

Performance Scrutiny Committee – Member request monitoring table

Date of committee – 25th May 2023

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
1	Quarter 4 2022/23 Operational Performance Report Page - 98	Further information on why the numbers of new apprentices starting on the Council's apprenticeship scheme are so low? Is this linked to staffing issues? <i>(WBL 2 – Number of new starters on the apprenticeship scheme) -</i>	Cllr Thomas Dyer	Claire Burroughs – HR & WBL Manager	08/06/2023	This isn't linked to staffing issues. Nationally apprentice numbers have reduced post COVID. The Councils new ways of working have impacted on the reduction in numbers in relation to the provision of suitable placements
2	Quarter 4 2022/23 Operational Performance Report Page - 119	Staff vacancies – why are any vacant posts with less than 37 hours per week removed from the outturn figure? <i>(Corporate measure – Resources)</i>	Cllr David Clarkson	Claire Burroughs – HR & WBL Manager	08/06/2023	The reason for this is that posts with less than 37 hours vacant could be a result of employees working reduced hours within the post, and therefore these vacant hours are not deemed to be true vacancies. In addition, service areas may be holding these hours vacant on a temporary basis, and/or may in the future allow a post holder(s) to increase their hours or recruit to the post full time should the substantive post holder leave the role.

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
3	Quarter 4 2022/23 Operational Performance Report Page - 119	Please can further information be provided as to why the number of appraisals completed at year end is so low? <i>(Corporate measure – Appraisal monitoring)</i>	Cllr Thomas Dyer	Claire Burroughs – HR & WBL Manager	08/06/2023	This is because not all appraisals have been recorded on iTrent.
4	Quarter 4 2022/23 Operational Performance Report Page - 120	Why are sickness levels within DHI so high when compared to the other directorates? Please can more context be provided around the short and long term levels of sickness within DHI? <i>(Corporate measure – Sickness monitoring)</i>	Cllr Thomas Dyer	Daren Turner – Director for Housing & Investment	07/06/2023	DHI response - DHI is by far the largest dept in the council and therefore you would expect to see the total numbers significantly higher than other Dept's. Additionally, we have our own DLO, short term sickness levels tend to be higher in this area due to the nature of the work undertaken, in the dept the DLO's short term absence was 2 days per FTE higher than the dept as a whole. LT absence in quarter 4 was driven by 14 members of staff however the majority of the lost days were resulting from three individual sicknesses. One relating to stress, another related to muscular skeletal issues and the third related to blood pressure and heart issues. One member of staff on LT sick left the council during the quarter and another left at the end of the quarter. The LT absence levels should hopefully

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
				Claire Burroughs – HR & WBL Manager	08/06/2023	<p>drop going forward. In comparison the AV days per FTE lost across the two categories were lower in 22/23 when compared to the same period in 21/22 when the numbers were 1.54 ST per FTE and 2.41 LT per FTE respectfully.</p> <p>The sickness rate of 1.7% is considered low given the size of the directorate and the nature of services provided.</p>
5	Quarter 4 2022/23 Operational Performance Report Page - 120	Are there any particular reasons as to why apprentice sickness levels are so high? <i>(Corporate measure – Sickness monitoring)</i>	Cllr David Clarkson	Claire Burroughs – HR & WBL Manager	08/06/2023	There are no particular reasons other than several apprentices were absent during this quarter for a variety of different reasons
6	Quarter 4 2022/23 Operational Performance Report Pages 108 & 109	Please can more detail be provided on what the issues were with the phone app system? <i>(SP 3a & 3b – Customers who would recommend Birchwood / Yarborough Leisure Centres)</i>	Cllr Thomas Dyer	Steve Lockwood – Recreation, Sport, Leisure & Bereavement Services Manager	09/06/2023	The app is used for booking classes and gym spaces etc on a mobile phone. Customers were not affected by the software issue, as they were still able to book their sessions, what was affected by the issues was the accurate reporting on usage numbers. The issue is now rectified and figures going forward will be correctly reported, and any affected Q4 figures will be

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
						revisited for any necessary updates.
7	Quarter 4 2022/23 Operational Performance Report Pages 108 & 109	If Active Nation are not performing on the Birchwood / Yarborough Leisure Centre contract does this have subsequent penalties? <i>(SP 3a & 3b – Customers who would recommend Birchwood / Yarborough Leisure Centres)</i>	Cllr Rachel Storer	Steve Lockwood – Recreation, Sport, Leisure & Bereavement Services Manager	09/06/2023	The app is used for booking classes and gyms etc on a mobile phone. Customers were not affected by the software issue, as they were still able to book sessions, what was affected by the issues was the full and accurate reporting of usage numbers. The app was impacted by technical issues but this did not create a loss of services to the customer and therefore is not covered by the contract penalties, Notwithstanding the above, Active Nation have taken positive steps to have the issues resolved and continue to provide all the information that the Council requests.
8	Quarter 4 2022/23 Operational Performance Report Page - 109	For Yarborough Leisure Centre how much has the outturn of 18% been impacted by the closure of the swimming pool? <i>(SP 3b – Customers who would recommend Yarborough Leisure Centre)</i>	Cllr Thomas Dyer	Steve Lockwood – Recreation, Sport, Leisure & Bereavement Services Manager	09/06/2023	Positives – General Swimming, Swimming Pool refurbishment, Swimming Lessons, Staff service and Value for Money Negatives – Expensive, Pool very busy, Primary school swimming times take up a large amount of the day-time use, amount of time the pool was closed.

