

## PERFORMANCE SCRUTINY COMMITTEE

**Thursday, 13 March 2025**

**6.00 pm**

**Committee Rooms 1-2,  
City Hall**

Membership: Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair),  
Natasha Chapman, Thomas Dyer, Adrianna McNulty, Neil Murray,  
Lucinda Preston, Anita Pritchard and Emily Wood

Substitute member(s): Councillors Liz Bushell and Annie Currier

Officers attending: Democratic Services, Emily Holmes and Lara Wells

---

### A G E N D A

---

SECTION A	Page(s)
1. Confirmation of Minutes - 20 February 2025	3 - 10
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Strategic Performance Measures and Targets 2025/26	11 - 24
4. Draft Work Programme for 2025-2026	25 - 38

This page is intentionally blank.

**Present:** Councillor Gary Hewson (*in the Chair*),  
Councillor Natasha Chapman, Councillor Thomas Dyer,  
Councillor Adrianna McNulty, Councillor Neil Murray,  
Councillor Anita Pritchard and Councillor Emily Wood

**Apologies for Absence:** Councillor Pat Vaughan

**63. Confirmation of Minutes - 23 January 2025**

RESOLVED that the minutes of the meeting held on 23 January 2025 be confirmed.

**64. Declarations of Interest**

No declarations of interest were received.

**65. Change to Order of Business**

RESOLVED that the order of business be changed to allow Item number 7 'Section 106 and CIL Contributions Update' to be considered as the next agenda item.

**66. Section 106 and CIL Contributions Update**

Kieron Manning, Assistant Director for Planning:

- a) provided Performance Scrutiny Committee with an annual update on Section 106 agreements and Community Infrastructure Levy (CIL) that had been collected, secured and spent in the last 12 months to December 2024
- b) stated that Section 106 agreements were routinely drafted, where specific quantifiable need was identified, to require developers to contribute to vital infrastructure in accordance with local plan policies. This was to mitigate the impact of that development and make that development sustainable in planning terms. The contributions were usually in the form of a commuted sum, calculated on a pro-rata basis depending on the size of the development
- c) explained that there were three tests that determined the collection of developer contributions; they must be directly related to the development, fairly and reasonable related in scale and kind and necessary to make the development acceptable in planning terms
- d) highlighted that only one Section 106 Agreement was negotiated in 2024, for a contribution of £5,899 towards the NHS from the new development at the site of the former Golden Cross Public House on the High Street, however, it didn't qualify for CIL as it was for occupancy as apartments and therefore was exempted development.
- e) welcomed the committee's comments and questions.

It was agreed that the annual Infrastructure Funding Statement containing all the CIL contributions would be presented annually going forward rather than an update report.

RESOLVED that:

1. The Annual Infrastructure Funding Statement be presented in January 2026 and be added to the work programme.
2. The contents of the report be noted.

**67. Financial Performance (Detailed) - Quarterly Monitoring: Quarter 3**

Laura Shipley, Financial Services Manager:

- a) presented a report to Performance Scrutiny Committee with a summary of the third quarter's performance (up to 31 December), on the Council's:
  - General Fund
  - Housing Revenue Account
  - Housing Repairs Service
  - Capital Programmes
- b) requested that Performance Scrutiny Committee note the changes to the capital programmes
- c) provided information on the following:
  - **General Fund Revenue Account** – for 2024/25 the Council's net General Fund Revenue Budget was set at £15,427,670, including a planned contribution from balances of £146,820 resulting in an estimated level of general balances at the year-end of £2,391,979 (Appendix A provided a forecast General Fund Summary). There were a number of forecast year-end variations in income and expenditure against the approved budget. Full details of the main variances were provided in Appendix B.
  - **Housing Revenue Account** — for 2024/25 the Council's Housing Revenue Account (HRA) net revenue budget was set with a planned contribution from balances of £101,220, resulting in an estimated general balances at year-end of £1,030,024 after allowing for the 2023/24 outturn position (Appendix C provided a forecast Housing Revenue Account Summary) Although the forecast position was an underspend there were a number of significant variations in income and expenditure. Full details of the main variances were provided at Appendix D.
  - **Housing Repairs Service** – For 2024/25 the Council's Housing Repairs Service (HRS) net budget was set at zero, which reflected its full cost recovery nature. At quarter 3 the HRS was forecasting a surplus of £32,882 in 2024/25. Full details of the main variances were provided at Appendix F.
  - **General Investment Programme(GIP)** – the revised General Investment Programme for 2024/25 amounted to £27.9m following

quarter 2. At quarter 3 the programme had been decreased by £5.9m to £22.0m, as detailed at paragraph 7.2.

- The overall spending on the General Investment Programme active schemes (excluding externally delivered schemes) at the end of quarter 3 was £10.1m, which was 53.1% of the budget as detailed in Appendix I.
- **Housing Investment Programme** – the revised programme for 2024/25 amounted to £17.432m following the Quarter 2 position. At quarter 3 the programme had been decreased by £0.020m to £17.411m, as show in paragraph 7.10 of the report. The overall expenditure on the Housing Investment Programme at the end of Quarter 3 was £8,861m, which was 50.89% of the 2024/25 revised programme (excluding expenditure relating to Western Growth Corridor which was currently shown on the GIP to be apportioned at year end)) as detailed at Appendix J of the report. A further £0.680m had been spent as at the end of January 2025.

d) invited members' comments and questions.

**Question:** Why was there a £127,000 surplus for smoke alarm/detector testing?

**Response:** The budget was averaged over a 5 year cycle and dependant on the housing stock. It was difficult to determine capacity which may be on the voids programme. Officers hadn't had as much work go through this year and it had been reviewed as part of the MTFS this year.

**Question:** What would the cost be to the Council for running an election weeks before planned elections?

**Response:** A figure couldn't be confirmed at present. It was agreed a response be fed back to the committee after the meeting.

**Question:** In relation to the Cornhill Market, were the increased costs expected?

**Response:** The £55,000 legal fees were a one off. 30 stalls were put through that system, calculated before the market opened.

**Question:** When would the Council no longer require the services of professional staff at the Crematorium?

**Response:** In terms of staffing, interviews were taking place this week for the manager post with the outcome to be confirmed in the next week. Even with transition there shouldn't be a budget pressure next year once this had taken place. Income wise, work was being carried out with new interim management and other income potential opportunities moving forward. It would be prioritised once a management team was in place.

**Question:** Had more additional funds been given to Action Nation?

**Response:** A sum of £50,000 was a combination of old contract arrangements and new support provision for Active Nation. As part of the new contract, for any losses Lincoln took a share up to a maximum of £50,000, a new support package was planned for the new financial year.

**Question:** Could an update be provided on the funds spent on the Lincoln Town Deal projects?

**Response:** Officers advised that a more accurate update be provided after the meeting.

RESOLVED that:

1. The figures on running a by-election weeks before planned elections be provided to the committee
2. An update on the funds being spent on Lincoln Town Deal projects be provided to the committee
3. The contents of the report be noted.

