

**21. Quarter 1 2024/25 Operational Performance Report**

The Business Intelligence Officer:

- a. presented a report to Performance Scrutiny Committee with an outturn summary of the council's performance in Quarter 1 of 2024/25
- b. advised that out of the 87 performance measures monitored during the quarter, 63 had targets allocated to them; of those targeted measures, 48 (76.2%) were within or exceeding the targets set
- c. explained that the full report was attached as Appendix A of the report, with the full list of performance measure outturns and supporting performance commentary provided at Appendix B of the report
- d. invited members' comments and questions.

Question: Why was there a longer lead time for calls being answered in Customer Services?

Response: A lot of services such as Council Tax and Rent Collections were due during this Quarter which could increase and had a knock on effect on call times. The Council were doing as much as possible to promote their online services however there were still a lot of people who chose to contact by phone and were given the option of receiving a call back or to wait, this would affect the call time statistics.

Question: How was the EGYM equipment at Yarborough Leisure Centre funded?

Response: The City of Lincoln Council paid for the instalment and Active Nation were paying it back.

RESOLVED that:

1. The Quarter 1 Operational Performance Report found at Appendices A and B, be noted and presented to Executive on 27 August 2024.
2. The format of the report was confirmed and met by the requirements of Performance Scrutiny Committee.