question regarding the Winchester Sport & Leisure Park, it was clarified that the performance indicators were being compared to the agreed business case. The targets for 2023-2024 had been agreed with the operator, and the performance indicators would reflect those targets.

31. A question was asked regarding the source data for LW1, and it was advised that this was collected through a sample survey conducted by Ipsos MORI on behalf of Sport England.
32. A question was asked regarding the Q1 figure for LW10 and why it was so lower than the previous quarter. Gilly Knight advised that this reduction was part of a continual decline in the numbers in arrears and was in part due to a shift to a proactive approach within the team. Instead of calling everyone or knocking on doors, the focus was on one-to-one contact and being able to predict when individuals were at risk of falling into arrears.
33. **Page 50.** Fly tipping and processing time. A question was asked about the amber status of LW11 and about the time taken to process fly-tipping cases and reporting them to the contractor. Simon Hendey set out the contractual position regarding the clearance of small, large, and hazardous fly tips, and he would advise on the timescales for reports to reach the contractor once it had been reported. Note. After the meeting the following was confirmed by way of response to this question "Reports of fly-tip incidents are normally forwarded to IDVerde within 1 working day of receipt. The council's service level agreement with IDVerde is for small fly-tips to be cleared within 2 days and large fly-tips to be cleared within 10 days of being notified by the council"
34. A further discussion took place regarding the targeting of fly-tip prosecutions. It was noted that this could be a useful deterrent and sends a strong message about the council's commitment in bringing offenders to justice. However, it was acknowledged that this could have unintended consequences, i.e., it may lead to prosecuting cases with insufficient evidence and may distort the process. Sharon Evans advised on the importance that each case must be considered individually, considering the merits, evidence, and public interest. She advised that prosecution should be a last resort and cautioned against the setting of targets without careful consideration.
35. Members asked if a KPI concerning the speed of the fly-tip clear-up could be considered.
36. **Page 51.** Monitoring Housing Waiting List Length. A question was asked regarding the tracking of waiting list numbers and Gilly Knight advised that the council was part of a sub-regional partnership and had access to monthly and yearly reports that compared the council's performance with other authorities. The data in the quarterly reports was for information purposes, but she would consider the point made.
37. A question was asked regarding the target for HFA2, and whether annual targets would be useful. Simon Hendey advised of the rationale for the 2030 target but would review the point made.
38. A further question was asked regarding HFA3 and whether a target should be applied for this KPI. Officers would need to consider this.
39. **Page 54.** Complaints response level. A question was asked about the complaints response level as displayed in YSYV4. Dawn Adey advised that the current performance levels were acknowledged, and plans were in place to work differently and improve this measure. Sharon Evans advised that despite this target not being met, there had been no complaints upheld by the ombudsman, which was seen as a positive.
40. **Page 57** Bar End Depot. A question was asked regarding inconsistencies in applying the RAG status on this page. A further question was asked regarding the accuracy of some of the dates shown. Simon Hendey advised that the project

remained generally on track but that some boxes may not have been coloured correctly, leading to unclear statuses, which would be reviewed.

41. Following a question regarding public access to the archaeological site, Dawn Adey and Ken Baikie advised that communications were being worked on regarding this and would provide feedback to the panel. **Note.** After the meeting the following was confirmed by way of response to this question “Please find below dates for the upcoming archaeology open days: Saturday 2 September and Saturday 7 October. More information will be coming out over the next couple of weeks so please keep an eye on our website for updates:  
<https://www.winchester.gov.uk/regeneration/archaeology>
42. **Page 90.** New Homes program. It was asked whether this list contained the complete list of projects. Simon Hendey advised that they would review the list and correlate it with the information previously supplied to the Cabinet committee: Housing. **Note.** After the meeting the following was confirmed by way of response to this question “The difference between the report to Cab Committee Housing and Performance Panel is the former includes schemes under consideration i.e. not yet formally started.”
43. **Summary of points to be addressed.**
  - a. The number of vacant properties not generating income (item 1 above).
  - b. Dedicated resident liaison officer and appointment timeline (item 6 above).
  - c. Biodiversity Net Gain (item 10 above).
  - d. Road verges (item 10 above)
  - e. Swim England’s Water Wellbeing accreditation (item 11 above).
  - f. Ukrainian families and hosts (item 12 above).
  - g. Vacant property register and the split between rural and city (item 16 above).
  - h. MDA monies - time scales (item 25 above).
  - i. TCE7, should this be a range or a fixed number (item 4 above)
  - j. Fly-tips and time scales for reports (item 33 above).
  - k. Consider annual targets for HFA2 (item 37 above).
  - l. RAG status and the timescales for Bar End Depot (item 40 above)
  - m. Discussion on TC25 and member participation. (item 19 above)
  - n. CWR Archaeology (item 41 above)
44. **Feedback for the Scrutiny committee**
  - a. Targets need to be set for some indicators. **Note.** After the meeting the following was confirmed by way of response “These are being reviewed by officers and where available will be added to the Q2 report.”
  - b. The relevance of the red status for TCE1. **Note.** After the meeting the following was confirmed by way of response “An additional paragraph has been added to the notes and commentary in the report to provide clarity on the status in the table of KPIs”
  - c. That some targets may benefit from showing a range rather than an absolute figure.
  - d. Discussion on carbon neutrality and its connection to the October cabinet report.
  - e. Clarification on the work plan for Scrutiny and HEP Committee regarding the Movement Strategy.

2. **NOTES OF THE PREVIOUS MEETING OF THE 22 MAY 2023**  
The notes of the previous meeting were agreed, and no actions were required.

The meeting commenced at 4.00 pm and concluded at 6.00 pm

Chairperson

DRAFT

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