**68. Operational Performance - Quarter 3 2024/25**

Lara Trickett, Business Manager for Corporate Policy and Improvement:

- a. presented an outturn performance summary report to Performance Scrutiny Committee of the Council's performance in Quarter 3 of 2024/25
- b. highlighted that out of the 91 performance measures monitored during the quarter, 66 had targets allocated to them, of these targeted measures 54 (59.4%) were within or exceeding the targets set
- c. reported that when read together, Appendices A and B aimed to enhance the range of performance information presented via the quarterly reporting process and make it easier to assess and scrutinise the performance of each priority/portfolio
- d. advised that as set out in section 3, Appendix A provided an overview of the Council's performance by Directorate and Vision 2025 theme. The highlight report detailed some of the positive work of the Council during the quarter, and the impact of this was also included in Appendix A.
- e. invited members' comments and questions.

**Question:** Would it be possible for members to have access to compliments that were received to measure which areas were doing well?

**Response:** Officers advised that they would speak to the appropriate officer and arrange for the information to be circulated to members.

**Question:** In relation to annual appraisals, 65% completion was low, was this due to a structural issue? Or the time taken to carry them out?

**Response:** 1:1's played a key part and were carried out monthly and there was an element of appraisals not being captured on the ITrent system.

Emily Holmes, Assistant Director for Strategic Development confirmed that a report on Strategic Performance Measures and Targets would be submitted to the next Performance Scrutiny and the points raised on this topic would be submitted alongside this report with options at the next meeting.

**Question:** Could an update be provided on the current vacancies within the Council?

**Response:** The Business Manager advised she would provide an update to the committee after the meeting.

RESOLVED that:

1. An overview of the compliments received be circulated to members
2. A report be submitted by the Assistant Director for Strategic Development to the next Performance Scrutiny Committee on the Strategic Performance Measures and Targets noting the points that were raised in relation to annual appraisals and the concerns around them being logged on the ITrent system
3. An update on the current vacancies within the City of Lincoln Council be circulated to members.
4. The contents of the report be noted.

**69. Treasuring Management and Prudential Code - Quarterly Update**

Laura Shipley Financial Services Manager:

- a. presented a report to Performance Scrutiny Committee to summarise and review the Council's treasury management activity and the prudential indicators at 31st December 2024
- b) advised that the Treasury Management position and performance results for the 9 months ended 31st December 2024 were set out in the body of the report & Appendix A (prudential Indicators)
- b. reported that officers confirmed that the approved limits within the Annual Treasury Management Strategy were not breached during the quarter ended 31<sup>st</sup> December 2024
- c. gave an overview of the investment portfolio as detailed at paragraph 4 of the report and explained that the Council held £17.505m of investments as at 31st December 2024 achieving an average interest rate of 5.13% for the financial year to date (5.11% 2023/24)
- d. explained that as at 31st December 2024, the forecast income for the year was £1.066m (£0.397m General Fund & £0.669m HRA), an overachievement of income of £0.405m against the £0.661m budget
- e. invited members' questions and comments.

RESOLVED that the Prudential and Treasury Indicators and the actual performance against Treasury Management Strategy 2024/25 for the quarter ended 31 December 2024 be noted prior to referral to Executive for consideration.

**70. Feedback from Budget Review Group**

Councillor Gary Hewson, Chair of Performance Scrutiny Committee explained the resolution from the most recent Budget Review Group which was as follows:

*'The Budget Review Group agreed to provide its comments and recommendations to the next Performance Scrutiny Committee meeting, prior to progression to Council, and wished the following statement to be recorded:*

*'Budget Review group took this opportunity to scrutinise the Draft Medium Term Financial Strategy 2025/2030 and noted the questions which were tabled for the meeting and also raised during the meeting, for which replies were given.*

*Budget Review Group agreed that with the information available at this time to officers and which had been relayed to members, that the proposals were a sustainable strategy for the Council's objectives regarding the Medium Term Financial Strategy 2025/2030.'*

RESOLVED that the resolution from Budget Scrutiny Committee be noted by the Committee with thanks.

## **71. Draft Work Programme 2024-25**

The Chair:

- a) presented the draft work programme for 2024/25 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 2024/25.

RESOLVED that:

- 1. The Annual Infrastructure Funding Statement would be appended to the agenda in January 2026.
- 2. The Draft Work Programme 2024/25 be noted.

## **72. Strategic Risk Register - Quarterly Review**

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a) presented Performance Scrutiny Committee with a status report of the Strategic Risk Register as at the end of the third quarter 2024/25
- b) reported that the strategic risk register currently contained fifteen risks as follows:
  - 1) Failure to engage & influence effectively with the Council's strategic partners, council staff and all stakeholders to deliver against the Council's new Vision 2030.



- 2) Failure to deliver a sustainable Medium-Term Financial Strategy that supported delivery of the Council's Vision (specifically in relation to the General Fund).
- 3) Failure to deliver the Towards Financial Sustainability Programme.
- 4) Failure to ensure compliance with existing and new statutory duties/functions.
- 5) Failure to protect the local authority's long-term vision due to changing structures and relationships in local government and impact on size, scale and scope of the Council.
- 6) Unable to meet the emerging changes required in the Council's culture, behaviour and skills to support the delivery of the Council's vision, transformational journey to one Council approach and service delivery.
- 7) Insufficient levels of resilience and capacity exist in order to deliver key strategic projects & services within the Council.
- 8) Decline in the economic prosperity within the City Centre.
- 9) Failure to deliver key strategic projects.
- 10) Failure of the Council's key contractors and partners to remain sustainable and continue to deliver value for money.
- 11) Failure to protect the vulnerable in relation to the Council's PREVENT and compliance with safeguarding and domestic abuse duties.
- 12) Failure to mitigate against the risk of a successful cyber-attack against the Council.
- 13) Impacts of uncertainty of Government policies on migration policy, asylum dispersal, early prison release etc. on the Council's service delivery, capacity and MTFS as well as the impacts on housing, communities and the economic vitality of the City Centre.
- 14) Failure to deliver critical services in an emergency situation.
- 15) Failure of service delivery leading to reputational impacts on the Council and adverse financial implications.

Members considered the contents of the report.

RESOLVED that the Strategic Risk Register as at the end of the third quarter 2024/25 be noted.

### **73. Exclusion of Press and Public**

RESOLVED that the press and public be excluded from the meeting during consideration of the following item(s) of business because it is likely that if members of the public were present there would be a disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

**74. Strategic Risk Register - Quarterly Review**

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a. provided members with the revised Strategic Risk Register as attached at Appendix A.
- b. invited members' questions and comments.

RESOLVED that the Strategic Risk Register as at the end of the third quarter 2024/25 be noted.

**SUBJECT: STRATEGIC PERFORMANCE MEASURES & TARGETS 2025/26**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**REPORT AUTHOR: BUSINESS INTELLIGENCE OFFICER**

## **1. Purpose of Report**

- 1.1 To present the strategic performance measures and their targets for 2025/26 to Performance Scrutiny Committee ahead of presentation to Executive for final approval.

