

## Performance Scrutiny Committee – Member request monitoring table

Date of committee – 7<sup>th</sup> March 2024

Action No.	Name of committee report	Information requested / question asked	Member name	Officer(s) responsible for providing response	Date response provided	Response / Action
1	Strategic Performance Measures & Targets 2024/25	<p>Page 27 – Measures –</p> <ul style="list-style-type: none"> <li>- <i>BE 1 – Average days to process new housing benefit claims from date received (cumulative)</i></li> <li>- <i>BE 2 – Average days to process housing benefit claim changes of circumstances from date received (cumulative)</i></li> <li>- <i>BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment</i></li> </ul> <p>Reason provided for target changes - <i>Minor changes to targets. Impacts of Universal Credit managed migration, reduced DWP funding, as well as additional demands from cost of living may have a slightly detrimental impact on performance in this area</i></p> <p><b>Why is the amount of DWP funding reducing?</b></p>	Cllr Gary Hewson	Martin Walmsley – Assistant Director Shared Revenues and Benefits	15 <sup>th</sup> March 2024	DWP funding reducing as a result of overall national DWP efficiency targets, as well as anticipated reduced Housing Benefit caseload as migration of cases to Universal Credit takes place.

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2	Strategic Performance Measures & Targets 2024/25	<p>Page 27 Measure</p> <p>- <i>REV 3 - Number of outstanding customer changes in the Revenues Team</i></p> <p>Extract of reasoning provided for target changes - <i>Reporting of this measure is to include items in DMS, but also outstanding customer items from the Citizens Access Revenues (self-serve) portal to give a more accurate reflection of overall outstanding correspondence in the Revenues Team.</i></p> <p><b>Please can information be provided on the Citizens Access Revenues portal and what this is / used for? Is this linked to Citizens Advice?</b></p>	Cllr Gary Hewson	Martin Walmsley – Assistant Director Shared Revenues and Benefits	15 <sup>th</sup> March 2024	<p>There is a whole host of information available through the Citizens Access portal, detailed at this web link: <a href="#">My Accounts – City of Lincoln Council</a> .</p> <p>This is not linked to Citizens Advice (just sharing a similar name).</p>
3	Strategic Performance Measures & Targets 2024/25	<p>Page 27 – Measure</p> <p>- <i>DCT 2 – Percentage of invoices that have a Purchase Order completed</i></p> <p>Acknowledged that it is positive to see the high target has been increased even further to 75%.</p>	Cllr David Clarkson	<p>Laura Shipley – Financial Services Manager</p> <p>Jaclyn Gibson – Chief Finance Officer</p>	25 <sup>th</sup> March 2024	<p>The current target is already based on those invoices whereby it is possible raise a Purchase Order.</p> <p>It is recognised, that unless the Council adopt a strict 'No PO, no Pay' policy it is unlikely we will ever achieve 100%</p>

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		Would it be possible for this measure to only focus on invoices where it is suitable to have an associated purchase order? If so, could the target then be set nearer towards 100%?				<p>compliance. This is recognised in the target, which was formerly set at 60% with actual performance in the late 40%'s.</p> <p>Following a significant push from Management and Financial Services with reinforcement of Financial Procedure Rules, education and training for service areas, the actual performance is now closer to 75%, in line with the new target, and if the current trajectory of improvement continues this could potentially reach 80-85% throughout 2024/25. The PI will continue to be reviewed against these ongoing improvements.</p>
4	Strategic Performance Measures & Targets 2024/25	<p>Page 28 – Measure</p> <p>- <i>FHS 1 – Percentage of premises fully or broadly compliant with Food Health &amp; Safety Inspection –</i></p> <p><b>This measure monitors the compliance of premises. Does any monitoring of delivery services take place to ensure the items being used to transport food meet</b></p>	Cllr Pat Vaughan	Sara Boothright – Food Health & Safety Manager	27 <sup>th</sup> March 2024	Yes when a food premises is inspected all aspects of their food business is assessed. This will include ensuring that food sold for takeaways have suitable food grade containers and that food if delivered is carried in suitable delivery boxes or bags to help maintain the temperature of hot and cold

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		the required standard of cleanliness?				food as appropriate. These boxes and bags must be capable on being kept clean. The overall score rating that a food premises receives will have taken all aspects into consideration.
5	Strategic Performance Measures & Targets 2024/25	<p>Page 29 Measure</p> <p>- <i>PPASB 4 - Satisfaction of complainants relating to how their ASB complaint was handled</i></p> <p>The committee was happy this measure was being removed due to the low response rate to the surveys.</p> <p>Reason for removal of measure - <i>The satisfaction surveys for this measure only go out where there is a customer and a case to investigate. That is further complicated by the fact that we piggy back onto a large amount of Housing cases (such as noise investigations). Housing send a survey out when the joint case is closed, as the customer began the journey with them. If we sent a survey, the customer would then get two satisfaction surveys. The above coupled with very low return numbers</i></p>	Cllr Gary Hewson	<p>Daren Turner – Director for Housing and Investment</p> <p>Paula Burton – Assistant Director Housing</p>	11 March 2024	This is a measure in the suite of Tenant Satisfaction Measures (TSM's) which it is proposed to report into HSSC quarterly

