

**QUARTERLY PERFORMANCE REPORT – CORPORATE SCRUTINY DISCUSSION LOG**

Issue	Response	Any Follow up action required
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**Quarter one performance report – Corporate Scrutiny 13/08/24**

	Qu.1 highlights - With reference to the £21000 increase in tickets sales, was this being tracked to see where we were against previous performance and where we could go in the future?	This relates to the tickets being sold though the tourist information centre who have had some training on upselling techniques, and this is being tracked.	No further action
	Effects of programme of work on castle bridge on fireworks?	Works would not interfere with the display.	No further action
	Why Assembly Room performers costs were more than the budgeted costs (page 21)?	Officers did not have the information answer to this but would take this away and provide feedback to Members.	The majority of shows that perform at the Assembly Rooms are on a box office split, ranging from 70/30 to 85/15. If there is a higher expenditure budget at any given time of the year it is due to there having been higher ticket sales – we only ever pay more out on performers fee’s if we bring it in, so although year to date the expenses budget is higher, it is off set by the increase in income.
	Why the number of press releases for this quarter was lower at 40 and whether communications would remain a priority?	The Leader of the Council confirmed that communication was important and that they were having regular meetings with the head of Communications and that they would look at why this had fallen and what can be done about this.	Response provided by ZW  Q1 and Q4 were less than the other quarters but that could be attributed to the restrictions of the pre-election period and they are pretty similar for the equivalent quarter in 2023-24.

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<p>Shortfall in assembly room ticket bookings. Who is responsible for booking acts and making decisions around shows, whether these are sold out?</p>	<p>The theatre manager works in conjunction with their team to monitor sales and look at past trends for ticket sales and what kinds of acts are successful. A piece of work is also being done by the Assistant Director to take stock of the shows and look any recommendations for improvements.</p>	<p>No further action</p>																		
<p>More information around ICT/audio visual technology particularly in the town hall and why this is still being used when Marmion House is more convenient/disabled friend/public friendly and has better parking?</p>	<p>It was confirmed that an item was going to be coming to the next Committee meeting to look at the reopening of Marmion House and moving committee meetings.</p>	<p>No Further Action</p>																		
<p>Concerns around the number of Council tenants on Universal Credit and in rent arrears, what was being done to get these down, and why the there was a disparity between rent and council tax arrears? How many of the tenants on universal credit are in 4 weeks of arrears which might be as a result of their Universal Credit payments being made and in arrears and how many are in substantially more arrears?</p>	<p>There is always a drop in arrears in quarter four due to tenants using the rent-free weeks to make up some of their arrears. As universal credit is paid directly to the tenant, unlike housing benefit they are not always prioritising paying their rent. The Council makes early contact with tenants falling into arrears and will seek to make a reasonable agreement to recover these as well as providing other support, such as use of hardship funds and referrals to Tamworth Advice Centre. Specific figures on arrears levels were not available but that this could be provided for Members. It was highlighted that the jump in the numbers of universal credit may be down to the fact that there has been an</p>	<p>Rent arrears – number of tenants less that 4 weeks in arrears- numbers in long terms arrears. Are some tenants in 4 weeks arrears because UC is paid in arrears? More information needed on what we are doing to support tenants in arrears.</p> <p><b>Response to be provided by Neighbourhood Services</b></p>																		

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<p>A greater narrative was requested around the reason for arrears and what is being done.</p>	<p>increase in the number of claimants being transferred over from other benefits.                      With regards to council tax, the council tax reduction scheme does offer someone on Universal credit a significant reduction in the amount of council tax they need to pay which may account for the disparity.                      The committee highlighted that in the past the Council had run campaigns to encourage residents to prioritise their rent and that education was key.</p>	

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