## **2. Executive Summary**

- 2.1 Strategic performance measures are reviewed on an annual basis. This ensures the measures being reported to senior management and members on a quarterly basis continue to provide a clear picture of the council's service area performance. Additionally, all performance measure targets are reviewed annually to ensure the targets remain achievable but suitably challenging.
- 2.2 The target setting element of this work for 2025/26 has focused largely on the analysis of the council's performance outturn trend over recent quarters / years, alongside considering the expected impacts over the coming year. Benchmarking data has been used by service areas in this process, however, the availability of this data is limited due to local authorities reporting on the measures most relevant to their own authority and services, rather than there currently being a requirement for all local authorities to report on all measures in the same way.
- 2.3 As with previous years, some measures have seen their targets relaxed due to increasing financial pressures on the council, resource impacts, recruitment pressures and the cost-of-living crisis - all of which will inevitably continue to impact on performance. However, in some cases the targets have been made more stretching where some improvement in performance is expected.

## **3. Background**

- 3.1 The council currently has a set of strategic performance measures in place used to monitor performance. These measures include a mix of targeted quarterly and annual measures, together with a number of volumetric measures, which are used for contextual purposes.
- 3.2 All targeted performance measures have both a high and a low target allocated to them. Where a performance outturn falls between the high and the low target, performance is considered to be acceptable and not of concern. Where the outturn is equal to or above the high target, the level of performance is considered to be at or above target. Where the outturn falls below the low target, the performance outturn is considered to be performing below target.

- 3.3 Those measures performing above or below target are highlighted within the quarterly Operational Performance Report as success stories or measures of concern requiring monitoring / action.

#### **4. Performance measure review and target setting for 2025/26**

- 4.1 During December 2024 and January 2025, Directors, Assistant Directors and Service Managers, working with Portfolio Holders, were asked to review the existing strategic performance measures and their targets to ensure they remained suitable for monitoring service performance during 2025/26.

- 4.2 Following approval by PSC, the final measure set and their targets will be presented to Executive in March 2025.

- 4.3 The performance measures, their high and low targets and details of the removed / new measures for 2025/26 are provided at Appendix A. Justifications for changes to measures and targets have been provided by the service area within this appendix.

#### **5. Summary of changes for 2025/26**

- 5.1 In total there are 68 targeted and 28 volumetric measures within the strategic performance measure set for 2025/26 (total of 96 measures).

##### **5.2 New performance measures for 2025/26**

3 performance measures have been added to the measure set for 2025/26 (see sections 5.2 & 5.3).

##### Directorate for Communities & Environment (DCE)

- Events, Tourism and Culture – Visitor satisfaction with Events in Lincoln programme
- Public Protection and Anti-Social Behaviour – Total cases received in quarter (full service)
- Public Protection and Anti-Social Behaviour – Average days to close a case in quarter (full service)

##### **5.3 Directorate for Major Developments measures**

Together with the performance measures above for the directorates of CX, DCE and DHI, the Directorate for Major Development reports on a range of measures to provide members with and insight into the progress being made on the key work programmes within the directorate. These measures include:

##### Town Deal

- Percentage spend on Town Deal programme
- Percentage / number of Town Deal projects on target

##### UK Shared Prosperity Fund (UKSPF)

- Percentage spend on UKSPF programme
- Percentage / number of UKSPF projects on target

- Number of businesses receiving business support utilising the UKSPF fund

The performance status of the above measures are determined by an external partner, working alongside the Major Developments Team, and take into consideration a range of factors impacting on programme delivery such as milestone performance, financial performance and associated risks, amongst other factors.

In addition to the above measures, a range of other measures are also reported each quarter for contextual purposes. These measures include:

- Percentage occupancy of Greetwell Place
- Percentage occupancy of The Terrace
- Unemployment rate within Lincoln
- Average wage in Lincoln

In 2025/26 the business plan for the Cornhill market will be developed and new measures considered for inclusion in the current measure set during 2025/26. Measures for Climate Change will be considered during consultation with the new Portfolio Holder, as well as the new Climate change manager due to join the authority in the coming quarter.

#### 5.4 **Performance measures removed from the measure set for 2025/26**

2 performance measures have been removed from the measure set due to them no longer being the most appropriate measures to report through the quarterly reporting process. The rationale for these changes are detailed in Appendix A.

The performance measures removed from the measure set include:

##### Directorate for Communities & Environment (DCE)

- PPASB1 - Number of cases received in the quarter (ASB cases only)
- PPASB 3 - Number of live cases open at the end of the quarter (across full PPASB service)

#### 5.5 **Performance measures with revised targets for 2025/26**

**16** continuing performance measures have had their targets revised to reflect the current and expected impacts over the next 12 months. The rationale for these changes are detailed in Appendix A. These measures include:

##### Chief Executive Directorate (CX)

- PRO 1 - Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)
- CS 3 - Average time taken to answer a call to customer services
- ACC 1 - Average return on investment portfolio
- ACC 2 - Average interest rate on external borrowing
- BE 1 - Average days to process new housing benefit claims from date received (cumulative)
- BE 2 - Average days to process housing benefit claim changes of circumstances from date received (cumulative)

- BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment
- BE 4 - Percentage of risk-based quality checks made where Benefit entitlement is correct (cumulative)
- REV 2 - Business Rates - in year collection rate for Lincoln (cumulative)
- REV 3 - Number of outstanding customer changes in the Revenues team

#### Directorate for Communities & Environment (DCE)

- DM 5 - Percentage of total decisions made in the quarter that have subsequently been overturned at appeal
- FHS 1 - Percentage of premises fully or broadly compliant with Food Health & Safety inspection
- FHS 2 - Average time from actual date of inspection to achieving compliance
- LIC 1 - Percentage of premises licences issued within 28 days of grant
- PH 1 - Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)

#### Directorate for Housing & Investment (DHI)

- CC 1 - Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre.

### **5.6 Performance measures with name amendments / a change of focus**

1 continuing performance measure has had its name amended and focus changed.

#### Directorate for Housing & Investment (DHI)

- HS 3 - Successful preventions and relief of homelessness against total number of homelessness approaches (name amended and focus change to report as a volumetric measure)

1 continuing performance measure has had a change of focus to report as a volumetric measure.

#### Directorate for Communities & Environment (DCE)

- AH 1- Number of affordable homes delivered (cumulative)

### **5.7 Performance measure with reporting frequency changed for 2025/26**

0 continuing performance measures have had their reporting frequency changed from annual to quarterly for 2025/26.

### **5.8 Performance measures with no changes for 2025/26**

73 continuing performance measures across the three directorates will continue without any changes for 2025/26 and will retain their existing targets.

## **6. Strategic Priorities**

- 6.1 City of Lincoln Council's Vision 2025 priorities are:
- Let's drive inclusive economic growth.
  - Let's reduce all kinds of inequality.
  - Let's deliver quality housing.
  - Let's enhance our remarkable place.
  - Let's address the challenge of climate change.

Performance measures and their targets are set with the aim of improving performance and, therefore, could result in positive effects on all priorities.

## **7. Organisational Impacts**

- 7.1 Finance (including whole life costs where applicable)

There are no direct financial implications because of this report.