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
9	Quarter 4 2022/23 Operational Performance Report Page - 97	Would it be possible to provide information in the quarterly reports highlighting those directorates / service areas which are not raising purchase orders for invoices? <i>(DCT 2 – Percentage of invoices that have a purchase order completed)</i>	Cllr Thomas Dyer & Cllr David Clarkson	Colleen Warren – Financial Services Manager	06/06/2023	Simon Walters has raised this at Corporate Management Team and I am currently doing a briefing note for them to explain why the number is so low and to highlight areas that PO numbers are low. A workplan will then be developed to increase the use of POs going forward including working with suppliers to encourage them to ask for a PO when order is placed
10	Quarter 4 2022/23 Operational Performance Report Page - 97	Is the hybrid working approach having an impact on staff not raising purchase orders / following procedures? <i>(DCT 2 – Percentage of invoices that have a purchase order completed)</i>	Cllr Lucinda Preston	Colleen Warren – Financial Services Manager	06/06/2023	Not that I am aware of – all forms are accessible online so shouldn't make any difference.
11	Quarter 4 2022/23 Operational Performance Report Page - 99	Please can the extremes of wait times also be provided within the supporting commentary each quarter? <i>(CS 3 – Average time taken to answer a call to customer services)</i>	Cllr Martin Christopher	Joanne Crookes – Customer Services Manager	08/06/2023	Yes, we can certainly report on the longest waiting times as well as the average. Some of the longer waits will be call-back requests. This is where a customer asks that we call them back, rather than waiting in the queue. It might be clearer to report on the longest wait for a call back as well as the longest physical wait.

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
						There will be isolated occasions, for example when staff are dealing with a crisis call – such as a person threatening self-harm - when another caller is kept waiting for a very long time. I will endeavour to include commentary where this is the case.
12	Quarter 4 2022/23 Operational Performance Report Page - 108	What were the issues with the system preventing the PPASB data being collected? Are these likely to arise again in the future? <i>(PPSAB 4 – Satisfaction of complainants relating to how the complaint was handled (across full PPASB service)).</i>	Cllr Martin Christopher	Ben Jackson – PPASB & Licensing Manager	13/06/2023	A new system has been put in place that automatically generates the surveys to customers email addresses. The old system had back office issues that the new systems doesn't have. The new system has been tested and no issues have been noted or reported.
13	Quarter 4 2022/23 Operational Performance Report Page - 108	Would it be possible to send Cllr Christopher the text message which is sent to customers to gather satisfaction data on the PPASB service they received? <i>(PPSAB 4 – Satisfaction of complainants relating to how the complaint was handled (across full PPASB service)).</i>	Cllr Martin Christopher	Ben Jackson – PPASB & Licensing Manager	13/06/2023	Completed – Cllr Christopher has received a survey.

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
14	Quarter 4 2022/23 Operational Performance Report Page - 94	Please can the actual numbers be provided in the supporting commentary alongside the percentage outturn? <i>(ICT 2 - Percentage of first time fixes)</i>	Cllr David Clarkson	Matt Smith – IT Manager	09/06/2023	These will be included in future. For Q4 the figures were: 653 first time fixes/1084 Tickets = 60.2%
15	Quarter 4 2022/23 Operational Performance Report Page - 94	Do the Citrix issues referenced in the supporting commentary relate to more people working from home? <i>(ICT 2 - Percentage of first time fixes)</i>	Cllr David Clarkson	Matt Smith –IT Manager	09/06/2023	The Citrix issues relate to changes to Citrix which is regularly upgraded. In this period a new telephony system was introduced, and to get most benefit new versions of Citrix have also been installed. This impacts regardless of the location of staff.
16	Quarter 4 2022/23 Operational Performance Report Page - 94	Please can this measure be changed to show number of logins into online system rather than number of users logging in? <i>(BD 1 – Number of users logged into the on-line self-service system this quarter)</i>	Cllr David Clarkson	Matt Smith – IT Manager	09/06/2023	Due to a change in system, which has significantly improved the service, this indicator will need to be reviewed as it is not clear which figures will be available. Officers will try to provide appropriate information if possible.
17	Financial Performance – Outturn 2022/23	Do Visitors who use the electric charging point spaces and pay to charge their car also pay for the parking space – or do they park for free?	Councillor Tom Dyer	Simon Walters – Director for Communities and Environment	26/05/2023	People also have to pay for parking, unless they are residents and use car park during the time they are allowed with their residence permits

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response
18	Financial Performance – Outturn 2022/23	Please can you provide as a percentage how much more it costs on average to pay agency staff compared to if they were employed by the City of Lincoln Council.	Councillor Tom Dyer	Claire Burroughs – HR & WBL Manager	08/06/2023	It costs 50% more on average to pay agency staff.

Link to PSC papers - [\(Public Pack\)Agenda Document for Performance Scrutiny Committee, 25/05/2023 18:00](#)