

## Performance Scrutiny Committee – Member request monitoring table

Date of committee – 16 February 2023

Action No.	Name of committee report	Information requested / question asked	Officer responsible for providing response	Date response provided	Response
Questions linked to measures PRO 3 & PRO 4.	Q3 2022/23 Operational Performance Report	<p>What is the SMEs definition the council is working to?</p> <p>What is the 'local' definition the council is working to (Lincoln, Lincolnshire, East Midlands etc)?</p>	Heather Carmichael	23 <sup>rd</sup> February 2023	<p>The SME definition the council uses is the one provided by GOV.UK and is as follows:</p> <p>An SME is any organisation that has fewer than 250 employees and a turnover of less than €50 million or a balance sheet total less than €43 million. A breakdown of the different organisation sizes is as follows:</p> <ul style="list-style-type: none"> <li>- Less than or equal to €50 million or €43 million with less than 250 employees (medium sized)</li> <li>- Less than or equal to €10 million or €10 million with less than 50 employees (small)</li> <li>- Less than or equal to €2 million or €2 million with less than 10 employees (micro)</li> </ul> <p>With regard to "local" this is per the Local Agenda Policy approved by the Council. In short this is a supplier with their invoice / head office address which is within Lincolnshire or within a 20 mile radius of the County boundary.</p> <p>The policy can be viewed in full via the following link - <a href="https://www.lincoln.gov.uk/downloads/file/637/local-agenda-policy">https://www.lincoln.gov.uk/downloads/file/637/local-agenda-policy</a></p>

<p>The commentary for performance</p> <p><i>‘A key gap within the service area currently is the IT systems and the unsupported mobile solution, which results in no PDA’s being in use across the workforce and ultimately further manual chasing and input.’</i></p>	Q3 2022/23 Operational Performance Report	Is the system now fixed? If not, what is the estimated date this will be fixed?	Daren Turner	23 <sup>rd</sup> February 2023	The existing Universal Housing system is in the process of being replaced with the new CIVCA CX system. One of the new modules is one called ‘Contractor’ which will be a huge upgrade to the management and delivery of our maintenance function. We are hoping to have this in place by the end of the calendar year”.
BD 1 – Number of users logged into the on-line self-service system this quarter.	Q3 2022/23 Operational Performance Report	Is this number of users logging in or the number of total logins?	Matt Smith	23 <sup>rd</sup> February 2023	<p>This is the number of logins rather than individual users logging in.</p> <p>1 user might log in every day for a week and it will counts as 7.</p>
WBL 2 – Number of new starters on the Apprenticeship Scheme (cumulative)	Q3 2022/23 Operational Performance Report	Are there any plans to promote apprenticeships externally again?	Claire Burroughs / Ali Thacker	23 <sup>rd</sup> February 2023	Apprenticeships are already promoted externally. This includes advertising apprenticeship vacancies externally via various routes. The scheme is also show cased through the videos/case studies that have been developed for the National Apprenticeship Week and are available via social media and to support recruitment. In addition, COLC supports WLDC with apprenticeships.
At the end of Quarter 3 the vacancy figure	Q3 2022/23 Operational	What is the reason(s) why the other vacancies	Claire Burroughs / Ali Thacker	23 <sup>rd</sup> February 2023	Vacancies are held for a wide variety of reasons typically:

stood at 67 FTE posts, however, the council was only recruiting to 20.83 FTE posts.	Performance Report	are not been recruited to?			<ul style="list-style-type: none"> <li>• Service areas undergoing staff restructuring, hence posts held</li> <li>• Holding posts for operational reasons</li> <li>• Some vacancies are actually a small % of full-time posts that are held vacant as current post holders have reduced their hours</li> <li>• Despite trying to recruit, have been unable to attract necessary qualified staff.</li> </ul>
In Q3 the highest number of days lost due to long terms sickness was as a result of stress and depression (personal)	Q3 2022/23 Operational Performance Report	<ul style="list-style-type: none"> <li>• How is stress and depression (personal) diagnosed?</li> <li>• How many days were lost due to stress and depression (personal) in Q3 if this was the main reason for long term sick?</li> <li>• On average how many individuals leave after being on long term sick and do not return to work?</li> </ul>	Claire Burroughs / Ali Thacker	23 <sup>rd</sup> February 2023	<p>Stress and depression is diagnosed by a General Practitioner.</p> <p>Within Q3 227 days were lost due to long term sickness absence relating to Stress; Depression (Personal).</p> <p>During 2022 two employees did not return to work following a period of long term absence relating to Stress; Depression (Personal).</p>
FHS 1 – Percentage of premises fully or broadly compliant with Food, Health and Safety inspection	Q3 2022/23 Operational Performance Report	What are the definitions of “businesses broadly or fully complaint” – what does that mean to the lay person in terms of thresholds for falling into one of those categories?	Simon Walters/ Louise Harding	16 <sup>th</sup> February 2023	<p>The scores and the compliance descriptor is based on an assessment of hygiene practices, the condition and cleanliness of the structure and our confidence in management. The CIM score is based on previous history of compliance and how well the business is managed.</p> <p>Broadly Compliant is generally satisfactory and Fully Compliant is when there is very good compliance. With both BC and FC we have</p>

					assessed that these businesses are acceptable in terms of risk to public health.
PS 2 – Overall percentage utilisation of all car parks	Q3 2022/23 Operational Performance Report	Why was the top floor of the Central Car Park closed?	Simon Walters	17 <sup>th</sup> February 2023	It should only be closed off when there is evidence of ice, or workmen doing work on fencing, lights etc.