- 7.2 Legal Implications including Procurement Rules

There are no direct legal implications as a result of this report.

- 7.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

This report has no direct effect on equality in itself, but through accurate measurement of service performance we are constantly able to review the quality of services for all recipients.

## **8. Risk Implications**

- 8.1 (i) Options Explored – N/A
- 8.2 (ii) Key risks associated with the preferred approach – N/A

## **9. Recommendations**

- 9.1 Performance Scrutiny Committee is asked to review the strategic performance measures and their targets for 2025/26, ahead of the measures and targets being presented to Executive for final approval.

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	One
<b>List of Background Papers:</b>	None
<b>Lead Officers:</b>	Business Intelligence Officer – Corporate Policy and Transformation



Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
CX	City Solicitor	Procurement Services	Customer experience and review	PRO 1	Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)	Quarterly	%	High is good	20.00	45.00	N/A	N/A	54.05	64.47	39.47	Y	30.00	50.00	Target change	slight change to both low & high target based on current year performance
	City Solicitor	Work Based Learning	Our people and resources	WBL 1	Percentage of apprentices completing their qualification on time	Quarterly	%	High is good	95.00	100.00	50.00	67.00	50.00	66.60	100.00	Y	95.00	100.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate as performance is expected to be similar to current year as capacity remains similar.
CX	City Solicitor	Work Based Learning	Our people and resources	WBL 2	Percentage of apprentices moving into Education, Employment or Training	Quarterly	%	High is good	90.00	95.00	100.00	100.00	50.00	100.00	100.00	Y	90.00	95.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate as performance is expected to be similar to current year as capacity remains similar.
CX	Assistant Director -Transformation & Strategic Development	Corporate Policy & Transformation	Reducing Inequality	CPT 1	Number of internal safeguarding referrals received	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	75	73	89.00	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 2	Number of telephone enquiries answered in Customer Services	Quarterly	Number	N/A	Volumetric	Volumetric	24,512	25,838	43,759	41,961	21,517	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure. Call number totals submitted should now include rather than exclude the switchboard calls, as these are still being answered by the C/S team and vary in length and complexity. We can split out the calls by contact centre and switchboard in the commentary going forward. The control sheet will be amended to clarify
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 3	Average time taken to answer a call to customer services	Quarterly	Seconds	Low is good	600.00	300.00	471	607	817	795	697.91	Y	700.00	500.00	Target change	Targets amended to reflect the increase in call volumes and complexity, which are expected to increase this year, with capacity remaining similar within the team. It is understood that good performance is within the quality of the response and for the caller's issues to be resolved wherever possible, first time. These calls can take some time to resolve while the customer is on the phone, to make sure appropriate action is taken and reducing where possible, the need for follow up calls. However, we will continue to reduce call wait times where possible, without detriment to the service offered. Additionally, this target measure will help us continue to monitor peak demand and resource levels.
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	Quarterly	%	High is good	75.00	95.00	83.60	83.28	86.50	61.40	74.66	Y	75.00	95.00	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 5	Footfall into City Hall reception desk	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	8,868	10,471	10,777	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director - Strategic Development	IT	Customer experience and review	ICT 1	Number of calls logged to IT helpdesk	Quarterly	Number	N/A	Volumetric	Volumetric	907	1,230	1,004	1,007	1,077	Y	Volumetric	Volumetric	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Assistant Director - Strategic Development	IT	Customer experience and review	ICT 2	Percentage of first time fixes	Quarterly	%	N/A	Volumetric	Volumetric	65.20	63.20	70.00	73.70	70.30	Y	Volumetric	Volumetric	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Accountancy	Customer experience and review	ACC 1	Average return on investment portfolio	Quarterly	%	High is good	3.50	4.50	5.54	5.60	5.30	5.20	4.89	Y	3.00	4.00	Target change	Reduction in BOE base rates expected
CX	Chief Finance Officer	Accountancy	Customer experience and review	ACC 2	Average interest rate on external borrowing	Quarterly	%	Low is good	5.50	3.50	3.26	3.28	3.26	3.26	3.17	Y	5.00	3.50	Target change	Reduction in BOE base rates expected
CX	Chief Finance Officer	Internal Audit	Customer experience and review	AUD 1	Completion of the Internal Audit Annual Plan	Cumulative	%	High is good	Q1 - 5 Q2 - 20 Q3 - 55 Q4 - 85	Q1 - 15 Q2 - 35 Q3 - 65 Q4 - 95	N/A	N/A	15.00	31.00	48.00	Y	Q1 - 5 Q2 - 20 Q3 - 55 Q4 - 85	Q1 - 15 Q2 - 35 Q3 - 65 Q4 - 95	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Financial Services	Customer experience and review	DCT 1	Percentage of invoices paid within 30 days	Quarterly	%	High is good	95.00	97.00	96.42	86.86	95.70	95.48	96.70	Y	95.00	97.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Financial Services	Customer experience and review	DCT 2	Percentage of invoices that have a Purchase Order completed	Quarterly	%	High is good	65.00	75.00	78.00	77.00	75.00	71.00	76.00	Y	65.00	75.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Financial Services	Customer experience and review	DCT 3	Average number of days to pay invoices	Quarterly	Days	Low is good	20	15	18.00	22.00	15.00	14.00	14.00	Y	20	15	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Cumulative	Days	Low is good	Q1 - 21.00 Q2 - 20.00 Q3 - 19.50 Q4 - 19.00	Q1 - 19.00 Q2 - 18.50 Q3 - 17.50 Q4 - 17.00	15.24	14.32	14.20	13.78	13.23	Y	Q1 - 20.00 Q2 - 19.00 Q3 - 18.00 Q4 - 17.00	Q1 - 19.50 Q2 - 18.50 Q3 - 17.50 Q4 - 16.50	Target change	Impact of continuing rollout of Universal Credit unknown at this time, also in relation to potentially increased number of pension-age Housing Benefit claims due to increase in applications for Pension Credit.
CX	Assistant Director - Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Cumulative	Days	Low is good	Q1 - 10.50 Q2 - 9.50 Q3 - 8.50 Q4 - 7.00	Q1 - 8.00 Q2 - 7.50 Q3 - 7.00 Q4 - 5.50	5.52	3.42	4.54	5.18	4.77	Y	Q1 - 10.00 Q2 - 9.00 Q3 - 8.00 Q4 - 7.00	Q1 - 7.50 Q2 - 7.00 Q3 - 6.50 Q4 - 5.00	Target change	Impact of continuing rollout of Universal Credit unknown at this time, also in relation to potentially increased number of pension-age Housing Benefit claims due to increase in applications for Pension Credit.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Quarterly - individual quarter targets	Number	Low is good	Q1 - 2,500 Q2 - 2,000 Q3 - 1,750 Q4 - 2,000	Q1 - 2,000 Q2 - 1,800 Q3 - 1,600 Q4 - 1,900	1,481	2,274	2,997	1,670	866	Y	Q1 - 2,500 Q2 - 2,000 Q3 - 1,700 Q4 - 2,250	Q1 - 2,000 Q2 - 1,800 Q3 - 1,600 Q4 - 2,000	Target change	Impact of continuing rollout of Universal Credit unknown at this time, also in relation to potentially increased number of pension-age Housing Benefit claims due to increase in applications for Pension Credit. Workload builds up in quarter 4 due to annual benefits upratings, rent increases, etc.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct (cumulative)	Cumulative	%	High is good	Q1 - 88.00 Q2 - 89.00 Q3 - 90.00 Q4 - 91.00	Q1 - 91.00 Q2 - 92.00 Q3 - 93.00 Q4 - 94.00	92.29	93.05	95.68	95.13	94.39	Y	Q1 - 89.00 Q2 - 90.00 Q3 - 91.00 Q4 - 92.00	Q1 - 91.00 Q2 - 92.00 Q3 - 93.00 Q4 - 94.00	Target change	Slight increase to the low target as performance continues to be positive.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	Quarterly	Number	N/A	Volumetric	Volumetric	3,255	4,189	1,073	2,290	3,519	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director -Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 1	Council Tax - in year collection rate for Lincoln (cumulative)	Cumulative	%	High is good	Q1 - 25.00 Q2 - 50.00 Q3 - 75.00 Q4 - 95.10	Q1 - 26.00 Q2 - 51.50 Q3 - 77.00 Q4 - 96.10	76.11	94.04	25.64	50.26	76.02	Y	Q1 - 25.00 Q2 - 50.00 Q3 - 75.00 Q4 - 94.50	Q1 - 26.00 Q2 - 51.50 Q3 - 77.00 Q4 - 95.50	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Assistant Director -Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 2	Business Rates - in year collection rate for Lincoln (cumulative)	Cumulative	%	High is good	Q1 - 29.00 Q2 - 54.00 Q3 - 81.00 Q4 - 97.10	Q1 - 32.00 Q2 - 57.00 Q3 - 84.00 Q4 - 98.10	85.60	98.32	25.64	61.00	85.72	Y	Q1 - 24.00 Q2 - 48.00 Q3 - 72.00 Q4 - 95.00	Q1 - 30.00 Q2 - 50.00 Q3 - 80.00 Q4 - 97.00	Target change	Expected increased challenges in collecting Business Rates due to economic climate, in particular the reduction of Retail Hospitality & Leisure relief from 75% to 40% for 2025/26.
CX	Assistant Director -Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 3	Number of outstanding customer changes in the Revenues team	Quarterly - individual quarter targets	Number	Low is good	Q1 - 1,800 Q2 - 1,700 Q3 - 1,600 Q4 - 1,500	Q1 - 1,700 Q2 - 1,600 Q3 - 1,500 Q4 - 1, 450	907	1,745	1,775	2,789	1,116	Y	Q1 - 2,250 Q2 - 2,150 Q3 - 2,050 Q4 - 2,000	Q1 - 2,100 Q2 - 2,000 Q3 - 1,900 Q4 - 1, 850	Target change	New 'baseline' of outstanding Revenues workload from 2024/25, as now includes items that come through the 'Citizens Access Revenues' self-serve portal.

