

5. **Quarter 4 2024/25 Operational Performance Report**

The Business Intelligence Officer:

- a. presented an outturn performance summary report to Performance Scrutiny Committee of the Council's performance in Quarter 4 of 2024/25
- b. highlighted that out of the 87 performance measures monitored during the quarter, 64 had targets allocated to them, of these targeted measures 44 (68.7%) were within or exceeding the targets set
- c. reported that when read together, Appendices A and B aimed to enhance the range of performance information presented via the quarterly reporting process and make it easier to assess and scrutinise the performance of each priority/portfolio
- d. advised that as set out in section 3, Appendix A provided an overview of the Council's performance by Directorate and Vision 2025 theme. The highlight report detailed some of the positive work of the Council during the quarter, and the impact of this was also included in Appendix A
- e. advised of specific areas to monitor within each Directorate as outlined at item 5 of her report
- f. invited members' comments and questions.

Question: What parameters were being considered with regards to the Climate Change priority?

Response: The Business Intelligence Officer confirmed that she would liaise with the relevant officer and feedback the information to the Committee.

Question: Why hadn't appraisals been carried out for all staff?

Response: A new model had been introduced which required all staff to have had an appraisal between April and June. This allowed staff to monitor them more robustly. An extension had been given to Customer Services staff due to a higher number of employees in that area. The Quarter 1 report in August should show a healthy percentage as most appraisals would've been carried out by then.

Question: Was it possible to provide percentage figures for appraisals at future meetings going forward?

Response: The Assistant Director for Strategic Development confirmed that she would provide the figures at a future Performance Scrutiny Committee meeting.

The Business Intelligence Officer advised Members that it was important to note that only appraisals recorded on the I-Trent system were part of the Performance report.

Question: How had Destination Lincolnshire going into liquidation impacted the Council?

Response: It was confirmed that the funding for the 2025/26 Service Level Agreement had not been released and so the funds remained available to help market the city and its events through an alternate model, once it emerged. Further information on alternative arrangements for the events programme would be shared with Performance Scrutiny Committee at a future meeting.

Question: In relation to Leisure Centres and the new contract provider being announced, could more financial information be presented to members at future committees?

Response: Going forward, a review of the new contract would be carried out and more information could be fed into the system.

Question: What were the Nature Towns and Cities Funding staff employed to deliver?

Response: The Business Intelligence Officer confirmed that she would liaise with the relevant officer and feedback her findings to the Committee.

Question: Would the City of Lincoln Council continue to run the Greyfriars and Barbican buildings once refurbishment works are finished?

Response: Greyfriars was the Council's asset and would be leased to Heritage Trust Lincolnshire once works were complete, they were working in partnership with the Council on it. The Barbican wasn't an asset of the Council's, it belonged to the Co-op. The Council was the accountable body for the grant and once the project was complete, the lease would be obtained by the University.

Question: What was the reason behind the backlog of benefit requests? How could they be resolved?

Response: The Assistant Director for Strategic Development confirmed that she would liaise with the relevant officer and feedback the information to the Committee.

It was RESOLVED that:

- a. The Business Intelligence Officer to feedback to the Committee the parameters used for the Climate Change Priority.
- b. The Assistant Director for Strategic Development to provide the percentage of appraisals carried out at the next Quarterly Performance Scrutiny Committee.
- c. The Business Intelligence Officer to provide clarity on what the Nature and Towns funding staff were employed to deliver.
- d. The Assistant Director for Strategic Development to provide the Committee with clarity on the backlog of benefits requests.
- e. The contents of the Quarter 4 2024/25 Operational Performance Report, found at Appendices A and B, ahead of the report being presented to Executive on 2nd June 2025 be noted.
- f. Performance Scrutiny Committee confirmed that the format of the performance report continued to meet their requirements.