

**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES****Report by Councillor Gary Hewson, Chair of Performance Scrutiny Committee**

Mr Mayor – Members of the Council:

It gives me great pleasure to present to you this evening a flavour of the business that has passed through the Performance Scrutiny Committee over the last year. This will follow in the Performance Scrutiny workload section over the next pages.

**Committee Activity**

As part of the Performance Scrutiny Committee's remit, it held regular 'portfolio under scrutiny' sessions, where portfolio holders were invited to report on service achievements under their portfolio. Members were then able to ask questions about the performance of these service areas. The consideration of portfolio reports included the provision of a template for reports which placed a focus upon providing performance information relating to the member's portfolio. By doing so, the Committee was able to focus on the performance of a portfolio with fewer diversions into detailed analysis of policy issues.

During 2018/19, a regular report was provided in the form of a Portfolio Performance overview presented by the Policy Unit to the relevant Performance Scrutiny Committee meeting with the purpose of bringing out key contextual benchmarking indicators about issues in the city overall in relation to the portfolio under scrutiny. This process helped promote effective scrutiny of the portfolio holder's report.

In addition to the regular scrutiny of portfolio holders, the Scrutiny Committee received reports in the following areas:

- Quarterly financial monitoring to provide members with a summary of actual income and expenditure compared to the revised budget and appropriate allocation of any surpluses to reserves.
- Quarterly performance update reports to ensure regular monitoring of the Council's operational performance as a key component of the Local Performance Management Framework.
- A quarterly review of the Strategic Risk Register - what improvements or issues have been identified.
- A report on Treasury Management and Actual Prudential Indicators as a requirement of the Council's reporting procedures under regulations issued under the Local Government Act 2003.
- An annual report detailing progress made by the Central Lincolnshire Joint Strategic Planning Committee.
- An update report on Section 106 contributions.
- Income and arrears monitoring reports providing updates to members on the position with regard to amounts of monies owed to the City Council as at 1<sup>st</sup> April.
- Revenues and Benefits performance updates providing members with an update on performance in the Revenues and Benefits Shared Service.
- A report on the financial and performance position of the Housing Repairs Service at the end of the 2017/18 financial year was received by members of Performance

Scrutiny Committee on 24 January 2019. It was highlighted that performance continued to increase among the Housing Repairs Service with tenant satisfaction exceeding the performance target.

### Vision 2020

In addition to the above reports, committee also received an annual report for each of the four priorities in Vision 2020 as well as for the underpinning High Performing Services theme. Under each priority is a programme of projects and activities that will be delivered between 2017 and 2020 to work towards delivering Lincoln's ambitious future. Members have been updated on progress of these and any new projects included through the year.

Executive went through a change of responsibilities after the May 2018 elections aligning their Portfolios more closely to the Vision 2020 priorities – this has allowed our Committee to focus on project performance in a more structured way. It meant that the key priorities were able to be reported alongside the Portfolio Holders annual report – providing a much more themed approach. So over the last year we have seen:

- Let's drive economic growth – with Cllr Murray's report in October 2018
- Let's reduce inequality – With Cllr R Kirk's report in November 2018 \*
- Let's deliver quality housing – With Cllr Nannestad report in January 2019
- Let's enhance our remarkable place – With Cllr Bushell's report in February 2019
- High Performing Services (including TFS) is reported annually in March 2019
- Let's drive economic growth – with Cllr Murray's report in October 2019

\*Note that due to the December elections the Reducing Inequality report due in November had to be delayed and is now planned for the January 2020 Performance Scrutiny Committee

This format allowed the committee to delve deeply into the progress on each priority.

### Budget Review

Members took part in the budget review process for the scrutiny of the proposed budget and Council Tax for the 2019/20 financial year and the Medium Term Financial Strategy 2019-2024, undertaken in two separate stages; firstly all members were invited to a briefing session to afford all members the opportunity to gain a greater understanding and awareness of the Council's financial position, thus aiding further scrutiny of the budget and in the case of the opposition party if desired the preparation of an alternative budget. This was followed by a more traditional scrutiny process undertaken to review in more detail the MTFS and the robustness of the proposed budget options and Council Tax for the 2019/20 financial year. This was undertaken in a committee format as the Budget Review Group with the appropriate governance arrangements in place.

The Committee held scrutiny reviews during the 2018/19 year in respect of:

### Christmas Market Outturn Report 2017

Performance Scrutiny Committee had played a large part in monitoring the operational/performance costs of the Christmas Market for several years. Members were provided with a detailed report for the 2017 market at its meeting held on 12 July 2018.

## Electoral Registration

Members received an update on electoral registration within the City of Lincoln at its meeting held on 24 January 2019, outlining the canvass process and stating the total amount of residents registered as at 1 December 2018.

## Christmas Market 2018

Members received a Christmas Market Stalls/Budget Brief Pre Event Report at its meeting held on 4 October 2018.

