

**Present:** Councillor Gary Hewson (*in the Chair*),  
Councillor Natasha Chapman, Councillor Lucinda Preston  
and Councillor Anita Pritchard

**Apologies for Absence:** Councillor Thomas Dyer, Councillor Adrianna McNulty,  
Councillor Neil Murray, Councillor Pat Vaughan and  
Councillor Emily Wood

**75. Confirmation of Minutes - 20 February 2025**

RESOLVED that the minutes of the meeting held on 20 February 2025 be confirmed.

**76. Declarations of Interest**

No declarations of interest were received.

**77. Strategic Performance Measures and Targets 2025/26**

The Business Intelligence Officer:

- a. presented the strategic performance measures and their targets for 2025/26 for review prior to being presented to Executive for final approval
- b. advised that the Council currently had a set of strategic performance measures in place used to monitor the performance of the Council, these measures included a mix of targeted quarterly and annual measures, together with a number of volumetric measures which were used for contextual purposes
- c. highlighted that in total there were 68 targeted and 28 volumetric measures within the strategic performance measure set for 2025/26 (a total of 96 measures)
- d. stated that those measures performing above or below target were highlighted within the quarterly Operational Performance Report as success stories or measures of concern requiring further monitoring or action
- e. explained that 3 performance measures had been added to the measure set for 2025/26 as outlined at 5.2 and 5.3 of her report
- f. outlined the appendix measures, their high and low targets and the details of the removed/new measures and targets provided at Appendix A of her report
- g. welcomed questions and comments.

**Question:** In relation to CS2 and CS3 on Appendix A, the calls that are split between Switchboard and the Contact Centre, did the Council keep a record of calls that were resolved at first contact?

**Response:** The Customer Service team were currently trying to find the best way in the new system to do this and distinguishing between switchboard and the call centre effectively. They tagged how many times a customer called back to chase an action which was one piece of the data. Officers were reviewing what was classed as resolved as there were lots of different scenarios and services to consider e.g a customer who called to set up a direct debit, 90% of the call could be completed but further action was then required for final completion. The Customer Services Team had also looked at 'frequent flyers' to see if that was an indication of things not being resolved but often they were new or wrong requests. It was something officers were actively working on though in terms of data and with the system.

**Question:** What was the reason for the change of measures in PPASB?

**Response:** The new measure was replacing the two previous measures that were removed but with a slightly different focus. The reason behind it was the average days to close a case. Before, it was the number of live cases open across the Anti-Social Behaviour team, going forward it would be across the full PPASB service.

**Question:** In relation to visitor satisfaction with the 'Events in Lincoln' Programme (ETC 1), as well as satisfaction of the events, could the footfall also be measured?

**Response:** Footfall figures were measured through Lincoln BIG sensors. There were four of these sensors in the City Centre, which covered the following areas:

- Cathedral Quarter
- High Street South
- High Street North
- City Square

Lincoln BIG were looking at additional data sets that they could purchase to give a more rounded picture of the high street rather than solely looking at the footfall provided by proximity.

**Question:** With regards to events, what was the threshold for the north and south of the city?

**Response:** The Assistant Director for Strategic Development confirmed she would feedback the answer once she'd sought it from the appropriate officer.

RESOLVED that the performance measures and their targets for 2025/26 be noted.

## **78. Draft Work Programme for 2025-2026**

The Chair:

- a) presented the Draft Work Programme for 2025/26 as detailed at Appendix A of the report
- b) advised that the work programme for the Performance Scrutiny Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its Chair

- c) reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny
- d) requested any relevant comments or changes to the proposed work programme for 2025/26.

RESOLVED that the work programme for 2025/26 be noted with a view to continuously update when necessary going forward.