

Performance Scrutiny Committee – Member request monitoring table

Date of committee – 28 September 2023

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response
1.	Portfolio Holder under Scrutiny – Customer Experience and Review	Why had the number of individuals registered on the electoral register decreased from 62,292 in 2021/22 to 61,778 in 2022/23?	Councillor Vaughan	Cheryl Evans	30 th October 2023	We conduct the annual canvass each year, which involves writing to all properties in Lincoln to ascertain who resides at each property. For any property who does not respond, we are required to conduct 'door knocks' to ascertain who is residing at the property. The door knocks are carried out by appointed canvassers. We are also notified if a property is empty or whether the person who was previously living at the property has moved on. In these circumstances, the property is marked on the register as empty. Whilst it is a legal requirement to be registered, some residents do not engage with the canvass. The elections team has issued extensive communications encouraging engagement, which has included via social media channels and engaging with the university. Councillors

						have also been requested to encourage their electors to participate in the canvass. The elections team have previously found prior to a parliamentary election, registration increases and in subsequent years it tails off. However, the team is doing all it can to encourage participation in the annual canvass.
2.	Portfolio Holder under Scrutiny – Customer Experience and Review	Was the Council being rewarded for taking part in the beta testing for the changes to the electoral registration system?	Councillor Clarkson	Cheryl Evans	30 th October 2023	The council is being reimbursed for any costs incurred during the private beta trial, for instance officer time for processing applications or for chasing any additional information from applicants.
3.	Portfolio Holder under Scrutiny – Customer Experience and Review	Have we looked at how other councils successfully recruit, and could we learn from this? Is it possible to use apprenticeships or similar schemes to 'grow our own'?	Councillor Preston	Jaclyn Gibson/ Amanda Stanislawski	5 th October 2023	National issue both for Internal and External Audit. Other Councils such as LCC are offering apprenticeships and growing their own. Easier in larger authorities as they can cover the time taken to train someone up. The Council don't currently have Technical apprenticeships. We are in the process of setting up a career grade for the Auditor post which will allow us to train someone up and support them through their qualification. It will be going through the Job Evaluation process shortly.

4.	Portfolio Holder under Scrutiny – Customer Experience and Review	Recognised the financial impact of having team vacancies and reliance on agency staff. Is there a plan in place to meet the long-term costs associated with this, if we continue to struggle to recruit?	Councillor Smalley	Jaclyn Gibson/ Laura Shipley	4 th October 2023	The current MTFS is based on the assumption that posts will be filled on a permanent basis and that there will be no ongoing need to use agency staff other than for short term arrangements. The Council is undertaking a range of actions to address the recruitment challenges it (along with the majority of other Councils) is facing.
5.	Portfolio Holder under Scrutiny – Inclusive Economic Growth	The results of the Lincoln Live satisfaction survey to be circulated to members.	Councillor Dyer	Simon Walters	4th October 2023	<p><i>During the Lincoln Live event visitors were encouraged to follow a QR code and fill in a quick online survey.</i></p> <p>The data was</p> <p><i>129 responses</i></p> <p><i>94 were very satisfied,</i></p> <p><i>25 were satisfied,</i></p> <p><i>7 were neutral,</i></p> <p><i>1 was dissatisfied and</i></p> <p><i>2 were very dissatisfied</i></p> <p><i>So 92% were satisfied or very satisfied</i></p> <p><i>We also asked whether visitors felt the event enhanced their</i></p>

						<p>visit to the city 126 said yes (98%)</p> <p>Initial data from socials:</p> <p>On our socials we had a reach/impression across Facebook, Instagram and X of about 299k across the 5 weeks of that campaign. Even for those that didn't attend the event the council has considerably raised the profile of the city through the campaign alone"</p>
6.	Portfolio Holder under Scrutiny – Inclusive Economic Growth	How many people had used the Visitor Information Centre since May 2023?	Councillor Vaughan	Simon Walters	4 th October 2023	<p>This is the amount of transaction sales as the centre does not have a foot fall counter. It is an accurate comparison of how many transactions are passing through the till.</p> <p>1st May 2019- 30th September 2019 19947</p> <p>1st May 2020- 30th September 2020 6384</p> <p>1st May 2021-30th September 2021 21667</p> <p>1st May 2022 – 30th September 2022 22411</p> <p>1st May 2023- 30th September 2023 22635</p>

7.	Portfolio Holder under Scrutiny – Inclusive Economic Growth	Have we got comparable footfall on the city centre, comparing 2022 to 2023 over the weekend of Lincoln Live?	Councillor Clarkson	Simon Walter	4 th October 2023	<p>Using the established footfall counters in the city centre (rather than data from the CCTV system) this reveals:</p> <p>Uplift in visitor numbers in 2023 when compared with 2022:</p> <p>Saturday 3rd Sept -4.57% uplift Sunday 4th Sept – 16.81% uplift</p>
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