On 24 January 2019 a verbal update on the Christmas Market 2018 Outturn was also received by members, giving updated details on operational and budget matters.

On 22 August 2019 the Christmas Market 2018 Outturn Report was presented to members, providing the Performance Scrutiny Committee with key financial performance in relation to the 2018 Lincoln Christmas Market.

Members have now agreed that they have a full understanding of the workings of the Christmas Market and its opportunities and risk's and have agreed that from now onwards they need just a verbal update just before the event and a single formal report post the event.

## Thematic Review - Homelessness

A report was given by Alison Timmins, Housing Solutions and Support Manager, with information relating to the provision of homelessness services following the enactment of the Homelessness Reduction Act 2017 on 3 April 2018

The Homelessness Reduction Act 2017 placed new duties on Councils so that everyone who was homeless or threatened with homelessness would have access to meaningful help, irrespective of their priority need status or local connection to the authority they approached. The new Act was the biggest legislative change in homelessness in the last 15 to 20 years.

## Lincoln City Profile

The updated Lincoln City Profile was presented to committee in October 2019 by the Corporate Policy Unit and provided a significant amount of information for the committee. The comments from our committee were extremely positive and included suggestions for expanding the circulation list. I can recommend the use of this report if any member needs to know more detailed information about the city.

The introduction to the profile provides contextual information about the city and comprises eight chapters:

- Population
- Economy
- Welfare
- Health
- Education
- Housing

- Crime
- Environment and Climate

In the 2019 report, there is additional information on Climate Change. As there are huge similarities with the Environment chapter – this has been merged to a single chapter.

#### Opportunities

- Median annual earnings for full time workers increased to £24,976
- Over 90% of new businesses survived their first year of trading
- Less council tax support claimants - down to 8,598 as of April 2019
- Number of affordable homes delivered in 2018/19 was 231
- The average price paid for a property increased again and is now at £164,372
- The number of people on the housing waiting list dropped to a low of 1,172
- Lincoln performed at the expected level against our Police Audit Family.
- Gas and electricity consumption decreased for the 6th consecutive year
- Commercial and domestic CO2 contribution decreased for the 4th year
- Household waste per person in tonnes decreased to 0.36pp – lower than both England and East Midlands

#### Challenges

- More people (male and female) claimed benefits such as Universal Credit
- Both female and male life expectancy drop by 0.9 and 0.4 years respectively
- The rate of under 75 cardiovascular and cancer related deaths continues to be the highest and 2nd highest compared to nearest neighbours
- The prevalence of obesity and excess weight in children increased
- The average Attainment 8 and Progress 8 educational scores have both reduced (low = poor)
- The total reported criminal offences increased more than that of England

#### Performance Information Management (PIMS)

The councils brand new Performance Information Management System (PIMS) launched at the end of July 2019, after 8 months of development. PIMS is our fully in house built performance system which will initially be used to collect and report upon strategic and corporate performance measures. PIMS brings with it many useful advantages over IMPS (our previous performance management system) that will make it easier than ever for members at all levels of the authority to collect, monitor and analyse strategic, operational and corporate measures on a monthly, quarterly and annual basis.

Some of the key advantages PIMS brings are:

- An extremely easy to navigate and user friendly user interface
- A modern and fresh design
- Instant access to the data users want when they want through the use of interactive filtering (such as by Portfolio Holder, service area, Assistant Director and by status outturn)
- Instant performance outturn status upon data entry
- All performance measures are now targeted (except those measures that are purely volumetric), which makes it easy to see how services are performing
- Easy to see where data is missing with the use of 'Data Due' status indicators

- Back data is just one click away from the main report
- Report subscriptions allows users to receive bespoke custom reports directly into their inbox at the frequency they want
- Export into multiple file types such as PDF, JPEG, PowerPoint and Excel, so users can use the data the way they want
- For data collectors our new pre populated data entry form means very easy access.

Phase two of the PIMS rollout, due to start in mid-2020, will see all operational measures reviewed and incorporated into the system. Upon completion of phase 2, IMPS will be switched off after over 12 years of use.

PIMS will be used in helping to further enhance our performance driven culture and is a key resource for use in staff appraisals and service development.

### Looking Ahead

Members will be aware that as Vision 2020 draws to a close in March this year, we are already well on the way to developing Vision 2025 - the second phase of this long-term programme to 2030. As part of this process this committee will continue to monitor the progress of all projects ensuring that the outcomes required are met and reviewing progress on the success measures developed for each Strategic Priority.

One of the key projects that affected the way we monitored performance this year was phase one of the PIMS project that I noted earlier. Officers plan to extend this improvement to phase two in the coming year as more is understood on the strategy for developing performance into the future.

A final few words to give my thanks to members on the Committee for their commitment and passion at each and every meeting, and to officers for providing performance reports – both standard ones and also the one-off specials that the committee sometimes requests.

**Councillor Gary Hewson**  
**Chair of Performance Scrutiny Committee**