PERFORMANCE MEASURE REVIEW AND TARGET SETTING 2024/25 - QUARTERLY MEASURES

Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
CX	Assistant Director - Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 4	Number of accounts created for the My Lincoln Accounts system (to date)	Quarterly	Number	N/A	Volumetric	Volumetric	3,760	4,905	5,552	6,222	6,831	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.

PERFORMANCE MEASURE REVIEW AND TARGET SETTING 2024/25 - QUARTERLY MEASURES

Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
DCE	Assistant Director -Planning	Affordable Housing	Quality Housing	AH1	Number of affordable homes delivered (cumulative)	Cumulative	Number	High is good	Q1 - 5 Q2 - 10 Q3 - 15 Q4 - 20	Q1 - 25 Q2 - 50 Q3 - 75 Q4 - 100	17	17	0	0	11	Y	Volumetric	Volumetric	Change from a targeted measure to volumetric	Move to volumetric as there is limited control from the service area as to the number of affordable homes delivered. This is largely dependent on whether or not large scale housing applications are submitted and where viability is not used to avoid provision. There are also other mechanisms in Housing to capture those affordable units directly provided by the council
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 1	Number of applications in the quarter	Quarterly	Number	N/A	Volumetric	Volumetric	191	199	169	199	175	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 2	End to end time to determine a planning application (Days)	Quarterly	Days	Low is good	85.00	65.00	73.96	67.70	62.70	83.84	86.39	Y	85.00	65	No change	Measure to be retained, it is an indicator of work load and productivity.
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 3	Number of live planning applications open	Quarterly	Number	Low is good	180	120	115	115	95	92	90	Y	180	120	No change	Measure to be retained, it is an indicator of work load and productivity.
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 4	Percentage of applications approved	Quarterly	%	High is good	85.00	97.00	93.00	95.00	97.00	94.00	91.00	Y	85.00	97.00	No change	Measure to be retained, it is an indicator of quality decision making and positive and proactive work.
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 5	Percentage of total decisions made in the quarter that have subsequently been overturned at appeal	Quarterly	%	Low is good	10.00	5.00	0.00	0.69	0.70	1.83	0.00	Y	10.00	2.00	Target change	Changes to the targets to be more stretching given the long term performance of the service delivering performance at a higher level. The high target has therefore been changed but the low target needs to remain at 10% as this is a national target
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 5a	Number of decisions appealed in the quarter	Quarterly	Number	Low is good	5.00	1.00	2	5	2	3	0	Y	5.00	1.00	No change	Measure to be retained, it is an indicator of quality decision making
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 5b	Number of appealed decisions in the quarter overturned by the inspectorate	Quarterly	Number	Low is good	5.00	1.00	9	1	1	2	0	Y	5.00	1.00	No change	Measure to be retained, it is a national indicator.
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis (including extensions of time)	Quarterly	%	High is good	70.00	90.00	85.00	87.00	78.44	78.59	78.00	Y	70.00	90.00	No change	Measure to be retained, it is a national indicator.
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis (including extensions of time)	Quarterly	%	High is good	60.00	90.00	70.97	100.00	72.41	74.00	73.08	Y	60.00	90.00	No change	Measure to be retained, it is a national indicator.
DCE	Assistant Director -Planning	Parking Services	Inclusive Economic Growth	PS 1	Overall percentage utilisation of all car parks	Quarterly	%	High is good	50.00	60.00	56.00	54.00	54.00	51.33	59.00	Y	50.00	60.00	No change	Measure being retained, targets continue to be appropriate and consistent with usage following review.
DCE	Assistant Director -Planning	Parking Services	Inclusive Economic Growth	PS 2	Sessional car parking income as a percentage of budget requirement	Quarterly	%	High is good	91.00	96.00	113.18	112.04	103.42	103.78	114.04	Y	91.00	96.00	No change	This is a new measure so not changing for now as we may not consistently overachieve target in future quarters. The target is not increasing because there is a natural increase anyway due to increased income targets each year
DCE	Assistant Director -Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	Quarterly	%	High is good	95.00	99.00	98.78	99.99	98.63	99.96	98.90	Y	96.00	99.00	Target change	Slight increase in lower target as there is evidence that existing lower target is always being overachieved.
DCE	Assistant Director -Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	FHS 2	Average time from actual date of inspection to achieving compliance	Quarterly	Days	Low is good	15.00	10.00	6.20	4.60	5.28	6.73	7.54	Y	15.00	8.00	Target change	Look to increase the upper target to make it more stretching, however due to staff resource retain the low target.
DCE	Assistant Director -Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	Quarterly	%	High is good	90.00	97.00	94.24	99.52	91.58	87.12	96.97	Y	90.00	97.00	No change	Retain the targets as these have been challenging due to staffing resource within the small team
DCE	Assistant Director -Health & Environmental Services	Licensing	Remarkable Place	LIC 1	Percentage of premises licences issued within 28 days of grant	Quarterly	%	High is good	80.00	100.00	94.44	100.00	98.25	100.00	96.67	Y	90.00	100.00	Target change	Low target increased due to historic trend above target
DCE	Assistant Director -Health & Environmental Services	Licensing	Remarkable Place	LIC 2	Total number of active premises licences	Quarterly	Number	N/A	Volumetric	Volumetric	405	404	410	409	406	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure which is dictated by market forces so there can be no influence over the target.
DCE	Assistant Director -Health & Environmental Services	Licensing	Remarkable Place	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	Quarterly	Number	N/A	Volumetric	Volumetric	828	837	878	901	899	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure which is dictated by market forces so there can be no influence over the target.
DCE	Assistant Director -Health & Environmental Services	Private Housing	Quality Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Quarterly	Weeks	Low is good	26.00	19.00	36.00	31.00	30.90	32.00	28.00	Y	31.00	26.00	Target change	The targets for both low and high are not realistic as demonstrated by the targets being significantly and persistently under achieved. There have been process changes within the delivery of DFG's which will seek to make some improvement in the end to end time however it will not reach these target levels. The challenge for this service delivery is multifaceted, including contractor availability and design and build. The target should be stretching but not unachievable. Having reviewed the performance over the last 8 quarters the targets for both low and high are proposed.
DCE	Assistant Director -Health & Environmental Services	Private Housing	Quality Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Quarterly	Weeks	Low is good	20.00	12.00	11.00	20.50	19.00	22.00	22.40	Y	20.00	12.00	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director -Health & Environmental Services	Private Housing	Quality Housing	PH 3	Number of empty homes brought back into use (cumulative)	Cumulative	Number	High is good	Q1 - 1 Q2 - 8 Q3 - 11 Q4 - 15	Q1 - 8 Q2 - 18 Q3 - 23 Q4 - 30	34	42	8	23	31	Y	Q1 - 1 Q2 - 8 Q3 - 11 Q4 - 15	Q1 - 8 Q2 - 18 Q3 - 23 Q4 - 30	No change	Measure being retained and targets continue to be appropriate following review.