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		<p><i>means we end up with a negligible amount of completed surveys.</i></p> <p><b>With this measure being removed, would it be possible to report on the satisfaction level of housing tenants relating to how their ASB complaint was handled?</b></p> <p><b>May be appropriate to include within HSSC measure set rather than PSC?</b></p>				
6	Strategic Performance Measures & Targets 2024/25	<p>Page 29 Measure</p> <p>- <i>GM 1 - Contractor points recorded against target standards specified in contract - Grounds Maintenance</i></p> <p>Reasoning provided for target change – <i>Remains a key part of contract performance measuring. Service has been poor in places, and as a consequence monitoring activity increased. Both factors lead to the expectation of an increase in the scores for next year. Targets have been revised.</i></p> <p><b>Please can more information be provided as to why the targets are being relaxed for this measure?</b></p>	Cllr Gary Hewson	Steve Bird – Assistant Director Communities and Street Scene	11 <sup>th</sup> March 2024	<p>I welcome the opportunity to expand, and hopefully illuminate the process a little further for members. The old high/low scores were 150 and 50 and the new targets are 200 and 75.</p> <p>Contractor performance points are checked regularly, and feature as a formal part of contractor performance review with the Portfolio Holder. Each 'fault' identified is referred to the contractor and awarded points according to a pre-agreed scale, subject to the severity of the 'fault' (a fault being doing something not in accordance with the contract).</p>

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		<p><u>2023/24</u>  Low target – 150  High target – 50 <u>to</u></p> <p><u>2024/25</u>  Low target – 200  High target – 75  (Low is good)</p> <p>Recent outturns suggest performance has been within the current 2023/24 target boundaries.</p>				<p>It is also given a prescribed time for correction. If they do not correct the issue inside the required time, the points are awarded again, and a financial charge attached. The clock is restarted to give time to correct the issue. For each time they fail to meet the time constraint, the cycle continues, and more points and costs are awarded. Given the severe implications of not correcting a ‘fault’ the contractors are usually very prompt at making corrections.</p> <p>As the Council is now making plans for new contracts starting in 2026, we are reviewing both the monitoring of contractors’ work, and the systems used for issuing notices for ‘faults’. This is in preparation for a new contract format. The intention of changes being made now is for it to be easier and faster for staff to issue notices, and as a result we anticipate that without any change in standard, there will be a small increase. The small</p>

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						<p>adjustment suggested for the performance is to reflect these imminent changes.</p> <p>As a footnote, it is possible that even with that small relaxation, more points could be issued than expected, showing as 'red' for performance. If this occurs it is likely to be a short term adjustment as the contractor will amend practices to meet our change to monitoring processes. 200 is still a very low score, and we would not begin to get concerned until scores reached well over 500.</p>
7	Strategic Performance Measures & Targets 2024/25	Page 32 Measures - <ul style="list-style-type: none"> <li>- <i>FHS 4 - Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants/cafes/shops and takeaways in Lincoln</i></li> <li>- <i>GM 2 - Satisfaction with our public open spaces overall (collected via Citizens' Panel)</i></li> <li>- <i>SC 2 - Satisfaction that public land and public highways are kept</i></li> </ul>	Cllr David Clarkson	Graham Rose – Senior Strategic Policy Officer	8/3/24	The total number of respondents to the survey and also the total number of panel members at the time of collecting the satisfaction data for each of the measures will also be included within the supporting commentary alongside the percentage and number of respondents satisfied. Service areas will also be asked to add further

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		<p><i>clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)</i></p> <ul style="list-style-type: none"> <li>- <i>WM 3 - Satisfaction with refuse service (collected via Citizens' Panel)</i></li> <li>- <i>WM 4 - Satisfaction with recycling service (collected via Citizens' Panel)</i></li> </ul> <p><b>The number of respondents who were satisfied with each service is provided in the commentary alongside the percentage outturn. Please could the total number of respondents to the survey and the total number of panel members also be provided when these measures are reported to committee?</b></p>				information around how the data is being used within service areas to improve customer satisfaction.

Link to PSC papers - <http://moderngov/documents/q6854/Public%20reports%20pack%2007th-Mar-2024%2018.00%20Performance%20Scrutiny%20Committee.pdf?T=10>