

## Performance Scrutiny Committee – Member request monitoring table

Date of committee – 15 February 2024

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response/ Action
1	Financial Performance – Quarterly Monitoring	<p>There was a £30,000 carry over in the Directorate of Major Developments to support the Councils Climate Change initiatives.</p> <p><b>What specifically would this money be used for?</b></p>	Cllr Dyer	Laura Shipley	20 <sup>th</sup> February 2024	<p>The funding isn't currently earmarked for anything specific, but a range of initiatives are being worked up that this funding would support, albeit it modestly.</p> <p>There is currently no budget specifically for climate change activity and we are aware that some of the desired actions require small amounts of funding in order for us to be able to deliver them (obtaining other funding will still be pursued) so this will enable those activities to happen.</p>
2	Financial Performance – Quarterly Monitoring	The externally delivered Town's deal schemes showed a spend of £814,122 for a project relating to Lincoln City Football Club and Foundation.	Cllr Clarkson	Laura Shipley	20 <sup>th</sup> February 2024	<p>Supplementary information following response given at the meeting.</p> <p>The grant is to LCFC and they were the applicants, and the Foundation are not part of the grant agreement, but the LCFC have called the project LCFC &amp;</p>

		<p><b>1 -Could the difference between the two organisations be clarified?</b></p> <p><b>2- What was the money used for?</b></p>				<p>Foundation, because the grant is being used, along with other match funding, to build a hub which will be used by the Foundation to deliver Community courses, events, training etc. LCFC are having a range of other works done, and this new hub is part of their wider project, but the TD funding is specifically for the hub.</p> <p>The Community Hub will be owned by LCFC, but the Foundation will use it.</p>
3	<p>Quarter 3 2023/24 Operational Performance Report</p> <p>Pg 99 &amp;99</p>	<p>The return rates to both measures below, especially PPASB 4, are low. This doesn't give a true reflection of customer satisfaction. PPASB 4 - Satisfaction of complainants relating to how their ASB complaint was handled CC 1 – Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre</p>	Cllr Clarkson	<p>Simon Walters Simon Colburn Daren Turner Paula Burton</p>	-	<p>Feedback received during PSC. No specific question asked.</p>
4	<p>Quarter 3 2023/24 Operational</p>	<p><i>RC 2 – Current tenant arrears as a percentage of the annual rent debit – 'The current tenant arrears</i></p>	Cllr Clarkson	Marianne Upton		To Follow

	<p>Performance Report</p> <p>Pg 100</p>	<p><i>as a percentage of the annual rent debit in quarter 3 2023/24 was 2.86%. This latest outturn was lower than the high target of 4% (low is good) and was an improvement in performance of 1.39% when compared to the previous quarter. As with measure RC 1, the positive performance during the quarter was also largely as a result of the continued proactive work of the team in encouraging tenants to pay their rent on time. Additionally, as a result of this proactive work, total rent arrears have now reduced to below £1 million.'</i></p> <p><b>1 - How far back do the outstanding arrears go?</b></p> <p><b>2 - Will we recover the arrears of just below £1 million?</b></p> <p><b>3 - What activity is being undertaken to recover these arrears?</b></p>				
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5.	<p>Quarter 3 2023/24 Operational Performance Report</p> <p>Pg 100</p>	<p><i>HI 1 – Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)</i></p> <p><b>1 - Why does this measure exclude refusals?</b></p> <p><b>2 - Would it make a significant difference if refusals were included?</b></p>	Councillor Clarkson	Kev Bowring	20 February 2024	<p>A1) The governments decent home guidance states: Where an individual tenant does not want work carried out on their home to bring it up to the Decent Homes standard, then the home can remain below the standard until the property is vacated, at which point the necessary work can be undertaken. Exceptions to this are where works are required to maintain the structural integrity of the dwelling or to prevent other components within the dwelling from deteriorating, or where a category 1 hazard must receive early attention.</p> <p>A2) We do record refusals; Currently 4.7% of tenants have refused the planned work or refused to provide access for us to undertake a stock condition survey. The Council cannot control the level of refusals as the tenant has the option to refuse.</p>
6.	<p>Quarter 3 2023/24 Operational Performance Report</p> <p>Pg 101</p>	<p><i>HV 2 – Average relet time in calendar days for all dwellings – standard re-lets Cleansing required in properties at the end of tenancy is a growing issue.</i></p>	Cllr Clarkson	Paula Burton/ Matt Hillman		To Follow

		<p><b>1 - Are we doing anything else aside from introducing inspections and producing guides to ensure properties are left in good condition at tenancy end?</b></p> <p><b>2 - Are inspections included within historic tenancy agreements or just new agreements? 3 - Can any enforcement action take place?</b></p>				
7.	<p>Quarter 3 2023/24 Operational Performance Report</p> <p>Pg 105</p>	<p>Sickness levels –</p> <p><b>1 - Why is apprentice sickness so high?</b></p> <p><b>2 - What activity is taking place to reduce this?</b></p> <p><b>3 - How many apprentices did we have at the end of quarter 3?</b></p>	Cllr Clarkson	<p>Claire Burroughs</p> <p>Ali Thacker</p>		<p>1. During Q3 there were only 8 days lost due to Short term sickness.</p> <p>In addition when comparing the number of days lost per FTE for Short term with the wider council, this figure is at a similar (/slightly lower) level to the wider Council figures (with the exception of the Directorate of Major Developments).</p> <p>In terms of Long Term absence for Apprentices, based upon the number of FTE Apprentices the total days lost per FTE stood at 4.22 days lost, and although this does appear high when compared to the wider council, there was only one period of long term absence reported in Q3 which totalled the 29 days lost.</p>

						<p><b>2.</b> The prevention and pro-active management of sickness is a high priority for all Council Staff, and the Council continues to support staff/managers by:</p> <ul style="list-style-type: none"> <li>- Continue to run/promote employee health and wellbeing initiatives and events</li> <li>- Having a dedicated Health and Wellbeing section on the Staff intranet</li> <li>- Providing support, guidance, and advice to all employees/managers</li> <li>- Providing managers with advice in terms of managing sickness (including, but not limited to spotting the signs of stress and how to manage and support mental health in the workplace)</li> <li>- All Council staff have a range of support options available to them which includes: <ul style="list-style-type: none"> <li>o Access to the Council's Employee Assistance Programme</li> <li>o Occupational Health Services (for Occupational Health referrals and</li> </ul> </li> </ul>
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						<p>Counselling etc where necessary)</p> <ul style="list-style-type: none"> <li>○ Having trained Mental Health First Aiders</li> <li>○ Risk Assessments (where necessary)</li> <li>○ Wellness Action plans (where necessary).</li> </ul> <p>Return to work interviews are held with Council staff on their return to ensure they are fit to return, and any necessary support can be considered/ discussed.</p> <p><b>3.</b></p> <p>8 apprentices</p>
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