PERFORMANCE MEASURE REVIEW AND TARGET SETTING 2024/25 - QUARTERLY MEASURES

Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 1	Number of cases received in the quarter (ASB cases only)	Quarterly	Number	N/A	Volumetric	Volumetric	111	131	234	224	185	N	N/A	N/A	Remove measure	Measure being removed, new measure will detail full service
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	Quarterly	Number	N/A	Volumetric	Volumetric	1,006	1,014	1,279	1,362	1,114	Y	Volumetric	Volumetric	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Quarterly	Number	Low is good	240	200	226	279	278	295	272	N	N/A	N/A	Remove measure	Measure being removed, new measure will detail full picture of service area work
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 4	Total cases received in quarter (full service)	Quarterly	Number	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Volumetric	Volumetric	New measure	New revised measure to replace the previous measure PPASB1 which was limited to 1 workstream within the service, the new measure will provide a more comprehensive view.
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 5	Average days to close a case in quarter (full service)	Quarterly	Days	Low is good	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	50	70	New measure	New measure to better reflect the volume of work undertaken by the team on case management.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	Quarterly	Number	N/A	Volumetric	Volumetric	38,687	44,443	41,503	42,623		Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	Quarterly	Number	N/A	Volumetric	Volumetric	98,617	115,974	113,680	113,933		Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	Quarterly	Hours	High is good	520	700	858.00	825.50	773.50	802.75		Y	520	700	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 3a	Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Quarterly	Number	High is good	0	2	11	11	7	6		Y	0	2	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 3b	Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Quarterly	Number	High is good	0	2	5	16	-30	2		Y	0	2	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director - Communities & Street Scene	Allotments	Remarkable Place	AM 1	Percentage occupancy of allotment plots	Quarterly	%	High is good	90.00	95.00	95.00	94.00	93.00	93.00	95.00	Y	90.00	95.00	No change	Measure being retained and targets continue to be appropriate following review of current high performance within the service area capacity.
DCE	Assistant Director - Communities & Street Scene	CCTV	Reducing Inequality	CCTV 1	Total number of incidents handled by CCTV operators	Quarterly	Number	N/A	Volumetric	Volumetric	2,887	2,852	3,183	3,055	3,102	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DCE	Assistant Director - Communities & Street Scene	Grounds Maintenance	Remarkable Place	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Quarterly	Number	Low is good	200	75	85	20	185	190	30	Y	200	75	No change	The contract for this service is being re-let, with a new contract starting Sept 2026. In preparation for this the Council is reviewing and refocusing on the formal contract rectification and default procedures, and as such a slightly higher level of points might be expected in the run up to the new contract starting. Looking at the past performance, it is considered to be reasonably challenging to retain the existing targets.
DCE	Assistant Director - Communities & Street Scene	Street Cleansing	Remarkable Place	SC 1	Contractor points recorded against target standards specified in contract - Street Cleansing	Quarterly	Number	Low is good	150	50	60	55	35	10	95	Y	150	50	No change	The contract for this service has been re-let, with a new contract starting Sept 2026. In preparation for this the Council is reviewing and refocusing on the formal contract rectification and default procedures, and as such a slightly higher level of points might be expected in the run up to the new contract starting. Looking at the past performance, it is considered to be reasonably challenging to retain the existing targets.
DCE	Assistant Director - Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 1	Percentage of waste recycled or composted (seasonal)	Seasonal	%	High is good	Q1 - 26.00 Q2 - 34.00 Q3 - 32.50 Q4 - 30.50	Q1 - 30.00 Q2 - 37.00 Q3 - 38.00 Q4 - 35.00	34.95	29.43	26.30	35.00	33.50	Y	Q1 - 26.00 Q2 - 34.00 Q3 - 32.50 Q4 - 30.50	Q1 - 30.00 Q2 - 37.00 Q3 - 38.00 Q4 - 35.00	No change	The waste/recycling performance has broadly been within target, with a small slip in Q4. As the government has mandated significant changes in service in 2026, and no known changes are proposed in 2025, it is proposed to retain these targets for the coming year.
DCE	Assistant Director - Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Quarterly	Number	Low is good	150	50	40	100	100	131	90	Y	150	50	No change	The contract for this service has been re-let, with a new contract starting Sept 2026. In preparation for this the Council is reviewing and refocusing on the formal contract rectification and default procedures, and as such a slightly higher level of points might be expected in the run up to the new contract starting. Looking at the past performance, it is considered to be reasonably challenging to retain the existing targets.

