

Performance Scrutiny Committee – Member request monitoring table

Date of committee – 16 November 2023

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response/ Action
1	Confirmation of Minutes 28 September 2023 and Member Request Monitoring Table	The figures provided in the comparable footfall data for the city centre during the weekend of Lincoln Live 2023 showed a drop in footfall compared to the same time last year. But it is stated that there is an uplift in footfall, please clarify?	Councillor Clarkson	Simon Colburn		To follow
2	Portfolio Holder under Scrutiny – Reducing Inequality	<u>Sincil Bank Community Hub</u> <ul style="list-style-type: none"> • How much does it cost to operate in total? • How much does it cost to operate per visitor? • How many of the visitors are unique? e.g is it the same few people visiting regularly or a range of different people. 	Councillor Dyer	Paul Carrick	28 November 2023	<p>I have calculated the running costs for operating the Community Hub for the period April 2023 – September 2023. This totals £10,100.47.</p> <p>I have not included the costs of employing the Neighbourhood Manager and Community Connector as their principle role is on the development of the six key projects in the area. The advice we give is on top of the projects that we are supporting in the neighbourhood.</p>

		<ul style="list-style-type: none"> Does the visitor numbers include people who visit partners at the hub or just council staff? 				<p>This equates to £8 per interaction.</p> <p>The Hub has been invaluable in helping to build trust within the community and also acting as a focal point to provide residents with information.</p> <p>During this period, we attracted 1263 visitors to the Hub. This works</p> <p>The figures recorded are not unique individuals, we do have some people that attend on more than one occasion due to the support that they require.</p> <p>This figure also includes visitors who attend outreach surgeries delivered by Citizens Advice, this occurs each Thursday morning between the hours of 9am and 12pm</p>
3	Portfolio Holder under Scrutiny – Reducing Inequality	Is there data available to compare the footfall in the city over the weekend of the 9 th and 10 th December 2023 compared to the Christmas Market weekend in 2022?	Councillor Dyer	Simon Walters	23 November 2023	<p>Via our CCTV system we will collect data over the weekend of 9th and 10th Dec at key locations.</p> <p>We will not have comparable data with last year as CCTV images are not kept that long. However, we will be able to compare the 2023 data with other data sources that</p>

						<p>captured footfall over that weekend the previous year. This may well not be a statistically reliable comparison.</p> <p>However, Members will note that weekend in 2022 was hosting the Christmas market. The new events programme taking place over the weekend this year is not designed to attract the same level of visitors – the new programme over the full year needs to be evaluated in that respect.</p> <p>Therefore, any conclusions drawn from the statistical comparison will need to be within that context.</p>
4	Portfolio Holder under Scrutiny – Reducing Inequality	What area of Hartsholme Park was covered by CCTV cameras?	Councillor Clarkson	Simon Walters	20 th November 2023	<p>Coverage:</p> <ul style="list-style-type: none"> • Campsite • Rear maintenance yard • Vehicle entrance to the park(access ramp) • Outside the toilets • Portacabin <p>Cameras are connected to a Network Video Recorder that records at Hartsholme but sends live images to the Control Room via a broadband connection.</p>

5	Portfolio Holder under Scrutiny – Reducing Inequality	The number of evidence disks provided by CCTV to the Police had increased. Had this resulted in an increase in successful police prosecutions?	Councillor Clarkson	Simon Colburn		To follow
6	Portfolio Holder under Scrutiny – Reducing Inequality	Why had dog fouling been removed from the enforcement list?	Councillor Christopher	Simon Colburn		To follow
7	Financial Performance – Quarterly Monitoring	Referred to paragraph 7.12 of the report in relation to the financial changes approved by the Chief Finance Officer. What was the £41k in relation to Thurlby Crescent approved for?	Councillor J Wells	Laura Shipley	22 November 2023	An original budget for major works adaptations at 8 Thurlby Crescent was set at £80k based on initial estimates in 2022/23. Following a tender exercise this budget was further increased, by £41k, at Q2 23/24 as a result of increased construction costs.
8	Quarter 2 2023/24 Operational Performance Report	How many people had been recruited to the Citizens Panel?	Councillor Clarkson	Michelle Hoyles	23 November 2023	We currently have 660 members signed up. We are however continuing to steadily recruit more members to the panel via campaigns.
9	Quarter 2 2023/24 Operational Performance Report	What enforcement action could be taken against tenants who left their property in a state that required significant cleansing which delayed the turnaround of void properties?	Councillor Clarkson	Daren Turner/ Matt Hillman	22 November 2023	We would look to recharge the costs to the outgoing tenant if possible. This can be difficult when the tenants are determined to be vulnerable

10	Quarter 2 2023/24 Operational Performance Report	Was the time frame for providing responses to stage 1 and stage 2 complaints measured in working days or calendar days? If these target days were not going to be met was a holding email sent to the complainant to make them aware that their complaint was still being processed?	Councillor Clarkson	Jo Crookes	27 November 2023	The time for responding to claims is measured in working days. i.e. exclusive of weekends and bank holidays. Where the target of 10 days for level 1 and 20 days for level 2 complaints cannot be met our policy states that we will keep the complainant informed and that where possible we will advise of a date when a full response can be expected. We do not currently monitor whether this happens in every case. Under our new policy which is currently being developed for April 2024 onwards we will start to enforce and record this