PERFORMANCE MEASURE REVIEW AND TARGET SETTING 2024/25 - QUARTERLY MEASURES

Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
DHI	Assistant Director - Housing Management	Control Centre	Quality Housing	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	Quarterly	%	High is good	90.00	95.00	95.92	96.30	100.00	100.00	94.74	Y	95.00	99.00	Target change	Increase by 5%. Stretching the target
DHI	Assistant Director - Housing Management	Control Centre	Quality Housing	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	Quarterly	%	High is good	97.50	98.00	97.77	98.32	98.97	98.95	98.98	Y	97.50	98.00	No change	Telecare Services Association targets so would only change if altered by the Telecare Services Association.
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 1	The number of people currently on the Housing Register	Quarterly	Number	N/A	Volumetric	Volumetric	1,998	2,036	2,029	2,076	2,057	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 2	The number of people approaching the council as homeless	Quarterly	Number	N/A	Volumetric	Volumetric	334	332	330	328	296	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	Quarterly	%	High is good	45.00	50.00	50.37	52.22	37.87	36.14	42.63	Y	N/A	N/A	Measure removed for name change/change to volumetric	Measure to be amended to a volumetric measure, and change of name to be 'Number of sucessful preventions and relief of homelessness'
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 4	Number of rough sleepers	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	11	13	18	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Housing Voids	Quality Housing	HV 1	Percentage of rent lost through dwelling being vacant	Quarterly	%	Low is good	1.10	1.00	1.07	1.14	1.27	1.36	1.46	Y	1.10	1.00	No change	Measure to remain and targets continue to be suitable following review.
DHI	Assistant Director - Asset Management	Housing Voids	Quality Housing	HV 3	Average re-let time calendar days for all dwellings (including major works)	Quarterly	Days	Low is good	45.00	42.00	45.50	43.46	48.79	51.59	50.94	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Rent Collection	Quality Housing	RC 1	Rent collected as a proportion of rent owed	Quarterly	%	High is good	96.50	97.50	108.05	97.50	96.48	96.37	109.60	Y	96.50	97.50	No change	Measure to remain and targets continue to be suitable following review.
DHI	Assistant Director - Housing Management	Rent Collection	Quality Housing	RC 2	Current tenant arrears as a percentage of the annual rent debit	Quarterly	%	Low is good	4.15	4.00	2.86	2.88	3.50	4.47	3.33	Y	4.15	4.00	No change	Measure to remain and targets continue to be suitable following review.
DHI	Assistant Director - Asset Management	Housing Investment	Quality Housing	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	Quarterly	%	Low is good	1.20	1.00	0.86	0.24	0.36	0.64	0.45	Y	1.20	1.00	No change	This target should be profiled as the levels of decency are expected to be higher at the beginning of a year (component's Age and become non Decent) and then fall as work is undertaken to return the property to Decency. Info to be sent over
DHI	Assistant Director - Asset Management	Housing Investment	Quality Housing	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Quarterly	Number	N/A	Volumetric	Volumetric	232	221	225	243	2.35	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure. The number of refusals cannot be controlled by the Council.
DHI	Assistant Director - Asset Management	Housing Investment	Quality Housing	HI 3	Percentage of dwellings with a valid gas safety certificate	Quarterly	%	High is good	98.60	99.00	97.83	98.66	98.68	99.27	98.96	Y	98.6	99	No change	Measure being retained and targets continue to be appropriate following review.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	Quarterly	%	High is good	98.50	99.50	99.04	99.84	99.89	99.89	100.00	Y	98.50	99.50	No change	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	Quarterly	%	High is good	95.00	97.50	83.28	88.76	99.32	97.24	94.52	Y	95.00	97.50	No change	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	Quarterly	%	High is good	90.00	92.00	94.32	92.29	98.00	98.68	95.13	Y	90.00	92.00	No change	Measure being retained and targets continue to be appropriate following review.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	Quarterly	%	High is good	96.00	98.00	96.24	97.71	98.76	99.27	99.42	Y	96.00	98.00	No change	Measure being retained and targets continue to be appropriate following review.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 5	Satisfaction with Repairs (Regulator of Social Housing Tenant Satisfaction Measure – TP02)	Quarterly	N/A	N/A	Volumetric	Volumetric	N/A	N/A	73.00	71.00	72.00	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.

PERFORMANCE MEASURE REVIEW AND TARGET SETTING 2024/25 - QUARTERLY MEASURES

Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 1	Percentage spend on Town Deal programme	Quarterly	%	N/A	N/A	N/A	N/A	N/A	54.00	62.00	62.00	Y	N/A	N/A	No change	Staying the same as % of delivery programme.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 2	Percentage / number of Town Deal projects on target	Quarterly	%	N/A	N/A	N/A	N/A	N/A	75.00	75.00	75.00	Y	N/A	N/A	No change	Staying the same as % of delivery programme.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 3	Percentage spend on UKSPF programme	Quarterly	%	N/A	N/A	N/A	N/A	N/A	24.00	64.00	64.00	Y	N/A	N/A	No change	Measure to be retained subject to confirmation of funding and programme content.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 4	Percentage / number of UKSPF projects on target	Quarterly	%	N/A	N/A	N/A	N/A	N/A	38.00	81.00	81.00	Y	N/A	N/A	No change	Measure to be retained subject to confirmation of funding and programme content.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 5	Number of businesses receiving business support utilising the UKSPF fund	Quarterly	Number	N/A	N/A	N/A	N/A	N/A	69	18	18	Y	Volumetric	Volumetric	No change	Measure to be retained subject to confirmation of funding and programme content.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 6	Percentage occupancy of Greetwell Place	Quarterly	%	N/A	Volumetric	Volumetric	N/A	N/A	98.00	98.00	98.00	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 7	Percentage occupancy of The Terrace	Quarterly	%	N/A	Volumetric	Volumetric	N/A	N/A	99.00	94.00	94.00	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 8	Unemployment rate within Lincoln	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	3.90	4.10	4.00	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 9	Average wage in Lincoln	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	32,402	33,598	34,720	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.



PERFORMANCE MEASURE REVIEW AND TARGET SETTING 2024/25 - ANNUAL MEASURES

	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Collection frequency	Unit	High or low is good	Low Target 2024/25	High Target 2024/25	2021/22 outturn	2022/23 outturn	2023/24 outturn	2024/25 outturn	Measure being retained for 2025/26?	Low Target 2024/25	High Target 2024/25	Change for 2025/26	Service area comments
CX	City Solicitor	Democratic Services	Customer experience and review	DEM 1	The number of individuals registered on the electoral register as at 1st December (local elections)	Annual Q3	Number	N/A	Volumetric	Volumetric	62,292	61,778	62,045	64,813	Y	Volumetric	Volumetric	No change	This measure will remain volumetric as we have no control over the electorate figure.
DCE	Assistant Director Health & Environmental Services	Events, Tourism and Culture	Inclusive Economic Growth	ETC 1	Visitor satisfaction with Events in Lincoln programme	Annual Q4	%	High is good	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95.00	98.00	New measure	The Events in Lincoln programme was launched in 2023 following the reprofiling of the Christmas Market and lights budget. There are currently no indicators for the objectives for the EIL programme
DCE	Assistant Director Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	FHS 4	Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants/cafes/shops and takeaways in Lincoln	Annual Q3	%	High is good	85.00	90.00	87.80	87.50	90.70	91.40	Y	85.00	90.00	No change	The target is not always being achieved therefore should stay the same as a stretching target.
DCE	Assistant Director Communities & Street Scene	Grounds Maintenance	Remarkable Place	GM 2	Satisfaction with our public open spaces overall (collected via Citizens' Panel)	Annual Q2	%	High is good	80.00	90.00	77.80	80.00	83.50	76.50	Y	80	90	No change	The last year's figures shows that these targets are already challenging, and that despite promising trajectory over the last few years, achieving target consistently remains a challenge.
DCE	Assistant Director Communities & Street Scene	Street Cleansing	Remarkable Place	SC 2	Satisfaction that public land and public highways are kept clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)	Annual Q2	%	High is good	68.00	78.00	62.50	72.80	69.50	72.80	Y	68	78	No change	Performance remains volatile, and the top of target remains elusive. Targets have not however been reduced, so they will remain stretching.
DCE	Assistant Director Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 3	Satisfaction with refuse service (collected via Citizens' Panel)	Annual Q3	%	High is good	94.00	97.00	97.00	95.30	94.80	95.60	Y	94	97	No change	The targets for this service are veryt high, and continue to be achieved. However, rasing the target further would potentially make them impossible to achieve, without significant additional resources, which would not be appropriate given the high scores being achieved.
DCE	Assistant Director Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 4	Satisfaction with recycling service (collected via Citizens' Panel)	Annual Q3	%	High is good	92.00	97.00	94.50	93.60	94.10	95.10	Y	92	97	No change	The targets for this service are veryt high, and continue to be achieved. However, rasing the target further would potentially make them impossible to achieve, without significant additional resources, which would not be appropriate given the high scores being achieved.

This page is intentionally blank.



**PERFORMANCE SCRUTINY COMMITTEE****13 MARCH 2025**

**SUBJECT: DRAFT WORK PROGRAMME FOR 2025/26**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**LEAD OFFICER: JESSICA CULLEN, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

- 1.1 To present members with the Draft Performance Scrutiny Committee work programme for 2025/26 (Appendix A).

**2. Background**

- 2.1 The work programme for the Performance Scrutiny Committee is put forward annually for approval by Council. The work programme is then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its chair.
- 2.2 Items have been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information can be reported to the committee.
- 2.3 The work programme includes the list of portfolio holders under scrutiny.

**3. Recommendation**

- 3.1 That members offer any relevant comments or changes on the proposed work programme.

**Key Decision** No

**Do the Exempt Information Categories Apply** No

**Call In and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

**Does the report contain Appendices?** Yes

**If Yes, how many Appendices?** 1

**Lead Officer:** Jessica Cullen, Democratic Services Officer  
Email: [jessica.cullen@lincoln.gov.uk](mailto:jessica.cullen@lincoln.gov.uk)

This page is intentionally blank.

**22 May 2025**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Financial Performance (Detailed): Outturn 2024/25 Quarter 4	Laura Shipley	Quarterly Report Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2024/25 (Outturn)	Laura Shipley	Six Monthly Report Professional High Performing Services
Performance Monitoring Outturn 2024/25 Quarter 4	Lara Wells	Quarterly Report-Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 4	Jaclyn Gibson	Quarterly Report Professional High Performing Services

19 June 2025

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
OD Group and Workforce Strategy to Performance	Carolyn Wheater/Ali Thacker	Professional High Performing Services
Fire Safety Update – Inspections of Flats owned by Leaseholders	Matt Hillman/ Martin Kerrigan	Annual Report
Annual Scrutiny Report 2024/25	Jess Cullen	Annual Report
Work Programme for 2025-26 - Update	Democratic Services	Regular Report

## 10 July 2025 (*Monitoring Overview*)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Work Programme for 2025-26 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Reducing Inequality	Portfolio Holder	Annual Session Reducing Inequality
<b>Monitoring Items</b>		
Central Lincolnshire Local Plan Annual Report 2025/26 including Financial Update	Toby Forbes-Turner	Annual Report Let's Drive Economic Growth
Income/Arrears Monitoring report	Martin Walmsley	Annual Report <i>Professional High Performing Services</i>

## 14 August 2025 (Quarterly Monitoring)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2025-26 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Climate and Corporate Strategy (now includes Climate Change w.e.f 2025 report)	Portfolio Holder	Annual Session Professional High Performing Services
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1	Laura Shipley	Quarterly Report Professional High Performing Services
Treasury Management – Quarter 1	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 1	Lara Wells	Quarterly Report Professional High Performing Services
Quarterly Strategic Risk Register Report-Quarter1	Jaclyn Gibson	Quarterly Report Professional High Performing Services

25 September 2025

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2025-26 – Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Remarkable Place	Portfolio Holder	Annual Session
Annual Report for Remarkable Place V2030 Theme	Simon Walters	Annual Report
Protecting Vulnerable People Update	Emily Holmes	Regular Report

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Work Programme for 2025-26 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny - Customer Experience, Review and Resources	Portfolio Holder	Annual Session
Annual Complaints Report Update	Emily Holmes	Update Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 2	Lara Wells	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 2	Jaclyn Gibson	Quarterly Report Professional High Performing Services
Treasury Management and Prudential Code Update Report – Half Yearly Report	Laura Shipley	Half Yearly Report Professional High Performing Services
<b>Other Items:</b>		
Budget Theme Group – Nominees	Jaclyn Gibson	Annual Appointment Professional High Performing Services



4 December 2025

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Work Programme for 2025-26 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Let's Deliver Quality Housing
<b>Monitoring Item(s)</b>		
Fire Safety Update	Matt Hillman	Annual Report

## January 2026

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
OD Group and Workforce Strategy to Performance	Carolyn Wheeler/Ali Thacker	Professional High Performing Services
Work Programme for 2025-26 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny – Inclusive Economic Growth	Portfolio Holder	Annual Session Let's Drive Economic Growth

## February 2026

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2024-2025	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 3	Lara Wells	Quarterly Report Professional High Performing Services
Treasury Management : Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Feedback from Budget Review Group	Laura Shipley	Annual Report Professional High Performing Services
Section 106 – Annual Infrastructure Funding Statement	Kieron Manning	Annual Report Lets Drive Economic Growth

March 2026

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Draft Work Programme for 2025-2026	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Targets for 2025/26	Emily Holmes/Lara Wells	Annual Report

Portfolio Under Scrutiny Sessions

Date	Portfolio
July 2025	Reducing Inequality
August 2025	Climate and Corporate Strategy
September 2025	Remarkable Place
November 2025	Customer Experience, Review and Resources
December 2025	Quality Housing
January 2026	Inclusive Economic Growth



This page is intentionally blank.